

# CONNECT

**ENERGYUNITED'S MONTHLY MEMBER NEWSLETTER**



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REMINDER**

# A LETTER FROM OUR CEO



## THOMAS

## GOLDEN

Though we may be entering the coldest part of the year, the holiday season is full of warmth. That's partially because wherever you go this month, there's one thing you're nearly certain to see: lights. When you're surrounded by a glow gentle and vibrant, made of lights that shine brighter because they shine together, you can't help but feel a little warmer.

I love holiday lights, and I love being part of the co-op that makes them shine. That's why I'm overjoyed that EnergyUnited has been named a 2023 Top Workplace by *The Charlotte Observer*. Congratulations to every single member of our team for this remarkable achievement. So much goes into creating the energy that lights up the winter nights and powers our homes, and our team always rises to the occasion.

In addition to lighting up the holiday nights, we also serve as a steward of your


investment in the co-op. One of our favorite parts of the cooperative model is returning surplus funds to members at the end of the year in the form of capital credits. See our article about capital credits to learn more about how they work and who will receive them this year.

Whatever you and your loved ones do this holiday season, know that your co-op will be there, working as safely as possible to keep the lights on. I can never thank you enough for being a member. Now, if you'll excuse me, my family and I have some lights to admire. Happy holidays!

Sincerely,

**Thomas Golden, CEO**

A handwritten signature of Thomas Golden in orange ink, written in a cursive style.



In honor of giving season, I'd be remiss not to thank everyone who participates in Operation Round-Up, a program where members may opt to round their electric bill up to the next dollar each month to fund the EnergyUnited Foundation. In 2023 alone, the Foundation has given approximately \$600,000 to communities throughout our service area. That's all thanks to you.



# ALL ABOUT CAPITAL CREDITS

EnergyUnited is pleased to announce that the cooperative will be refunding **\$3.5 million in capital credits to members in December**. Capital credits are excess margins that are returned to members annually and also reinvested in the cooperative's distribution system to enhance member service. **Members who received service from the Crescent or Davidson EMCs in 1992, 1997 or from EnergyUnited in 1998, 2000 2001 or 2022. These credits will be refunded as bill credits to expedite the delivery process.**

The amount of capital credits you receive is determined by the amount of energy you purchased from the cooperative during the retirement year. The remaining portions of the capital credits may be refunded in later years based on the decision and approval of the EnergyUnited Board of Directors.

ISSUED TO MEMBERS  
WITH ACTIVE SERVICE IN

1992

1997

1998

2000

2001

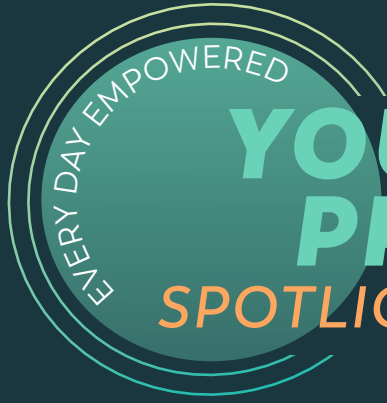
2022



## ENERGY EFFICIENCY: SAVE BOTH KINDS OF GREEN



Looking for ideas on how to save money on your bill and reduce energy consumption? Give our energy efficiency tips a read at [EnergyUnited.com/Energy-Efficiency-Tips](https://www.energyunited.com/energy-efficiency-tips) for 54 ways to save green by going green!



# YOUNGS MOUNTAIN PROJECT

## SPOTLIGHT STORY

The Youngs Mountain circuit is one of our largest and most sprawling circuits. This leads to a lot of exposure for outages and reduced voltage due to the load and distance from the substation.

Crews are currently working to build a new circuit to address these challenges. It will consist of nearly 90 ductile iron poles, which are lighter than wooden poles, much easier to install and are also very durable. The poles, which will help extend 4.4 miles of overhead primary distribution line, also feature fiberglass crossarms.

