

CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER



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A LETTER FROM OUR CEO

THOMAS GOLDEN



Spring is taking shape all around us, and with its arrival comes new chapters, clean slates and a healthy sense of optimism.

For businesses, this is manifesting as a way to realign primary objectives to the current state of the economy. For EnergyUnited, it means looking for ways in which we can strive for efficiencies and continue to provide you power at the lowest possible cost.

As many of you know, in order to keep up with inflation and evolving financial demands, our rates changed January 1, 2023. As an at-cost energy provider, we deliver reliable electricity at the price at which we receive it. Meaning, this change was a reflection of the economy and nothing more.

During 2022, we saw the price of natural gas rise nearly three-fold, only to retreat back to a price that is certainly more in line with our longer-term expectations. But the price of natural gas is so volatile, that one event, either domestically or internationally, could trigger another round of high prices. We continue to monitor the price of natural gas, and use available tools to help us stabilize our natural gas exposure. We are hopeful that by the end of 2023, we will look back and see

that the price of natural gas was more in line with our expectations.

As the year progresses we continue to look for ways in which we can implement innovative technologies, advocate legislatively and push for more involvement in our demand response programs. In order to provide complete transparency, our community of members will be informed every step of the way. So make sure to check your inboxes for updates and helpful tips on how you can lower your energy bill.

Our team remains dedicated to providing help to our members each day. Whether it's a matter of restoring power quickly, answering members' questions in a quick and concise manner, or pointing them in the direction of our We Are Here to Help page, our team's dedication is unmatched.

Because at the end of the day, the satisfaction of our community is what it's all about at EnergyUnited. I look forward to the bright new ideas and an even brighter future that lies ahead of us. Happy spring!

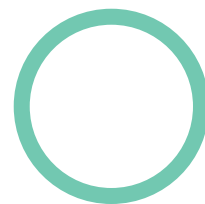
Sincerely,

Thomas Golden, CEO



View the
We're Here to
Help You page

ENERGY EFFICIENCY **TIPS**



WHAT CAN YOU DO TO LOWER THE COST OF YOUR ENERGY BILL?

As a member-owned cooperative, our goal is to provide the best service at the lowest possible cost. This means helping you save money on your monthly electric bill. Did you know that using new energy-efficient lighting gives more light for less energy? Or that you can use the “energy saver” switch on your dishwasher to shut off the drying element. Even storing liquid in the refrigerator with a cover can reduce the moisture inside, and make your fridge work less hard.

Discover more energy saving tips like these by visiting EnergyUnited.com/energy-efficiency-tips.



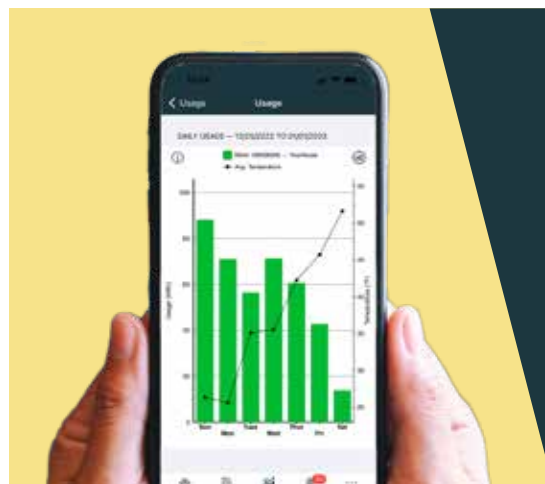
EXPLORE THE **USAGE EXPLORER**

With My EnergyHub, you can view your current energy usage right from your phone. Simply log in to your account and check out the Usage Explorer Tool to see a detailed view of your past and current usage, analyze and understand usage trends to find ways to cut back, and view how weather is affecting your daily energy consumption.

Download the free app today and discover all the ways you can lower the cost of your energy bill.

