

CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER

NATIONAL PREPAREDNESS MONTH



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A LETTER FROM OUR CEO



THOMAS GOLDEN

response services, and we have processes in place for members that have special needs in emergency situations.

We encourage you to prepare now for storms that may arise by creating an emergency kit and signing up for notifications and alerts on My EnergyHub. During and after a storm, be sure to stay in place unless leaving is absolutely necessary, pay attention to EnergyUnited alerts, follow local officials' directives, stay away from downed power lines and report outages. For more tips on what to do before, during and after a storm, scan the QR code below.

In addition to focusing on preparedness and safety, we hope that this month of change — of new beginnings, new grades, new friends, crisp evenings and Friday night lights — is a time of joy and excitement for you and your loved ones!

Sincerely,
Thomas Golden, CEO

I've often found that September is the month where we truly move from one year to the next. The calendar resets in January but September is when things actually change. School days begin to settle in, having moved on from the first two weeks of establishing routines. The weather turns hesitantly cool, and then comes the transformation of the world around us as leaves change colors and begin to fall.

Just as we prepare our children for the school year ahead, it's also a reminder to double-check that we have everything we need to stay ready for the final stretch of 2023. September is National Preparedness Month. To that end, FEMA promotes efforts each September to build a "culture of preparedness" throughout the country. We embrace this wholeheartedly and take on the responsibility to play our part seriously. After all, safety is one of our core values. We are committed to treating every one of our individual communities as we would our own. We strive to support all of our members during trying times. We ensure that every community receives high-quality



Scan for Storm Preparation Tips:

EnergyUnited's 2nd Annual **DRIVING** **CHANGE** EVENT

WHAT: Learn about (and test drive) electric vehicles. We'll also have vendors, food and more!

WHEN: September 23, 2023 (Rain Date: September 30) 10 a.m. – 2 p.m.

WHERE: Career Academy and Technical School (CATS), Troutman, NC



RSVP for our event on Facebook by scanning the QR code or learn more at [EnergyUnited.com!](https://www.energyunited.com)



INTRODUCING OUR **UPGRADED** **CONTACT CENTER**

We're thrilled to announce the launch of our new and improved automated phone system. Communication is key, and this upgrade to our contact center helps our member support team work more efficiently and effectively, making it easier than ever for you to get the service and information you need when you call us. Cloud-based and highly customizable, our updated contact center streamlines your experience, making every call more efficient and user-friendly.



THE WELCOME SUBSTATION PROJECT



EnergyUnited members in Davidson County just received a reliability boost from their local electric cooperative, thanks to the completion of an 18-month infrastructure project that was focused on rebuilding a local substation. Substations help deliver power to consumers by reducing the voltage on power lines to levels that are ideal for distribution in and around the communities served by the cooperative.

Design work to rebuild the Welcome Substation began in November 2021 and the new substation were activated for service on June 29, 2023. In addition to the substation rebuild, 3 miles of transmission line was upgraded to increase capacity for future load growth and enhanced reliability.

The Welcome Substation and Transmission project was part of a long range plan to convert the lines and substations between Huffman Creek and Triad Delivery Points from 69 KV to 100 KV. This will enable a two-way transmission feed for 5 substations in northern Davidson County, which will result in quicker outage restoration times and safer transmission maintenance work. The remaining work to complete this long range conversion plan is to convert 7 miles of transmission line between the Welcome and Wallburg Substations.



We appreciate the hard work of all EnergyUnited team members and contractors who made this project possible. This project, which was funded by the US Department of Agriculture (USDA) and Rural Utilities Service (RUS), represented another demonstration of the cooperative's commitment to operational excellence and its efforts to deliver a Brighter Energy Future for members. We are excited about the impact this newly rebuilt substation and transmission line will have on members in the Welcome area. As we move toward a Brighter Energy Future, EnergyUnited will continue to invest in new technologies and infrastructure that will keep our members *Every Day Empowered*.

ENERGYUNITED HOSTS E-ISAC WORKSHOP

EnergyUnited recently hosted a grid security workshop in collaboration with the Electricity Information Sharing and Analysis Center (E-ISAC). The workshop offered a great opportunity for our team at EnergyUnited to learn from industry experts about emerging threats, to share best practices and to discuss risk mitigation strategies.

