

MAC Meeting

October 26, 2023

WELCOME



Debra Citta

Program Coordinator

The EnergyUnited Way

Be Safe

Every Employee. Every Task. Every Day.

Be Secure

Cybersecurity is a shared responsibility.

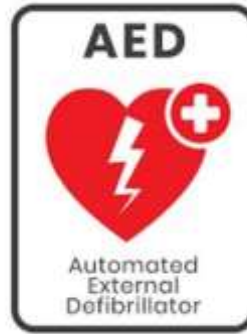
Be Present

Working intentionally with our core values in mind.

Be Member Focused

Empower. Serve. Deliver. Engage.

EnergyUnited



Important Building Information

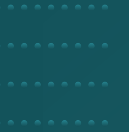
SAFETY FIRST

INTRODUCTIONS



ENERGY SERVICES

- LAQUISHA PARKS
- VICE PRESIDENT ENERGY SERVICES
& CORPORATE COMMUNICATIONS



ENERGY DELIVERY

- STEVE MCCACHERN
- VICE PRESIDENT ENERGY DELIVERY



October MAC Meeting

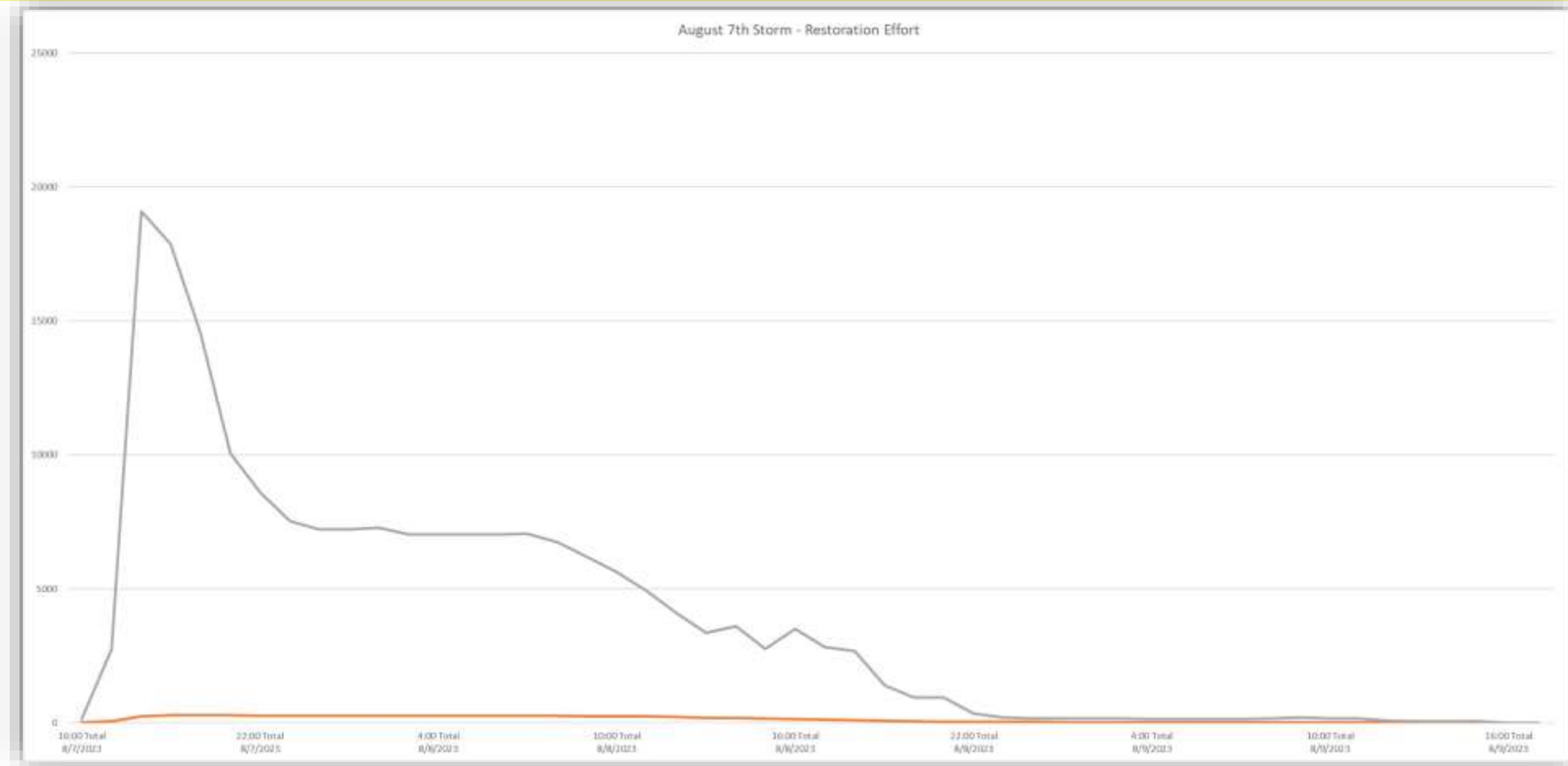
**August Storm Response
Storm Communications**

