

WELCOME



# Welcome



**Marilyn Lineberger**

*Manager Corporate Communication*

# 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**

# Agenda

**Welcome & Safety**

**Introductions**

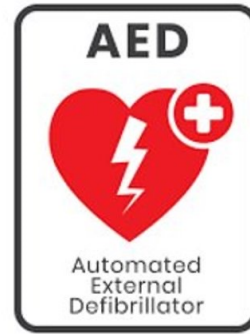
**A Day in the Life of EnergyUnited's CEO**

**Rate Conversation**

**Energy Efficiency**

**SCAMs**





Important Building Information

**SAFETY FIRST**

# INTRODUCTIONS



# Day In the Life

**Thomas Golden**  
*CEO*



\_\_\_\_\_



# A Day in the Life of the CEO



## Planning

Strategic and operational planning, membership meetings, legislation, service rules & regulations



## Organization

Recruiting and hiring top talent and designing organization for efficiency



## Operations

Day-to-day operations and activities for the cooperative as well as public and member relations



## Financials

Rates, equipment, materials and supplies



## Controls

Make sure the cooperative is run properly as it pertains to finances, checks and balances, operations, budgets and member care

# Rate Conversation

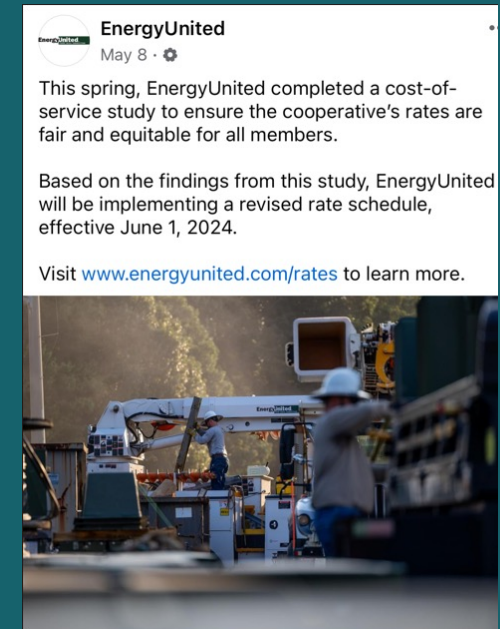
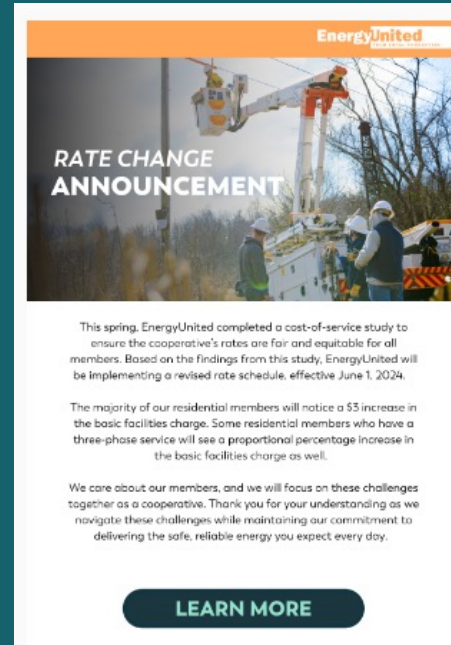
**Brett Alkins**  
*COO*



# Rate Conversation

## ❖ Rate Change Communications:

- Did we communicate the rate change effectively?
- How could we get better?
- What would you like to hear more about?