E-ISAC plays a pivotal role in safeguarding the nation's energy infrastructure. Operated by the North American Electric Reliability Corporation (NERC), E-ISAC serves as a central hub for information sharing and intelligence analysis. Its mission revolves around proactively mitigating cyber and physical risks and supporting the energy industry in maintaining a reliable and secure electrical grid.

EnergyUnited is committed to strengthening the grid, enhancing security and improving system resilience. We actively monitor for ways to improve our plans and processes so we can continue to deliver reliable, affordable and sustainable electric service to our members. Staying ahead of potential challenges is a collaborative, ongoing effort. EnergyUnited continually works alongside industry partners, peer organizations, government agencies and local officials to share information and strengthen our systems.

The cooperative's decision to host the E-ISAC workshop showcases its steadfast commitment to ensuring the energy grid remains secure and resilient. By proactively engaging with agencies like E-ISAC, the cooperative is able to learn and integrate best practices on grid security. As the energy landscape evolves, initiatives like these pave the way for a more secure, interconnected and resilient energy grid for generations to come.



IT'S ALL CONNECTED: **THE FIBER REBUILD**

Continuing this month's theme of preparedness, we'd like to highlight a major proactive undertaking that deserves attention and recognition. Your co-op's IT department is rebuilding large portions of our extensive fiber network as part of an ongoing strategic initiative. An important component of preparation is maintenance, and our team is stepping up in a big way to make this essential maintenance happen.



With over 600 miles of new fiber to support EnergyUnited infrastructure (and over 1,000 total miles of fiber) this rebuild is no small feat. The fiber we're rebuilding is over 15 years old, and has sustained substantial damage over the years. We're also working on a six-mile rebuild from Cool Springs to Highway 21 near Statesville.

Data transmission facilitated by our fiber infrastructure is a critical component of EnergyUnited's operational success. Our 99.9% energy reliability rating is one of the signature accomplishments on which our reputation and quality of service rests, and reliability in our fiber network is every bit as essential.



NOW ACCEPTING **PURPA COMMENTS**

EnergyUnited is seeking public input in accordance with new federal requirements from the Infrastructure Investment and Jobs Act of 2021, which made amendments to the Public Utility Regulatory Policies Act (PURPA).

Hearings will be held September 1–30, 2023. Public comments must either be sent by email to purpacomments@EnergyUnited.com no later than September 30, 2023, at 5 p.m., or sent by U.S. Mail to the address below and postmarked no later than September 30, 2023, at 5 p.m.

EnergyUnited
PURPA Comments
P.O. Box 1831
Statesville, NC 28687

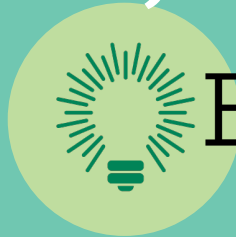


Scan for
more
information.



LAST CALL, TEACHERS!

Make that special classroom project you've always wanted to do a reality! The Bright Ideas Grant deadline is September 15! Apply now at EnergyUnited.com/Bright-Ideas.



Bright Ideas


EDUCATION GRANTS

SHUT DOWN **SCAMMERS**

Educate yourself to protect yourself! Scams are increasingly widespread and sophisticated, but you have the power to keep them from affecting your life and livelihood. Learn how to avoid common scams at EnergyUnited.com/Scams.



BOARD OF DIRECTORS ELECTION 2023



Let your voice be heard! The Board of Directors Election began August 11 and ends September 11, 2023. Members will cast votes by email or U.S. Mail. Electronic ballots have been emailed to members whose email addresses we have on file; all other members will receive paper ballots by mail. For more information, visit EnergyUnited.com/Director-Elections.



THE ANNUAL MEETING

We hope you'll join us for our Annual Meeting (in person or via livestream) to stay informed about the big things your co-op is doing and gain insight into all that's to come!

WHEN: Thursday, September 21, 2023, 4 p.m.

WHERE: Statesville Office Conference Room, 567 Mocksville Hwy., Statesville, NC

TOPICS: CEO's State of the Cooperative Address, Board President's Report and Board of Directors Election Results



AT 4 PM



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