The new circuit will serve more than 500 EnergyUnited members in Statesville. The project will deliver enhanced service reliability while also improving our outage response capabilities. Plus, the new circuit will also provide additional capacity for future load growth in the area. The project is being managed by our distribution design



team, in partnership with local contractor Utility Line Construction Services.

The existing circuit from the Cool Springs Substation is being transferred to the new poles and we're also adding a second circuit on top as an express feed. This line is going east along Mocksville Highway before turning down Barry Oak Rd where it will join the existing Youngs Mountain circuit. The new circuit will take on the load from the existing circuit, allowing for more backfeeding opportunities during an outage.

Members in the area may have already noticed the construction that is in progress along Mocksville Highway. Thanks to the efficient installation process with the ductile iron poles, crews are making significant progress each day and we are currently expecting to see the project completed Q1 2024. We are excited to deliver this new circuit to members in Statesville and will continue working diligently each day to strengthen the energy infrastructure that powers our communities.

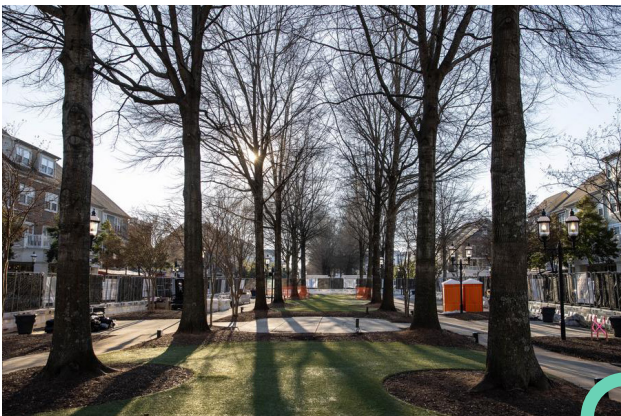


# BEHIND BIRKDALE: OUR QUIET ROLE IN THE REVAMP

There's no better spot to get your holiday shopping done this year than Birkdale Village in Huntersville. The sprawling retail, residential and dining area is appropriately named: It feels like a charming and lively community unto itself. And that's no accident. Birkdale underwent a \$20 million facelift, the central focus of which was a 6,000-square-foot plaza that serves as a focal point for the complex—something akin to a village square. It includes a covered stage, LED screen, standalone retail kiosks and more. The renovation extends throughout the rest of the property as well, and the unseen infrastructure behind the upgrades required extensive retrofitting. As Birkdale's energy provider, we're proud to have played a major part in making that happen. Whether for shopping, dining, a movie or even just a casual stroll, visiting Birkdale Village is well worth the trip.



SCAN THE QR CODE TO  
LEARN MORE ABOUT  
BIRKDALE VILLAGE:

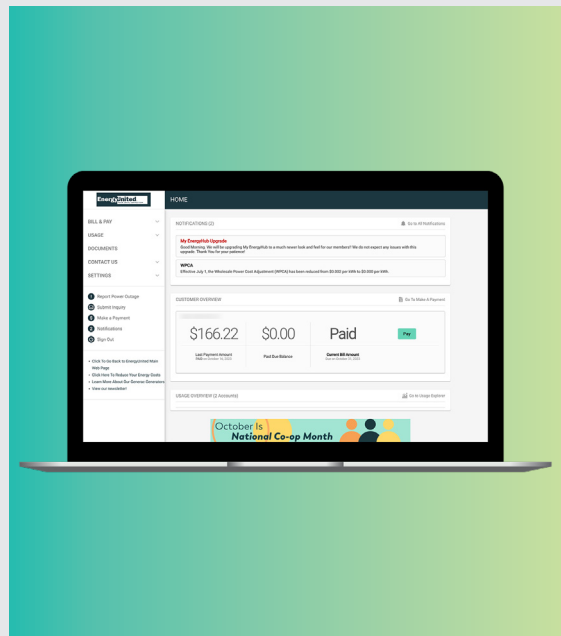


# MY ENERGYHUB: ENHANCING ENERGYUNITED'S ONLINE MEMBER PORTAL

At the end of October, EnergyUnited upgraded the My EnergyHub web application to a newer and more modern version. The application is currently available on web browsers, Apple iOS and Android. This upgrade allows our membership to access some exciting new features and provides a fresh new look.