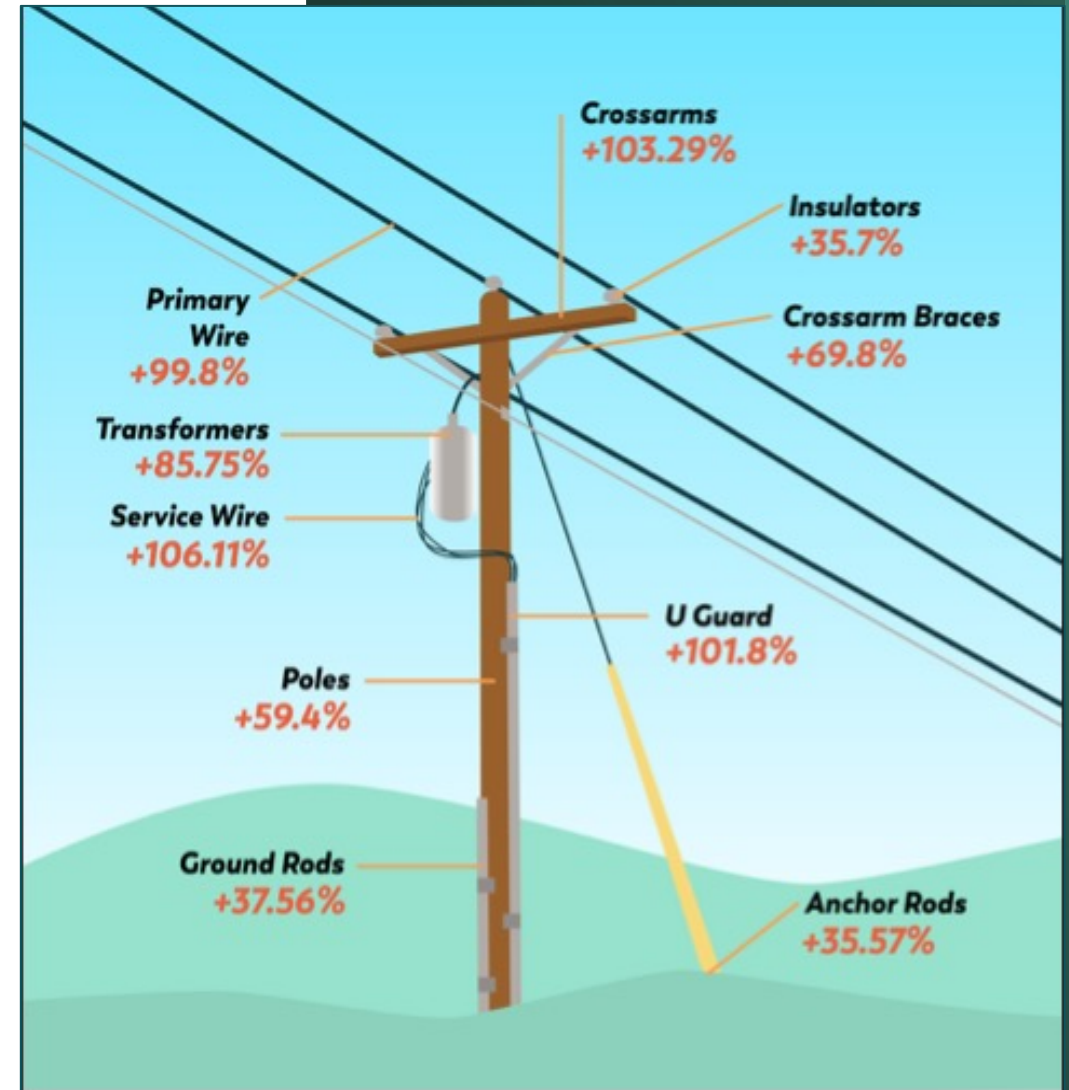
# Rate Conversation

## ❖ From the headlines:

- “Our country is facing an unprecedented surge in demand for affordable electricity while confronting extreme weather threats to the reliability of our grid and trying to stay one step ahead of the massive technological changes we are seeing in our society,” FERC Chairman Willie Phillips said. “Our nation needs a new foundation to get badly needed new transmission planned, paid for and built. With this new rule, that starts today.” - **Federal Energy Regulatory Commission (FERC), May 13, 2024**