August Storm Report

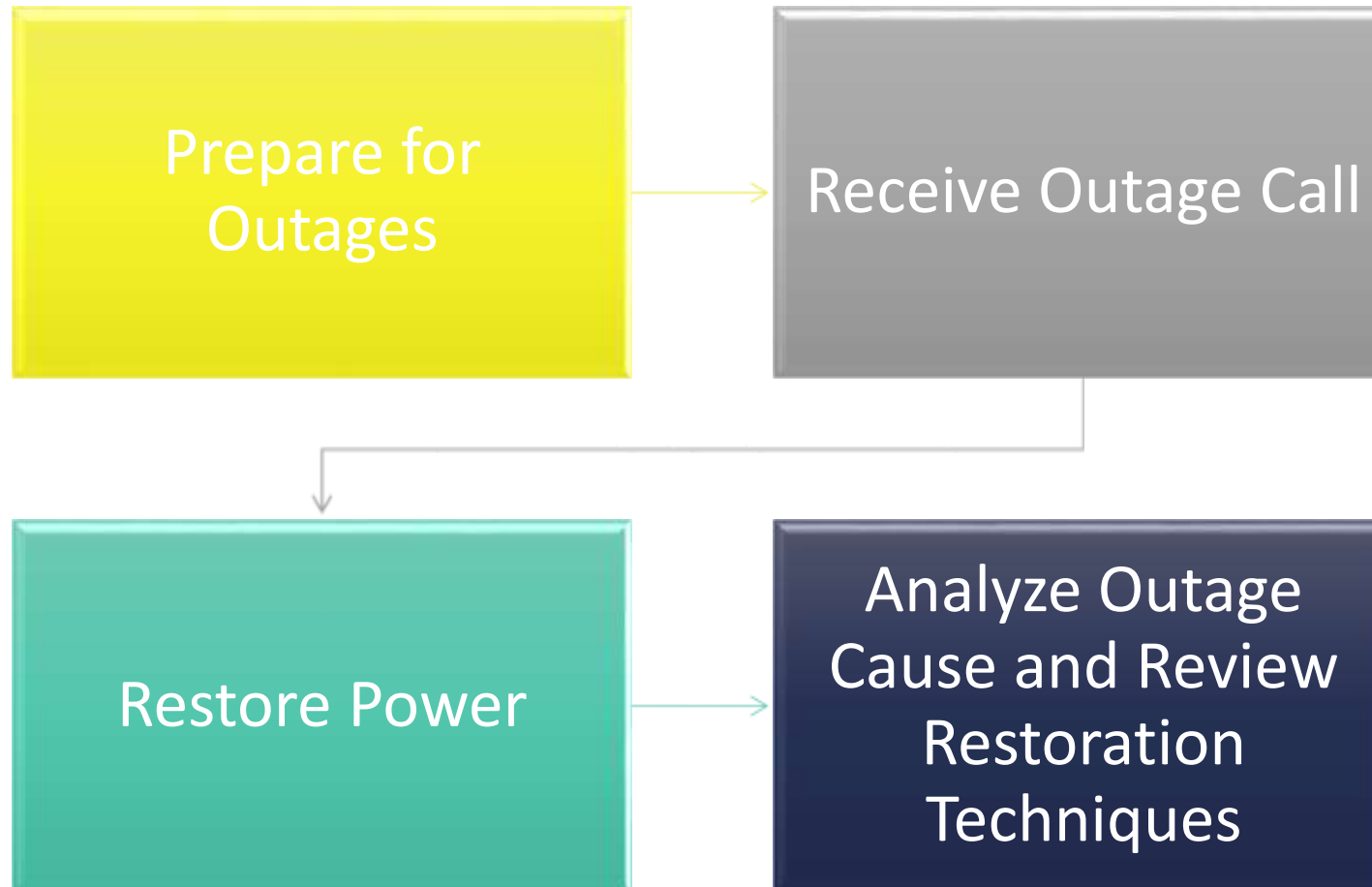
- On Monday, August 7th EnergyUnited was hit by severe thunderstorms that went across our territory.
- At peak we had just under 20,000 members out of power.
- The storm hit late in the day. Previous day forecasts called for a chance of storms but not at a severe level.
- As the storms progressed over the mountains the severity of the storms increased greatly resulting in wind gusts of over 70 mph.
- Crews responded that evening and additional crews were called in.
- EU had crews from Blue Ridge, Four County, South River, Pitt and Greene, Surry Yadkin and Edgecombe Martin EMC's; Williams Electrical, River City and Utility Lines Construction contractors.
- We had an additional 92 lineman to assist with the storm, including our 94 EU lineman (Internal employees as well as normal system contractors).
- All power was restored by late Wednesday, August 9th.



