

**ENERGYUNITED ELECTRIC MEMBERSHIP CORPORATION**  
**Minutes of Regular Meeting of the Board of Directors**  
**May 18, 2023**

Pursuant to due notice thereof, a regular meeting of the Board of Directors of EnergyUnited Electric Membership Corporation was held at the Corporate Headquarters, in Statesville, North Carolina, beginning at approximately 1:00 p.m., on Thursday, May 18, 2023. With Board President Max Walser presiding, the following proceedings were held (action being by unanimous or without dissenting vote or abstention unless otherwise stated):

**1. CALL TO ORDER**

President Walser called the meeting to order.

**2. INVOCATION**

Treasurer Craig Black gave the invocation.

**3. ROLL CALL**

Upon calling the roll, all directors were present. Also present were Chief Executive Officer Thomas Golden, Chief Operating Officer Brett Alkins, Chief Financial Officer Alec Natt, Vice President of Human Resources Pam Britt, Vice President of Energy Services and Corporate Communications Laquisha Parks, Vice President of Information Technology Gaudy Jandron, Vice President of Energy Delivery Steve McCachern, Corporate Attorney Roy McDonald, and Executive Assistant Shamica Butts-Young.

**4. APPROVAL OF AGENDA**

*Upon motion duly made and seconded, it was **RESOLVED** that the May 18, 2023 Regular Meeting of the Board of Directors Agenda be **ADOPTED**.*

President Walser recognized and presented a certificate to Ann Eller for 35 years of service to the cooperative. President Walser recognized and presented a certificate to Cheryl Wright for completing the Board Leadership Program.

**5. COVID-19 NATIONAL EMERGENCY**

VP Britt reported the federal government had ended the COVID-19 national emergency, effective May 11, 2023. Effective May 12, 2023, all COVID-19 protocols have ended at the Cooperative.

*Upon motion duly made and seconded, it was **RESOLVED** that the board approves removing COVID-19 reporting from the consent agenda moving forward and we will only report on COVID-19 if there is a future change in requirements.*

## **6. FIVE9 INTEGRATION**

VP Gaudy reported on the Cooperative's new Five9 phone system. The system resolves reliability and recording issues experienced with the previous Cisco system. It also provides member service specialists with a more efficient interface, provides members with multiple means of engaging specialists, and uses artificial intelligence to identify opportunities for self-service and automation. The new system went live on May 9, 2023, and there has been no negative impact on members. The new system is expected to result in a \$35,000.00 annual operational savings, reduce average call handle time, reduce call volume, reduce the overall cost of serving members, and improve member and member service specialist satisfaction.

*No action was taken on this item.*

## **7. CORNELIUS PROPERTY SEARCH UPDATE**

VP McCachern reported on the Cooperative's efforts to secure property in Huntersville for the new Cornelius Office. The Cooperative is working with the property owners and The Town of Huntersville to finalize the terms of the purchase and abandonment of Hord Drive, which bisects the property.

*No action was taken on this item.*

## **8. BRAND EVOLUTION**

VP Parks reported on the evolution of the Cooperative's brand into a cohesive reflection of the members expectations and the Cooperative's actions, innovations, and community engagement. The process will take between 2-3 years. The Cooperative is currently engaged in developing internal buy-in through brand ambassadors made up of a diverse group of employees, MAC members, and other stakeholders.

*No action was taken on this item.*

## **9. BOARD RETREAT PRELIMINARY TOPICS**

CEO Golden presented an early draft of possible Board & ELT Retreat topics. Executive Committee Chairperson Sisson reported that, after considering three potential facilitators to assist with the upcoming board evaluation, the Committee recommended GreatCo-Ops to facilitate a director self-evaluation and a board evaluation, at a cost of \$5,000.00. The evaluations will be conducted online. The results will be presented and discussions facilitated at the Retreat.

*No action was taken on this item.*

## **10. 2023 ANNUAL MEETING MAY BOARD MEETING REVIEW**

Attorney McDonald presented a review of upcoming election-related dates and events. The next significant event will be the Nominating Committee meeting on June 5, 2023, at 6:00 p.m., at the

Mocksville Education Center. Attorney McDonald has given notice of the meeting to the Nominating Committee and confirmed that all committee members have confirmed they will attend. Attorney McDonald has also informed the Credentials and Election Committee of its meeting in September.