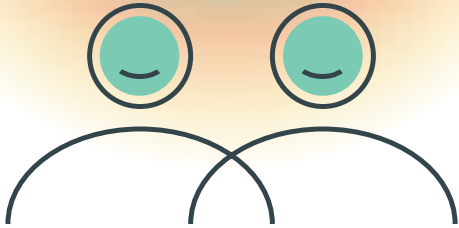
 [DOWNLOAD ON THE APP STORE](#)

 [GET IT ON GOOGLE PLAY](#)



EVERY DAY EMPOWERED

ENERGYUNITED MEMBER EMPOWERED BY **SERVICE EXPERIENCE**



Did you know that March 1-7 is National Invest in Veterans Week? While many understand the importance of standing by our troops when they return home from combat, we are especially thankful for the individuals who professionally and voluntarily serve the brave men and women who put their lives on the line to fight for our freedom. For some, this specific service commitment may only last for a season. But John Gallina's commitment to serving our nation and its veterans is deeply rooted in his values. It's his legacy.

Gallina, a member of EnergyUnited, was injured during combat while he was stationed in Iraq in 2004. Since then, his life's mission has been to give back to veterans. In 2008, Gallina and the late Dale Beatty, who was also a combat-wounded veteran, formed Purple Heart Homes, a nonprofit organization



that specializes in providing housing solutions for service-connected disabled and aging veterans. In addition to being co-founder, Gallina currently serves as the organization's chief executive officer.

Under John and Dale's leadership, Purple Heart Homes gained national recognition for their incredible veteran service projects. But they were never interested in recognition. They were only interested in serving.

"The outpouring of support that we received when we returned home from Iraq was very special but also incredibly thought-provoking," Gallina said. "I realized there were so many veterans who had never received the same level of appreciation and had never been welcomed home. They had such a significant need and we just knew there had to be something that we could do to pay it forward."

Gallina has since dedicated 100 percent of his time and energy to doing just that. He has developed programs to serve veterans by providing wheelchair ramps, handicap accessible bathrooms and new heating

View the message
in his words.



systems and by replacing roofs for veterans. However, the organization's latest program provides tiny homes for homeless veterans and for veterans who are living in substandard housing — issues that are increasingly prevalent due to various factors that have affected the availability of affordable housing.

When asked about how to support National Invest in Veterans Week, Gallina mentioned that the opportunity to invest in a veteran's life is invaluable. In addition to recommending that individuals invest in veterans by volunteering and making donations, he also offered a very important reminder.

"We encourage individuals to get involved, not just by thanking veterans for their service but by also asking them about their service and by listening to their stories. Let them know that they have not been forgotten."

To learn more about Purple Heart Homes, visit PurpleHeartHomesUSA.org.



NEW! Starting in April our EnergyUnited Foundation application process will be digital! Keep an eye on our website: EnergyUnited.com/giving-back

BUILDING A **BRIGHTER FUTURE**

EnergyUnited is committed to building a brighter energy future. We understand that to build the future we envision, we must continue to invest in our communities. You may already know about many of the investments that we are currently making through our community outreach programs. However, your local, not-for-profit electric cooperative is also making key infrastructure investments that will empower and strengthen our communities.

For instance, in our Yadkin River Region we have recently been working to convert existing single-phase power lines to three-phase lines to accommodate load growth. We have also rerouted existing lines to serve a new business in Denton and built lines to serve new residential accounts. These system improvement projects represent just a few examples of the ways in which we are continually working to improve the lives of those who live and work in the communities we serve. Why? Because we are not just your electric utility provider. We are your neighbors. EnergyUnited employees and their family members live in many communities that are served by the cooperative. We also depend on the infrastructure that is built and supported by the cooperative, so we understand the impact of each investment.

While some of the work related to these investments does not occur in highly visible areas, you can rest assured knowing that we are continually working in and around the communities that we call home. It's why we have a 99.9 % reliability rating and it's also the reason that we'll always search for ways to improve your service experience.



