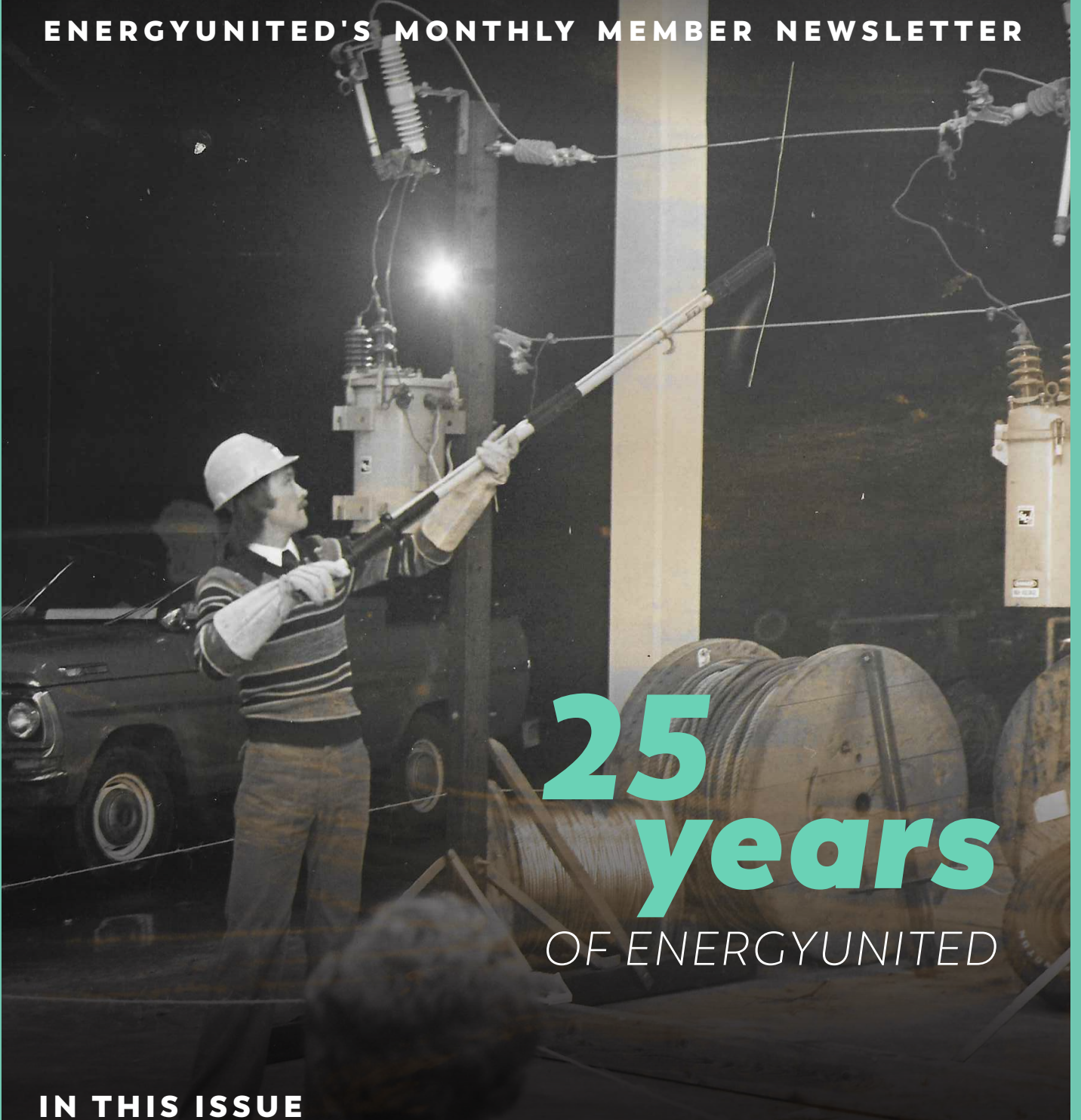


CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER



25
years
OF ENERGYUNITED

IN THIS ISSUE

OUR 7 COOPERATIVE
PRINCIPLES

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CYBERSECURITY
MONTH



THOMAS GOLDEN

This October marks our 25th anniversary as the EnergyUnited you know and love today. But our roots stretch back over 80 years to the founding of Davidson and Crescent Electric Membership Cooperatives.

Since the historic merger of the two in 1998, EnergyUnited has grown and developed into a progressive and innovative co-op with nearly 139,000 metering points across 19 counties. We are proud to have accomplished this growth with an unwavering dedication to our members. For example, we have introduced My EnergyHub, a convenient and easy digital interface to pay bills and manage energy use; we have converted EU Foundation applications into a digital process, which has allowed us to assist even more members within our communities; finally, we continue to improve electrical infrastructure and reliability with pole replacement and AMI metering.

October is also National Cooperative Month, a time to celebrate what makes us so special. This model means we are owned by our members, and our seven cooperative principles ensure that the work is driven not by profit and competition but by furthering

the good of our communities and building relationships with co-ops across the state. When everyone works together, everyone benefits—not only when it comes to stability and strength of electric service, but also when it comes to economic development, educational investment, technological innovation and job creation.

