

CONNECT

ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER



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A LETTER FROM OUR CEO

THOMAS GOLDEN

Gratitude. It's a word we're seeing a lot this month. But what does it really mean? It's a question on which I've spent time reflecting recently, and the definition I've come to is simple yet meaningful: active acknowledgment of those who positively impact you. With this definition in mind, I can easily say I am deeply grateful for all of you, both as a group and individually. You are the heart of the co-op and the lifeblood of our communities.

True gratitude inspires action. We see this exemplified by our members on a regular basis. Your participation in each other's lives, communities and programs is an honor to witness. It's part of what inspires us to give back through programs like our Sharing the Warmth initiative. On Giving Tuesday, we'll be partnering with shelters throughout our communities to provide blankets to those in need. On a larger scale, we invest in communities through the EnergyUnited Foundation, a multifaceted organization with programs that support education, infrastructure, local businesses and individuals. There's a spotlight on gratitude and service this month, and yet the EnergyUnited Foundation keeps busy year-round investing in the future as well as the here and now. Because when communities thrive, everyone benefits.

From a national view: the epitome of action that benefits our society is military service. Veterans Day is observed in November



because it marks the anniversary of the end of World War I, but it's an appropriate coincidence that it shares a month with Thanksgiving. I served alongside the brave men and women of the Navy and continue to do so on reserve duty. To all veterans, active-duty service members and reservists, we honor and thank you for protecting our nation.

Along with the spirit of gratitude and service, November is also a time to celebrate togetherness with family and friends, and show how thankful we are. I am especially thankful for our team of committed and dedicated employees at EnergyUnited. Food, fun, football—we hope you enjoy these and other activities and traditions. Happy Thanksgiving and happy November!

Sincerely,

Thomas Golden, CEO

I.T. KEEPS THE BITS & BYTES FLOWING

Information technology (IT) is a broad field that covers many disciplines—cybersecurity, network engineering, data analytics, software development, service desk and fiber optics, just to name a few. Our IT team works tirelessly to innovate new ways for you to access information and services that matter to you. From the My EnergyHub app to improved phone systems to self-service kiosks, we constantly strive to develop new ways to provide service and keep your data safe.

How we use data in our day-to-day lives is constantly evolving. Networks need to be faster and safer as our devices become more advanced. With this in mind, EnergyUnited has invested in a data warehouse in the cloud.

Our network engineers are hard at work on new designs that incorporate redundant fiber rings throughout our service territory. In addition, we're working on cutting-edge data centers to ensure there are no disruptions to the flow of data. We've also upgraded our phone systems to a cloud-based contact center that uses aspects of artificial intelligence to ensure we can deliver the highest level of service.

Your co-op has its finger on the pulse of digital technology. There are always projects underway not only to rebuild old infrastructure but also to use new technology to streamline networks and make them faster and more reliable. As technology evolves, so do we. That's how our IT team keeps you *Every Day Empowered*.



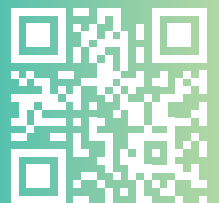
HOME REPAIRS HAPPEN

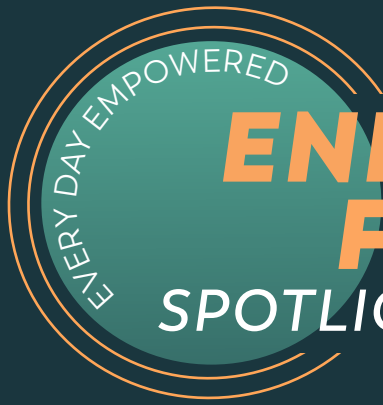


We've partnered with HomeServe to offer members like you optional coverage to help protect against the costs of unexpected home repairs. Homes are meant to be lived in, not worried about. See why more than 4.8 million customers trust HomeServe.

HomeServe is an independent company separate from EnergyUnited.

Scan the QR code and get
peace of mind today.





ENERGYUNITED FOUNDATION

SPOTLIGHT STORY

The Cowans' bill was nearly triple the average, so they reached out to EnergyUnited Billing and Metering Services. Ronnie Wooten, EnergyUnited's Metering Services supervisor, went to investigate and found an issue with their home's well. It wasn't shutting off like it should and thus was using an extraordinary amount of energy. Not only that, rusted pipes were producing poor water quality. To make matters even worse, the water heater was leaking so badly that the yard was soggy.