August 7th Storm - Members Out




Storm Preparation






Storm Preparation

- During “peace time”
 - Tabletop exercises are performed
 - Teams meet to discuss different aspects of storm response and we annually
 - Update Emergency Response Plan
 - Send Information to members regarding seasonal threats
- 



Before the Storm

- When a major weather event is declared EnergyUnited Monitors the progress of the storm
 - We use several weather sites to monitor the path of the storm and what impact the storm may have on our system.
 - This can be difficult when forecasts are not accurate, but we constantly monitor the forecasts.
- 

Before the Storm

T-5

- Partnering with Corporate Communications on messaging to employees regarding the threat of storm(s).
- Start preparing internally by ensuring we have adequate stock of materials, ensuring trucks are stocked and fleet is ready to go

T-3

- Continue partnering with Corporate communications on BEING PREPARED messaging before the storm, and what to expect regarding the storm based on early forecast model. Ensure everyone understands their storm roles and is up to date on training.
- Corporate Communications is preparing email/social media messages for members regarding the threat, steps we are taking to be prepared and things they can do to be prepared.
- Corporate Communications notifies Member Support of all messages going out to members
- Forming line crews and assessment crews.
- Having discussions about availability of outside crews and the potential need.
- Checking with hotels and caterers to ensure they are aware that we may have need.

T-1

- Send out final communications to employees asking them to make final preparations and ensuring their homes and families are prepared.
- Update member messaging email/social media on weather/forecast. Be prepared. Take precautions EU Ready to respond, steps to restoring power.
- Corporate Communications notifies Member Support of all messages going out to members
- Finalize plans for crews and check in external crews if they were called in prior to storm.
- Work with hotels and caterers to prepare.

•Day of the Storm

- Member messaging every 4 hours: 7 am, 11 am, 3 and 7 pm (prior to storm team meetings)
- Eblast message: Safety first. Outage/restoration update information
- Social Media: outages are expected. Include details and Photos
- Website: Outage maps or alert on homepage
-



During the Storm



During the storm, our response is limited due to conditions. Bucket trucks can not be used when wind speeds exceed 35 mph. It is too dangerous for our crews to be driving or be outside during the worst of the storms.



Crews are staged and prepared to go. Dispatch is monitoring the outages coming in and determining the extent of the damage.



Once conditions allow, we will start work in the field. Line crews will start work on the largest outages and assessors will start assessing damage.



Storm Managers will determine what extra help is needed and where it will be coming from and when it will be arriving.



Hotels will be notified of the rooms needed and caterers will be notified of the needed meals.

