

# Member Advisory Committee

*February 2025*

# Welcome

---

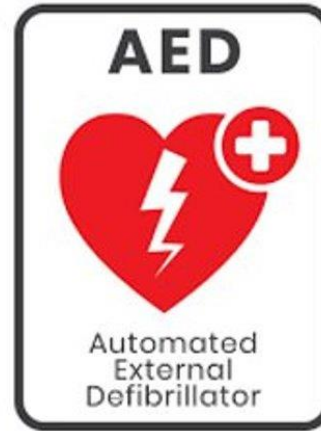
**Marilyn Lineberger**

*Manager, Corporate  
Communications*



# SAFETY FIRST

---



**Important Building Information**

# 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.

# AGENDA

Welcome & Safety

Introductions

The Future of  
Electricity

A Day in the Life of  
Dispatch

2025 MAC Chairman



# Introductions





# The Future of Electricity

**Thomas Golden**  
*Chief Executive Officer*



*Click the image above to watch a short video about EnergyUnited  
and the history of electric cooperatives.*



## Four Service Pillars



# The Future of Electricity: Safety

**Leadership Development:**  
Building a safety-first culture  
through workforce training.

**Tree Management Program:**  
Addressed yard trees as major  
outage causes, improving safety  
and reliability by 20%.

**Community Engagement:**  
Sharing information with our  
communities through electrical  
safety demonstrations at local  
schools and featured stories in  
our communications channels.



# The Future of Electricity: Reliability

---

**AMI Upgrades:** Real-time monitoring and faster outage response.

---

**Infrastructure Investments:** Doubled spending in five years to meet growing demand.

---

**Multi-Year Investment:** EU is investing \$216 million to enhance reliability and energy supply.

---

**AI and Data Insights:** AI optimizes grid performance and can help us identify hazardous trees on our system. AI is also increasing the demand for electricity.







# The Future of Electricity: Affordability

- **Educating Members:** Promoting off-peak energy use helps reduce costs for members while supporting system efficiency.
- **Innovation:** Using new technologies to optimize energy delivery to lower operational costs, keeping rates manageable.
- **Collaboration:** Sharing best practices with other utilities to deliver value added services and solutions to our members.

# The Future of Electricity: Sustainability

- **Infrastructure for Long-Term Sustainability:** Investing in AMI and new facilities to support evolving energy demands and integrate renewable sources.
- **Cultural Legacy:** Prioritizing leadership and workforce development to continue a culture of sustainability within the cooperative, just like our founding farmers.
- **Legislative Engagement:** Incorporating more renewables on the grid and working with legislators to advocate for smart energy policies.



# A Day in the Life of Dispatch

**Laura Thornes**  
*Dispatch Supervisor*





# Dispatch Control Center

**Monitor 77  
Substations**

**Outage  
Management**

**Service Orders  
and Dispatching**

**Communications**

**Abnormality  
Reports**

**Gate Monitoring**

**Meter and  
Voltage Status  
Checks**

**Team  
Coordination  
(multiple shifts)**



# 24-Hour Coverage

**Shift-Based Operations:**  
Staff transitions occur at 06:00, 14:00, and 18:00, ensuring continuous operations.

**Regional Communication:**  
Monitor and dispatch across multiple regions, including Foothills, Lake Norman and Triad areas.

**Incident Monitoring:** Stay alert to alarms and dispatch emergency responses based on system and truck alerts.





## 2025 MAC Chair

**Marilyn Lineberger**

*Manager, Corporate  
Communications*





# Closing Thoughts



# Save the Dates!

Next MAC Meetings:

- **Statesville:** June 5
- **Lexington:** June 12
- **Lake Norman:** June 26



**Thank you!**