## ❖ We're in a changing landscape

- Inflation is a key factor
- More new members and rising demand for reliable electricity
- Grid is changing – bringing on more intermittent resources, like renewables such as solar and wind
- Everything must work collaboratively to remain stable and reliable



# Rate Design and Delivering on our Vision

## Rate Design – What makes EU different?

❖ We consistently review our performance in comparison to our peers:

- Safety – “Exceptional” Safety Culture that we survey annually and continue to challenge
- Lowest Cost – EnergyUnited is positioned well, we are the top quartile among low-cost energy providers in NC
- Reliability – 12 Month Rolling Average

System Average Interruption Frequency Index		X	Customer Average Duration Index		=	System Average Duration Index	
12 Month Trailing Avg	1.29 interruptions per member		12 Month Trailing Avg	96.6 minutes		12 Month Trailing Avg	124.4 minutes
EnergyUnited Goal	1.01 interruptions per member		EnergyUnited Goal	99 minutes		EnergyUnited Goal	102.0 minutes
Average Of NC Co-ops	1.49 interruptions per member		Average Of NC Co-ops	100.5 minutes		Average Of NC Co-ops	162.1 minutes

- Sustainability - We have a plan to grow from 1MW of solar to 25MW of solar by end of 2025

❖ The membership owns a \$767M asset (poles, lines, buildings, equipment, etc)

- Investing in and maintaining this asset reduces risk, ensures resilience, and enables future growth

# EnergyUnited is Committed to our Members





# Energy Efficiency





# Energy Vampires

---

- A device or appliance with a constant 1-watt current uses about \$1 of electricity per year.
- With our growing number of household appliances, this can quickly add up to \$100 - \$200 per year in annual energy costs.





# Energy Efficiency for Appliances

---

- When it's time to put leftovers in the refrigerator, make sure the food is covered and allow it to cool down first. That way, the fridge doesn't have to work harder to cool warm food.
- Only run full dishwasher loads and avoid using the "rinse hold" function on your machine for just a few dirty dishes; it uses 3-7 gallons of hot water each use.





# Summer Energy Efficiency

---

- Installing a smart thermostat is one of the simplest ways to manage home energy use and keep summer bills in check.
- Sealing air leaks around your home is a simple, effective way to save energy and lower your bills.
- Applying new (or replacing old) weather stripping around doors and windows can instantly make your home more comfortable and reduce energy waste.

*Visit [energyunited.com](https://energyunited.com) to find more energy efficiency tips and use the energy usage explorer tool in My EnergyHub to identify opportunities to save energy.*