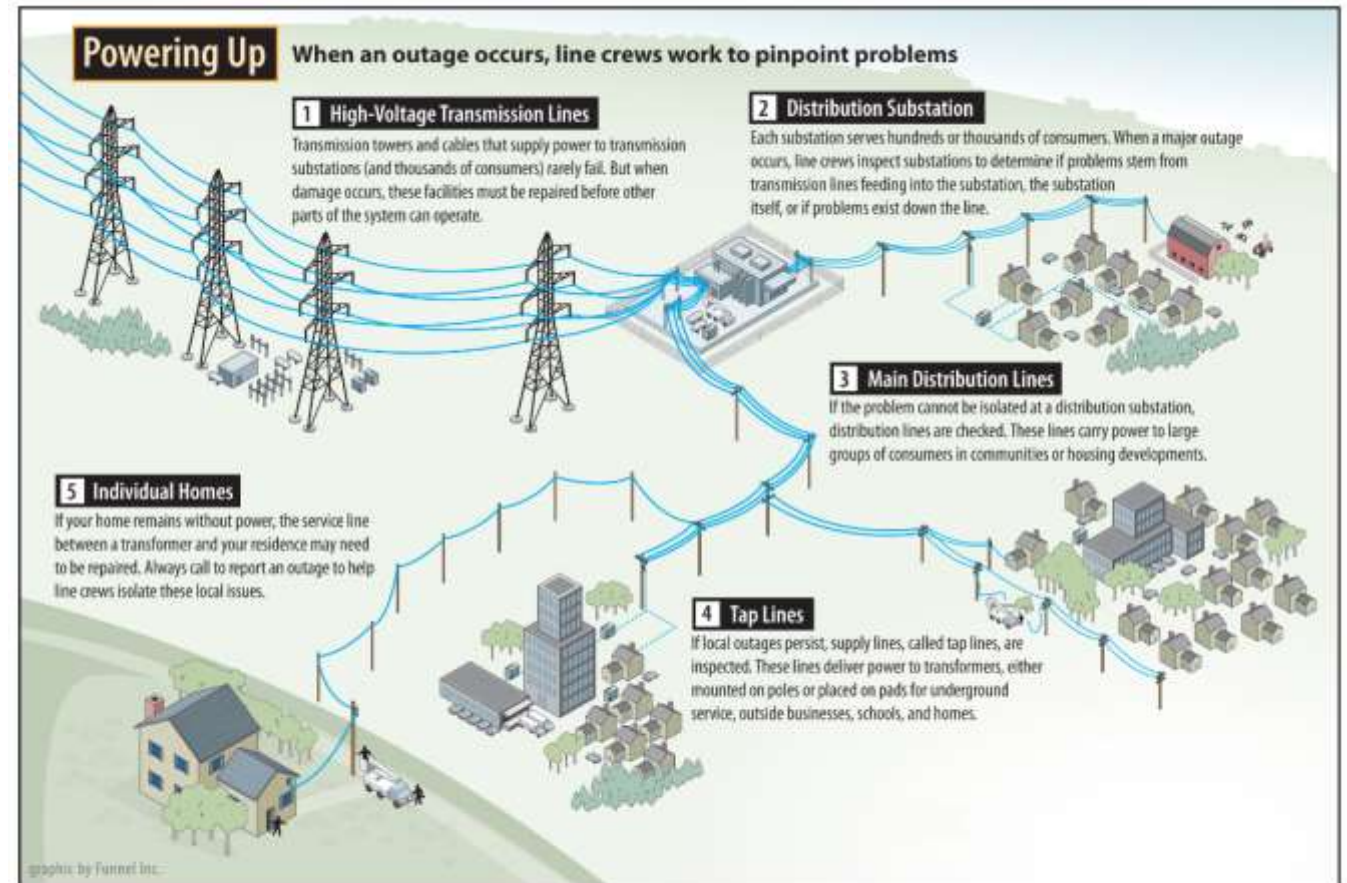


All crews will start 16-hour days and skeleton crews will be used at nights to respond to emergencies. We will continue this way until all power is restored.



Continual evaluation of the number of hotel rooms needed, meals needed and movement of crews between regions.


Storm Response



When electricity goes out, most of us expect power will be restored within a few hours. But when a major storm causes widespread damage, longer outages may result. Co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible. Here's what's going on if you find yourself in the dark.



After the Storm

- Once restoration is complete it is still not over.
 - We have accounting to go through. All poles and equipment need to be accounted for. We need to determine if FEMA will be involved.
 - Any work that was not a permanent repair will need to be addressed.
 - Clean up of facilities.
 - Perform a Storm Postmortem to determine what worked well and what did not work well.
 - Follow up on items that could be improved.
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Internal Storm Communications

We have an hourly report that is created in operations that lets everyone know the number of outages remaining, the number of internal and outside crews available and the status of the largest outages.



We have meetings of the Storm Management Team every 6 hours to discuss restoration efforts, needs, catering and hotels.



Communications occurs between Member Support, Member Communications and the Operations group to go over status of restoration, status of specific areas, large outage statuses, crew schedule and availability, pictures from the field and information to communicate to the Members.