99.9 % RELIABILITY
RATING

TIPS FOR STAYING SAFE AROUND POWER GENERATORS

Having a standby generator is essential for reliable power in the event of an outage, but are you brushed up on your safety tips? Read on to find out!

PERMANENT STANDBY GENERATORS

- Permanent standby generators should only be assembled by qualified professionals.
- Ensure that your local building inspector examines all facility wiring changes or additions.
- Inform your electric utility about your backup system.



PORTABLE GENERATORS

- Portable generators offer users a convenient and cost-effective solution to power their homes or businesses.
- Carefully read and follow manufacturer instructions when starting your generator.
- Never operate your generator in an enclosed space; the fuel exhaust can be dangerous.
- Install a carbon monoxide detector in the enclosed space nearest the generator.
- Prioritize your needs; connect the generator only to critical equipment, such as data servers.
- Only use outdoor-approved, grounded extension cords that are sized to handle the current.
- Keep cords out of the way so they don't present a tripping hazard. Never run cords under rugs or carpets where heat might build up.
- Let your generator cool down before adding additional fuel.

MAKE THE RIGHT CONNECTION

No matter what type of generator you use, proper installation is critical. Remember, you are required by law to ensure that no electricity from your generator backfeeds into the electrical system during a power outage.

To learn more about EnergyUnited's offering of Generac generators, visit [EnergyUnited.com/surge-guard-protection-generators](https://www.energyunited.com/surge-guard-protection-generators) or call a Customer Care Representative at 1-800-522-3793 today!

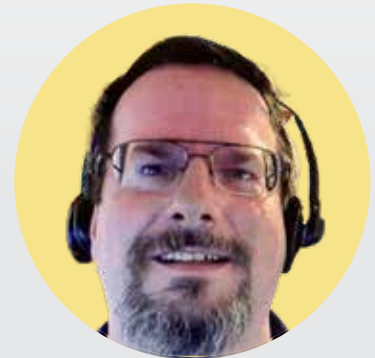
EMPLOYEE ACHIEVEMENT RECOGNITION

Perry Wright joined the EnergyUnited team in December 2021. As an Application Integration Specialist, Perry specializes in having systems and data integrate seamlessly. "I like puzzles a whole lot," Perry says, "and I think that's part of the reason why this project was so important and interesting to me."

Perry along with the IT team just completed a nine-month project to make the database across departments easier to access and easy to add to. "The system we had before was pretty temperamental and would only allow one department to access it at a time." Perry adds, "And so we needed to find a way to have yearly, monthly and quarterly reports accessible, editable and for multiple people to use at once."

The update now allows people to use the new EnergyUnited-specific program to input their expenditures, capital assets and other data in a centralized database with a friendly user interface. "We worked to create a cohesive look to the old forms so that user education was simple, then added the functionality that folks were asking for."

The result? A tremendous amount of time savings for internal processes that have streamlined processes and created a more streamlined work environment. Thanks to Perry and his team for making it happen!



EMPOWERING THE FUTURE SCHOLARSHIP

FINAL REMINDER

The deadline for the Empowering the Future scholarship program is approaching quickly!

By March 31, all applications must be submitted in order to be considered for one of two \$5,000 scholarships. See if you qualify, and submit your application today!

[EnergyUnited.com/empowering-the-future-scholarship-application](https://www.energyunited.com/empowering-the-future-scholarship-application)

SPORTS CAMP ATTENTION ALL BALLERS!

FINAL REMINDER

March 31 is the last day applications can be submitted for the **2023 Touchstone Energy Sports Camp**, held in June. This all-expenses-paid basketball scholarship will allow a young woman to attend the Wolfpack Basketball Camp at North Carolina State University, and a young man to attend the Carolina Basketball Camp at the University of North Carolina.

[EnergyUnited.com/sports-camps](https://www.energyunited.com/sports-camps)



APPLICATIONS DUE
MARCH 31

3/31

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MARCH 31



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