# SCAMs

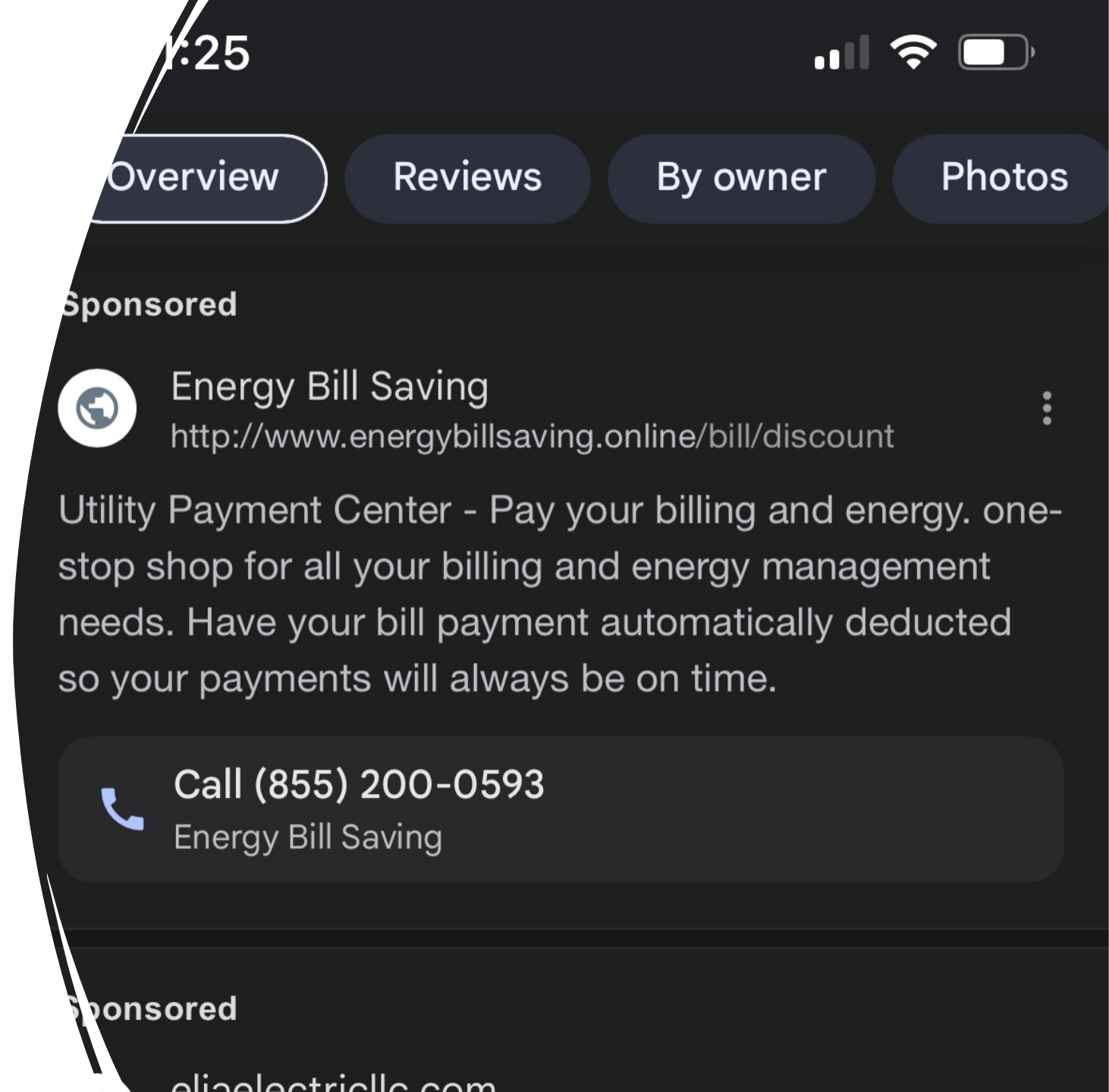


**LaQuisha Parks**  
*VP, Energy Services &  
Corporate Communications*

# Malvertising Scam

---

- Members receive malicious links and phone numbers when searching for 'Energy United' on some web browsers.
- Mobile device users have reported this issue predominantly.
- Intent is for individual to call phone number to steal money and personal information.





# SCAM ALERT

---

EnergyUnited has received reports from a small number of members about two scams. We are also aware of similar reports involving other businesses.

1. Phone Calls: These scam phone calls are from individuals who claim to be employees of EnergyUnited. They have threatened disconnection unless an immediate payment is made.
  - a. EnergyUnited will never threaten immediate disconnection for nonpayment or demand immediate payment over the phone.
  - b. EnergyUnited will never provide a barcode via text message to pay your bill.
2. Web Search Results: Members searching for EnergyUnited contact information received malicious results with phone numbers that belong to scammers.
  - a. USE only EnergyUnited contact information on your bill or from our website when paying your bill.
  - b. EnergyUnited will never accept payment over the phone with a representative, we only accept call center payments through our automated phone system.

# Comments

A decorative horizontal band with a torn paper effect, separating the title from the rest of the page. The band is light beige with a textured, fibrous appearance, and it runs across the width of the image, slightly undulating in its position.

**SAVE THE  
DATES**

## **NEXT MAC MEETINGS**

---

**Statesville – October 3, 2024**

**Lexington – October 10, 2024**

**Lake Norman – October 24, 2024**