External Storm Communications

- **Before the Storm**
 - Preparedness messages sent to members to take precaution, and how to stay safe.
- **During the Storm**
 - Press Release
 - Depending on the severity and magnitude of the storm
 - IVR Messaging
 - *“Thank you for calling EnergyUnited. We are currently experiencing widespread power outages. At this time, we are unable to provide estimated restoration times. Please visit energyunited.com to report an outage. Thank you for your patience as we work to restore your power as quickly and safely as possible.”*
 - Outage Maps
 - EnergyUnited's Outage Map shows all reported outages in our service areas. See how many people are affected by each outage along with estimated restoration times.
 - Text Alerts
 - Sign up for EnergyUnited's text alerts to stay informed during power outages in your neighborhood. Be alerted of outages, estimated restoration times and causes of the outage.

External Storm Communications

- **During the Storm**
 - ETRs
 - During Peace Times (ETR's) are automatically populated. These defaults are based on system averages based on the event type. On average we restore power in about 1.5 hours and the default ETR is around this time. Once the crew arrives, they can adjust the ETR based on actual conditions.
 - During a major storm, ETR's are initially turned off and no ETR is entered. We simply do not have enough information as to how long the restoration effort is going to take. After properly assessing storm damage the next step is manually entering ETRs .
 - Emails sent to members with updates on storm restoration. Once we have confidence in the forecast, we will send more specific messages regarding the potential impacts from the storm and what you can be doing to prepare.
 - Social Media
 - Facebook, Instagram and LinkedIn – We utilize social media to share photos to show restoration efforts but also the extent of the damage.
 - Safety Messages
 - Regular communications are sent out regarding keeping clear of downed power lines and what you can do to keep safe after a storm.
- **After the Storm**
 - Thank you message from our CEO to employees
 - Message from the CEO to members



<https://www.facebook.com/EnergyUnited>

<https://www.instagram.com/energyunitedemc/>

<https://www.linkedin.com/company/energyunited>

Stay Connected with EU



Thank you!



CO-OP UPDATES



Debra Citta

Program Coordinator



Thanks to our Volunteer Judges



- Amanda Anderson – Lexington
- Matt Vernon – Lexington
- Melinda Berrier – Lexington
- Montanna Berrier – Lexington
- Rich Johenning – Lexington
- Shelia Stanley – Lexington
- Travis Phifer – Lexington
- Dan Akers – Lake Norman
- Lindsey Denocourt – Lake Norman
- Susan Robertson – Lake Norman

2023 BOD Election and Annual Meeting



**Board of Director'
Election:** August –
September 11



Results announced at
**Annual Meeting on Thu.
Sep 21**



District 1: Ed Cartner was
elected to a 3-year term



District 2: Zolee Riggs was
appointed to a 3-year term



District 3: Cheryl Wright
appointed to another 3-
year term



Check Presentation to Habitat for Humanity

- On 9/21/2023 the EnergyUnited Foundation Presented a Check for \$100K to Habitat for Humanity of NC which will be split between 16 different Habitat Affiliates
- 6 Representatives from HFH and 2 EUF Board members attended the presentation



Youth Tour & Cooperative Leadership Camp

- We are now accepting applications for our 2024 Electric Cooperative Youth Tour program. Students must be sophomores or juniors and receive service from EnergyUnited at home or attend a school that receives service from EnergyUnited.
- Additionally, two finalists will receive an opportunity to participate in Cooperative Leadership Camp next summer.



COOPERATIVE
COUNCIL *of* NC

Lexington BBQ Festival

- EnergyUnited is a proud supporter of the 2023 Lexington BBQ Festival on Saturday, October 28th.



EnergyUnited's
2nd Annual

DRIVING CHANGE EVENT



Curious to learn more about driving an electric vehicle (EV)? Join us to learn about how EVs can benefit not only the environment but also your wallet.

WHAT: This event will feature electric vehicles on display, ride and drives, vendors, food and more!