A recent example of the cooperative difference is the commitment and teamwork on display in response to the severe weather events in August. Read in this issue to see how our crews and support teams joined with those of several North Carolina co-ops to restore power for thousands of members safely and in record time.

Thank you for being everything that makes EnergyUnited great. We really wouldn't be the amazing power provider we are today without the energizing members (that's you) we serve. Now enjoy your favorite pumpkin-spice treats, help your kids with their Halloween costumes and have a great October!

Sincerely,

Thomas Golden, CEO

OUR 7 COOPERATIVE PRINCIPLES:

- 1 *Voluntary & Open Membership*
- 2 *Democratic Member Control*
- 3 *Members' Economic Participation*
- 4 *Autonomy & Independence*
- 5 *Education, Training & Information*
- 6 *Cooperative Among Cooperatives*
- 7 *Concern for Community*

RESTORATION COLLABORATION

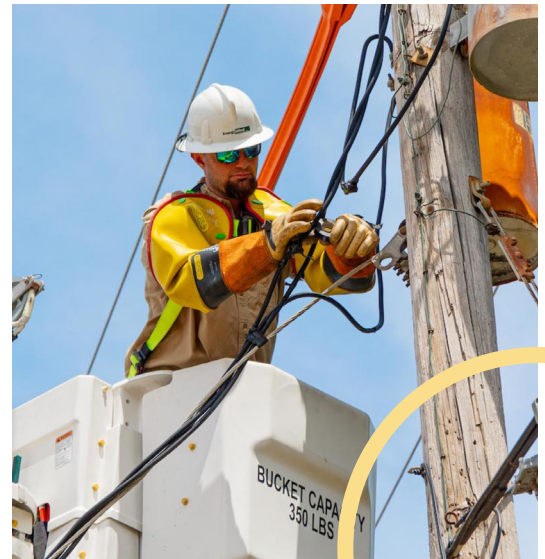


On August 7, more than 20,000 EnergyUnited members experienced a power outage as a result of severe storms that passed through the cooperative's service area. While these storms moved across the state quickly, the impact was significant. Strong winds and heavy rain resulted in dozens of broken poles, fallen trees and approximately 400 separate outage events.

#6: Cooperative Among Cooperatives

The cooperative's outage numbers increased rapidly at the onset of the storms and EnergyUnited crews acted quickly to assess the damage from the storm in an effort to restore power to all members as safely and quickly as possible. In fact, thanks to the collaborative efforts of EnergyUnited crews and support teams across its three regions, the cooperative was able to successfully restore power to 17,000 members in just 24 hours.

We appreciate the hard work of all our crews and support teams that facilitated this progress. Whether you answered a call, responded to an outage, helped with meals, repaired a truck, responded to social media or supported our technology systems, your commitment was key to our success. Please join us in thanking our utility partners who assisted in our restoration efforts: Blue Ridge Energy, South River EMC, Four County EMC, Rutherford EMC, Pitt & Greene EMC, Edgecombe Martin EMC, Surry-Yadkin EMC, Williams Electric Company, River City Construction, ULCS and Asplundh Construction.



These remarkable results demonstrate our commitment to safety, operational excellence and The EnergyUnited Way of doing business: to be safe and member focused. We appreciate the patience of our members as our crews worked diligently to restore power safely and quickly.



25 YEARS OF ENERGYUNITED

Your co-op turns 25 this month! To celebrate, we're taking a look back over the years since the 1998 merger of the Crescent and Davidson EMCs that formed EnergyUnited.

“ Beginning as a Meter Reader with Crescent Electric in 1995, I can remember the cooperative's commitment to our members. Whether it was getting a meter read or restoring service, that commitment was always foremost. After spending 14 years in Dispatch and coming full circle back to Metering Services, I can see a lot has changed, such as moving from reading meters manually to automated reads or from mailing checks for every capital credit to issuing credits on members' bills. However, the commitment of co-op employees to our membership remains the same. ”

-RONNIE WOOTEN



“ I remember at the time the management from both companies would get together and discuss how business was going to take place after the merger. It was amazing to see how well everyone worked together from the start. It was great to see everyone's hard work all come together and to see how well it has worked over the years. ”

-STEVE MCCACHERN



“

The consolidation of the two cooperatives brought many challenges and opportunities to the co-op and the employees. The Board of Directors, Vice Presidents and the employees spent countless hours reviewing and standardizing policies, procedures, contracts, organizational structure, assets & liabilities and strategy. The members also had to vote on the consolidation of the two cooperatives. The consolidation provided a cost savings to the members of the cooperative.”

-JIMMY BROWN



“

As a Crescent EMC employee I can remember the announcement of the merger and thinking, *Wow, this is going to be a huge endeavor.* Great employees from Davidson EMC and Crescent EMC were dedicated and worked together as one team to make the merger successful. I'm thankful for my new and old colleagues and friendships that have evolved over the past 25 years.”