Richard and Ethel Cowan live in Statesville. Richard recently celebrated his 90th birthday. Ethel is 87 and has temporarily returned to work with her employer of 30 years. Their son, Robert, lives with them to help out as much as he can. The Cowans never complained about their bill; they only called to ask for more time. Once the situation was brought to the co-op's attention and Ronnie submitted an application, the EnergyUnited Foundation came to their aid, paying for new water lines, trenching, a new water heater, labor costs and connection to Iredell Water Corporation.

But that's not where the story ends. The community, inspired by the foundation's support for the Cowans, stepped in and continued the work. The plumbers who had installed the new water heater thought the bathroom could use some upgrades. Instead of giving the Cowans an estimate, Alf from Parlier Plumbing donated a new

toilet, shower enclosure and labor. Another friend of Ronnie's provided a sink, vanity and shower head. Ronnie and his wife, Ann—among others—worked nights and weekends on the project. A Baptist men's group showed up to remove the old fixtures and install a new subfloor. Sheetrock, flooring, electrical fixtures, sink, cabinets, accessories—when it was all said and done, the Cowans had a fully remodeled bathroom, funded entirely by unsolicited donations of time, materials and money from members of the community.



DID YOU KNOW?
YOU CAN USE MY ENERGYHUB TO MONITOR AND MANAGE YOUR ENERGY USAGE.

Ronnie is quick to give credit to the community and the EU Foundation and reluctant to take any for himself, but it's undeniable that he spearheaded the effort (even if he won't admit it). In fact, he and many members of the community continue to work with the Cowans on their home, installing a handicap ramp among other projects. The whole experience has become so much bigger than he ever expected. He does not hesitate to say that it changed his life. His family and the Cowans have become so close that they consider each other family.

This is more than just an inspiring story. It's a story that continues, and an illustration of what can happen when people have each other's backs—the very real, very tangible difference communities can make. Billing, Member Support, the EnergyUnited Foundation and community members all came together to make this happen. This is what connection looks like.

To learn more about the EnergyUnited Foundation, visit: EnergyUnited.com/giving-back



SHARING THE WARMTH

Giving season has begun, and EnergyUnited is kicking it off right with our Sharing the Warmth initiative. On Giving Tuesday, we'll be at shelters throughout our communities giving blankets to those who could use a little help staying warm this year. EnergyUnited employees give back year-round, but it feels extra special this time of year. We hope you'll join us at one of the locations below on November 28!

Statesville: Fifth Street Ministries
Lexington: First Hope Ministries of Davidson County
Huntersville: Hearts and Hands Food Pantry


11/28




VEGETATION MANAGEMENT

TEAM SPOTLIGHT


This month, our *Every Day Empowered* story focuses on EnergyUnited's Vegetation Management team, which is responsible for maintaining **6,000 miles of primary overhead distribution line and 200 miles of overhead transmission line** within the cooperative's rights-of-way.



The team is led by Jimmy Brown, manager of Maintenance Services, who has been employed by the cooperative for 46 years. Brown graduated from Davidson County Community College before he was hired by Davidson EMC, where he worked in the Engineering Division for 11 years on the layout and design of distribution and transmission facilities. As manager of Maintenance Services, Brown now oversees a cross-functional team that includes vegetation management, fleet services, facilities and pole inspections. Brown served as president of the North Carolina Vegetation Management Association (NCVMA) and notably received the Lifetime Achievement Award from the NCVMA.



Steve McCorkle, Vegetation Management supervisor, is a Lincoln County native and 1997 graduate of Western Carolina University. He holds a B.S. in Natural Resource Management with a concentration in Forestry. McCorkle joined EnergyUnited in 1999, working as an apprentice lineman and later as a journeyman lineman in the Lake Norman Region. In 2009, McCorkle accepted the position of system forester and was promoted to Vegetation Management supervisor in 2019. McCorkle is an ISA Certified Utility Arborist and NC Licensed Pesticide Applicator.



Rocky Beam, right-of-way coordinator, resides in Lexington with his wife of 41 years, Janie. Beam is an ISA Certified Arborist and NC Licensed Pesticide Applicator. He has been employed by the cooperative for 35 years. As a member of the Vegetation Management team, Beam covers the cooperative's Yadkin River and Triad Regions, coordinating easements and a variety of maintenance activities.