WHEN: Saturday, September 23, 10am – 2pm.
(Rain Date: Saturday, September 30)

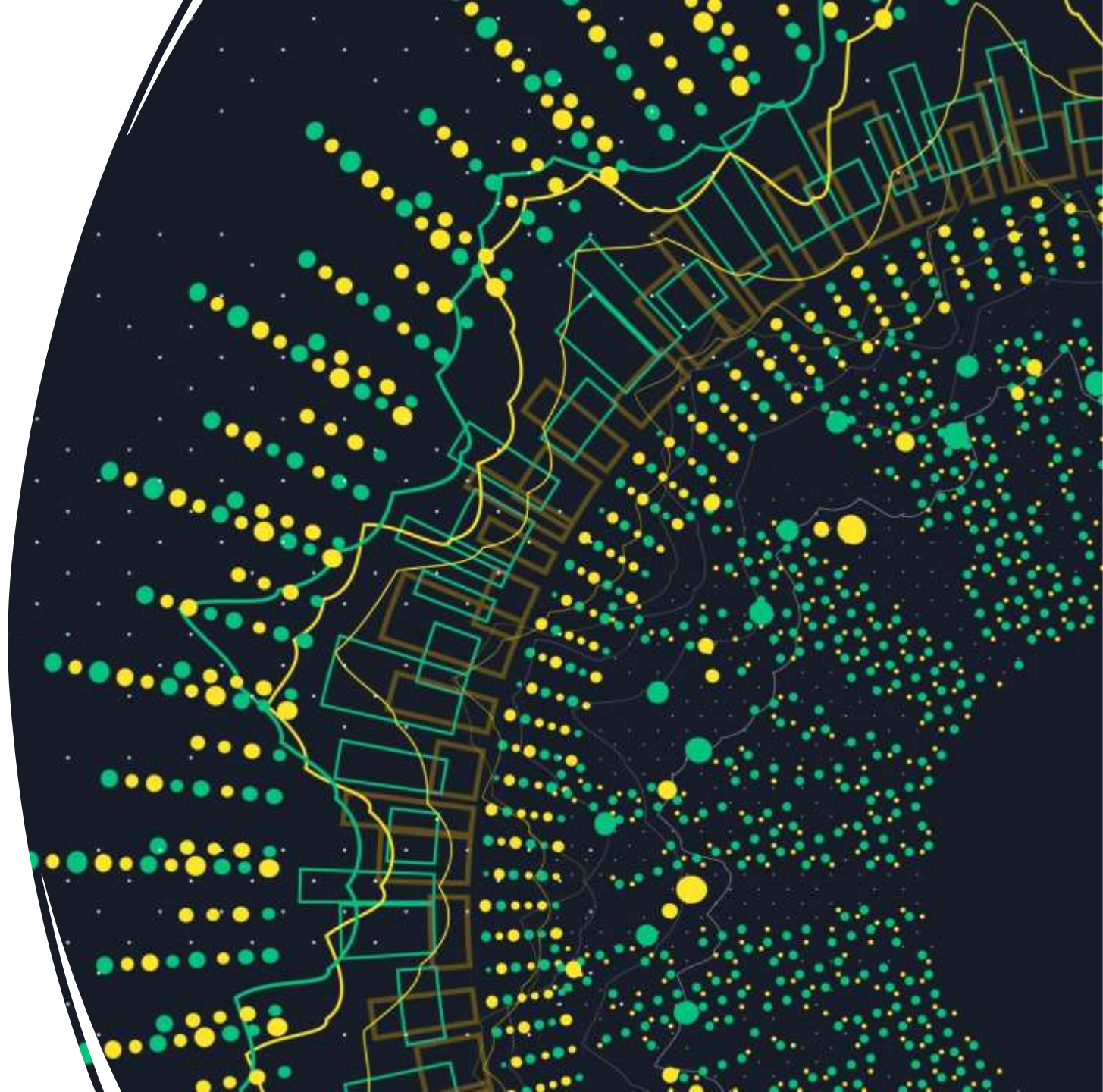
WHERE: Career Academy & Technical School (CATS), Troutman, NC

EnergyUnited
YOUR LOCAL CONNECTION



Thank you, Ryan!

Please join us in thanking our Lake Norman MAC member, Ryan DeAndrea, who served as chairman of the committee in 2023.



MAC Governance

- **Oct MAC Meeting**
 - **By Law Review**
 - **Succession Planning**
 - Appoint Chair and Vice Chair
 - **Meeting Content**
 - MAC Chairs engaging Directors for topics
 - *Courtesy: VP requests content from CEO and COO*
 - **Recruiting**
 - Eblast
 - EMC Board
 - MAC Chairs

**SAVE
THE
DATES**

NEXT MAC MEETING

**Statesville – February 1, 2024
Lexington – February 8, 2024
Lake Norman – February 22, 2024**