-MELISSA EARNEST

Crescent EMC's Member Newsletter *The Conductor* in 1976



EnergyUnited celebrates 25 years! — 2023



Wayne Wilkins retires after 50 years in the energy cooperative space. — 2022
COO Thomas Golden's tenure as CEO begins.

2007 — Wayne Wilkins succeeds R.B. Sloan to become the co-op's second CEO.



1998
Davidson and Crescent EMCs merge, forming EnergyUnited!
Crescent CEO R.B. Sloan is named CEO.



In 1969, Crescent Electric Membership Corporation was founded in Statesville by a merger of Cornelius and Davie EMCs with R.B. Sloan as CEO.

In 1940, Davidson Electric Membership Corporation was founded in Lexington. Later on, Wayne Wilkins would become CEO.



WHAT EXACTLY ARE CAPITAL CREDITS?

EnergyUnited is a co-op, so you're more than a customer. You're a member. That means you're also an owner. Since this is your co-op, when we make more money than what's needed for operations, that money comes back to you in the form of capital credits. And with so many members joining every day, we want to make sure every member knows about and understands this fantastic benefit. It's one of the many things that make being a member great.

As the name suggests, capital credits are sums credited to current members' bills.

For former members, capital credits are issued as checks. Allocations are made on a rotating basis, based on years of membership. Amounts depend on length of membership and amount paid into the co-op.

Learn more about capital credits at [EnergyUnited.com/Capital-Credits-Check](https://www.energyunited.com/Capital-Credits-Check), where you can also see a list of previous members with unclaimed capital credits. If you know any former members on the list, tell them to call 1-800-522-3793 so they can collect!



“ IN 2022 MORE THAN
3.5 MILLION DOLLARS
WAS RETURNED TO OUR
MEMBERS IN THE FORM OF
CAPITAL CREDITS. ”

CYBERSECURITY

BUILDING A DIGITAL SAFETY NET

October is Cybersecurity Awareness Month, a global effort to help everyone stay safe and protected when using technology, whenever and however you connect. Technology is becoming more intertwined with our daily lives, from mobile devices to smart home appliances. And while the evolution of technology is moving at the speed of light, cybercriminals are moving just as fast to find ways to exploit it. Cybersecurity Awareness Month aims to highlight some of the emerging challenges that exist in the world of cybersecurity today and provide straightforward, actionable guidance that anyone can follow to create a safe and secure digital world for themselves and their loved ones.

Cybersecurity Awareness Month's main focal areas revolve around four fundamental cybersecurity best practices:

1. **Recognizing and reporting phishing**
2. **The benefits of using a password manager**
3. **Multi-factor authentication on personal and business accounts**
4. **Installing updates regularly and turning on automated updates**



You are your own first line of defense. Resist immediate action when receiving an email or text. If something seems off, don't open it. Use a unique and secure password for every account. Use a password manager. Protect your accounts with multi-factor authentication. Reboot your computer to update your software and enable automatic updates at home. Seek out cybersecurity awareness training to bolster your knowledge of the threat landscape. Knowing the landscape means knowing how to spot malicious activity and take the right steps to keep you and your family safe.

To learn more about keeping your information secure or pick up some tips for how to keep from being a victim, visit EnergyUnited.com/Scams or CISA.gov/Cybersecurity-Awareness-Month.

For more information, check out our Scams page:



2024 YOUTH TOUR

APPLICATIONS SOON!

Each year, EnergyUnited sends two students to join a group of other students from electric co-ops across the country on an **all-expenses-paid trip** to Washington, D.C. They meet with members of Congress and visit museums and monuments to learn more about the past and present of our country. This trip is a great leadership opportunity, a strong resumé boost for college applications and a way to build friendships and connections with other ambitious young minds from all walks of life.

Beginning October 1, EnergyUnited will be accepting applications for the 2024 Youth Tour. Applicants must be a sophomore or junior in high school whose residence **OR** high school is serviced by EnergyUnited. These schools include Central Davidson Sr. High, South Davidson High, Ledford High, Davie County High, Davie County Early College, North Iredell High, West Iredell High, Hopewell High and William Amos Hough High. **Applications must be submitted between October 1 and December 31, 2023.** Visit EnergyUnited.com/Youth-Tour for more information.



SUSTAINABILITY CORNER

As a cooperative, we believe in being good stewards of our community and that includes committing to environmental best practices. We believe we all have a part to play and little steps can make a big difference.



GOING DIGITAL

One major improvement in our eco-initiatives is the amount of paper that we have cut down on. We're consistently advocating for our paperless billing initiatives to help save a stamp and the paper required to send it, and we've even shifted our Solar Interconnection Process to be fully digital. This effort has improved process efficiency which in turn helps us better serve our members. This means that those interested in adding solar to their energy portfolio can do so from the convenience of home!

Learn more about the Solar Interconnection Process at EnergyUnited.com/Renewable-Energy.



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