JAMIE MILLER

Jamie Miller, right-of-way coordinator, is from North Iredell County. Miller graduated from Catawba Valley Community College in 2002 with an A.A.S. in Horticulture Technology. He started working in the electric utility industry in 2002 and was hired by EnergyUnited in September 2007 as a right-of-way coordinator. Since he joined EnergyUnited, Miller has acquired a NC pesticide license, as well as an arborist certification from the International Society of Arboriculture.



LYNWOOD GRAHAM

Lynwood Graham, forester for EnergyUnited, has been in utility vegetation management for nine years. He has worked as a contractor for Duke Energy, as supervisor of vegetation management at Lumbee River EMC, and has been with EnergyUnited for four years. Graham holds a B.S. in Forest Management from North Carolina State University. To accompany his degree, he also is a Certified Utility Arborist, Certified Pesticide Applicator, and Project Management Professional. Graham has also served as a board member of the North Carolina Vegetation Management Association for four years.

SCAN CODE TO VISIT OUR

VEGETATION MANAGEMENT PAGE FOR MAINTENANCE SCHEDULE
AND STATISTICS



SCAN FOR SCHEDULE
AND STATISTICS

LINEMEN ON THE RISE



Being a lineman is complex work, requiring high levels of skill and a lot of training. And the development doesn't end once a lineman starts working for the co-op. In fact, it's only just beginning. With that in mind, we'd like to take a moment to recognize **Landon Braswell, Philip Bumgarner, Adam Hardister, Zachary Hendley, Ethan Jones, Blake Leford, Brandon Mitchell, Corbin Tackett and Austin Zachary**, all of whom recently completed training and achieved certification in one or more of the following: Pipes Plus, Underground Line Construction II and Overhead Line Construction IV. We offer not only our congratulations but also our gratitude; with every skill they gain or develop, they become even more valuable members of our team!

BOARD OF DIRECTORS ELECTION RESULTS

Thank you to Edgar Cartner and Robert Herman for running for the District 1 seat and thank you to all the members who voted in this year's Board of Directors election.

The members have reelected Edgar Cartner for District 1, Zolee Riggs was duly elected for District 2 and Cheryl Wright was duly elected for District 3.



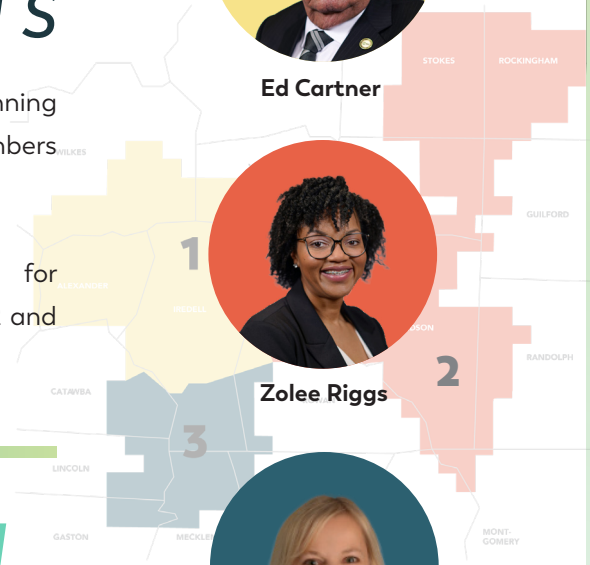
Ed Cartner



Zolee Riggs



Cheryl Wright



VOTE & WIN WINNERS:

WILLIAM T. LEATHERMAN
BETTY H. SHOAF
MARK A. KING

HONORING OUR VETERANS

This Veterans Day we honor our brave veterans and active military. Thank you for your service and your dedication to our country's security and freedom.

SUSTAINABILITY CORNER

MAKE YOUR MEAL BETTER FOR THE PLANET

Did you know you can take some steps to ensure your feast is sustainable, producing minimal waste and a low environmental impact.

- Freezing leftovers to eat later
- Adding more fruits and vegetables
- Choosing proteins that use fewer resources and produce less carbon emissions (good news, that includes turkey!)

You can make your meal not only healthier and more delicious but also better for the planet.

Source: wri.org/insights/5-ways-have-sustainable-thanksgiving



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