Attorney McDonald followed up with the Board about the resignation of Tracy Palmisano, a member of the Credentials and Election Committee representing District 3. Vice-President Sisson, who represents District 3, reported that he would be contacting Director Wright and Director Black, who also represent District 3, to discuss a potential appointee before the June board meeting.

*No action was taken on this item.*

## **11. CHIEF EXECUTIVE OFFICER REPORT**

CEO Golden reported on “The EnergyUnited Way,” an initiative to express the way the Cooperative expects its business to be conducted. The EnergyUnited Way is:

Be Safe  
Every Employee. Every Task. Every Day.

Be Secure  
Cybersecurity is a shared responsibility.

Be Present  
Working intentionally with our core values in mind.

Be Member Focused  
Empower. Serve. Deliver. Engage.

CEO Golden reported that a substation in North Dakota had been damaged by gunfire. The Cooperative is collaborating with the Electricity Information Sharing and Analysis Center (E-ISAC) regarding cyber and physical security matters.

CEO Golden reported on the realignment of “Customer Care” to “Member Services,” which will more accurately reflect the Cooperative’s member focus.

CEO Golden reported on the Cooperative’s Community engagement efforts, to include linemen camps to identify potential employees and Habitat for Humanity construction projects. The Cooperative continues to encourage employees to identify opportunities for the Cooperative to be present and serve the community.

VP Gaudy reported on a major update to NISC. The upgrade requires a data migration that is expected to take 12 hours to complete. A blackout of member account data and transactions will occur during the upgrade. The upgrade is scheduled to occur in June, on a day and time chosen to minimize the impact on members. The upgrade is currently being tested. The Cooperative is

collaborating with a sister cooperative that had significant challenges with the upgrade to learn and benefit from its experience.

VP McCachern reported on the New Hope Substation in Taylorsville. Construction has been completed and the substation is fully functional. The substation is designed to address future needs in the area. The old substation will be dismantled.

VP McCachern reported that a service truck located at the Mocksville Office had been broken into and tools stolen. The thief entered the fenced-in parking lot by prying open the connection between a metal fence and a wooden fence. The connection has been repaired and modified to prevent further break-ins.

CEO Golden requested the board participate in an online 360-degree review to solicit feedback on his first year as the CEO of the Cooperative. The Cooperative's leadership team and others will participate. Comments will be anonymous.

CFO Natt reported that the Cooperative had taken a RUS draw to mitigate any impact that could occur in connection with a shutdown of the federal government.

CEO Golden reported that his team had continued to drill down on the line loss issue previously reported to the board. The issue involves a difference in the way usage by unmetered security lights was calculated. CEO Golden reported that this issue had been corrected and that future line loss calculations should return to predicted levels.

CEO Golden and Vice President Sisson reported on the new director profile format proposed for use on the Cooperative's web page. Directors were encouraged to submit drafts of their profile to the Cooperative. EA Butts-Young provided each board member with a director education and training transcript.

CEO Golden reported that potential MAC members' profiles had been provided to directors for informational purposes.

EA Butts-Young discussed upcoming director training, conferences, and meetings.

*No action was taken on this item.*

## **12. EXECUTIVE SESSION**

*Upon motion duly made and seconded, the board went into executive session at approximately 2:10 p.m. and President Walser declared the board in open session at approximately 2:55 p.m.*

*All matters set out in the agenda for presentation and discussion in executive session were presented and discussed. See the Minutes of Board of Directors Meeting – Executive Session dated May 18, 2023, prepared by Attorney McDonald.*

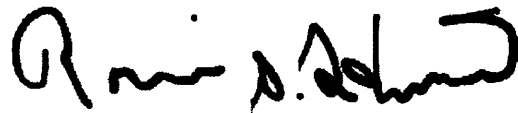
**13. OTHER ITEMS**

No other items were presented or discussed.

**14. ADJOURN**

*Where upon there being no further business to be taken, upon motion duly made, seconded, and **APPROVED**, the meeting adjourned at approximately 3:00 p.m.*

I, the duly elected and qualified Secretary of EnergyUnited Electric Membership Corporation, do hereby certify that the foregoing actions were taken by the directors of the corporation at a meeting duly noticed and held May 18, 2023.

A handwritten signature in black ink, appearing to read "Ronnie Harrison". The signature is written in a cursive style with a large initial "R".

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

Ronnie Harrison  
Secretary

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