**Why upgrade?** EnergyUnited wants to help our members hit the “Easy” button. The newly designed My EnergyHub is laid out in a more user-friendly manner, with larger text sizes, fewer clicks and support for our members with sight issues. Our previous site was very helpful and easy to use, but the buttons and text sizes were small and not editable. This made navigation difficult for some members and the color palette didn’t lend itself to be very user friendly for color blindness.

**What changed?** The main welcome page looks much different when a member first logs in to the system; however, you immediately notice large buttons and larger text sizes which make navigation easier for all of our membership. The navigation tools have been moved to the left-hand side of the member’s screen, instead of scrolling across the top. Also, you will find additional quick links at the bottom left-hand side of the screen to easily navigate to “Make a payment” or “Report an outage.”



EnergyUnited’s IT team has been working toward this upgrade for the better part of a year and we hope you will enjoy the new easy-to-navigate web application.

FAQs and training videos available at [EnergyUnited.com/myenergyhub/](https://EnergyUnited.com/myenergyhub/)



# LAST CALL

## FOR YOUTH TOUR AND COOPERATIVE LEADERSHIP CAMP APPLICATIONS!

The deadline for 2024 Youth Tour applications is **December 31, 2023**. We'll be selecting two outstanding students to attend this all-expenses-paid leadership program in Washington, D.C., next June. Selected students will join other high schoolers with strong leadership skills from across the country. Together they will learn about electric co-ops, American history and how the federal government operates. Students will also meet their district's representatives and visit museums, monuments and other historic sites.

All applicants for Youth Tour will also be considered for Cooperative Leadership Camp, a weeklong summer camp for high school students interested in how they can be involved in cooperative business. Attendees will network with other leaders from across North Carolina and learn more about cooperatives, leadership and team building.

Applicants must currently be enrolled in their sophomore or junior year and either receive electric service from EnergyUnited at home OR attend a school that is served by EnergyUnited. These schools include North Davidson High, Central Davidson Sr. High, South Davidson High, Ledford High, Davie County High, Davie County Early College, North Iredell High, West Iredell High and Hopewell High.

To apply, scan the QR code below:



# DEADLINE: DECEMBER 31

# SUSTAINABILITY CORNER

## BRIGHT LIGHTS

## DONE RIGHT

The holiday season wouldn't be the same without lights. While the extended use of lighting this time of year can be a driver of increased energy use, the good news is there are ways to make your holiday cheer more sustainable.

- Switch to LED bulbs. On average, LED bulbs are a staggering 80% more efficient than incandescent lights!
- Use an outlet timer. There's no need to have your lights on at 2 a.m. A timer ensures you're not using more energy than you need and has the added benefit of reducing light pollution, which has a negative impact on not only your sleep patterns but also animal behavior and the delicate balance of the ecosystem surrounding your home.
- Use bulbs with warmer colors. Instead of blue and pure white lights, opt for colors like red, amber and yellow, which more closely resemble natural light.

Following these simple steps will help reduce your environmental impact without sacrificing one of the holiday season's most beloved traditions.

Source: [summitdaily.com/news/did-you-know-holiday-light-displays-can-affect-the-environment-heres-how-summit-county-can-help-with-that](https://summitdaily.com/news/did-you-know-holiday-light-displays-can-affect-the-environment-heres-how-summit-county-can-help-with-that)

## HOLIDAY CLOSING

EnergyUnited will be closed **Monday, December 25 and Tuesday, December 26**. Our teams will be on call for emergency service, of course, and you can report an outage through My EnergyHub or by calling 1-800-EUNITED.



EnergyUnited



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EnergyUnited Electric Cooperative



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1-800-522-3793