

Member Advisory Committee

June 2025

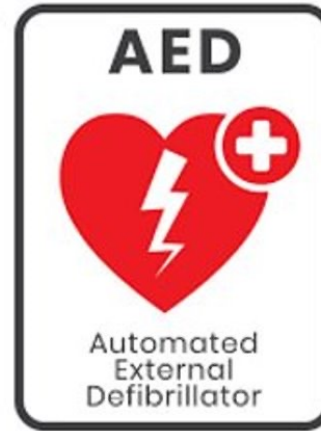
Welcome



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

**Where Does Our Power
Come From?**

**A Day in the Life of
Member Support**

Cybersecurity Overview

Closing Thoughts



Introductions



Where Does Our Power Come From?



Thomas Golden
Chief Executive Officer

Our Mission to Serve You

- EnergyUnited is committed to delivering safe, affordable, reliable and sustainable power to members.
- This mission applies for all members across our 19-county service area, which includes:
 - 7,200 miles of overhead primary lines
 - 4,500 miles of underground lines
 - 200 miles of transmission lines
 - 78 substations
 - 5 Operation Centers
- Our commitment to meeting our members' energy needs is evidenced by a diverse mix of power generation that helps ensure energy is "always available."



Wholesale Power: Financial Impacts & Planning



- 66 cents out of every dollar is used to purchase wholesale power.
- Due to its significant financial impact, our CFO, Alec Natt, owns the responsibility of managing wholesale power expenses and our long-term contracts for the cooperative.

Where Does Our Power Come From?



Alec Natt

Chief Financial Officer



Energy Supply Planning & Resource Mix

ENERGY MIX



NATURAL GAS

59.8%

COAL

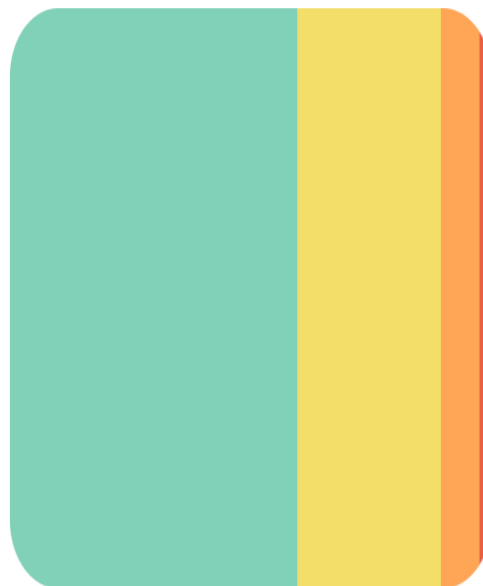
8%

NUCLEAR

29.7%

RENEWABLES

2.5%



- Power Purchase Agreements (PPA) with Southern Company through 2040.
- Contracts secured independently to ensure member access to safe, affordable, reliable and sustainable power.
- Transmission Agreements with Duke Energy.
- Continued look at future renewables, leveraging PPA strategy
 - Needs to be both economical and reliable

Meeting Your Energy Needs 24/7

- **Catawba Nuclear – 79 MW (Partial Ownership)**
 - Through 2044
 - Runs most of the time
- **Plant Rowan – Natural Gas (Diesel Backup)**
 - 218 MW of Baseload and 324 MW block of peaking
- **Plant Scherer – 61 MW**
 - Generated from Plant Scherer in Georgia
 - Through 2025
 - Runs approximately 13% of the time



Renewable Energy

- **Solar Projects**
 - Taylorsville Solar Farm: 1MW; expires in 2030
 - Perendale Solar Farm: 9MW; expires in 2034
 - 4 additional solar farms under contract: 89MW, beginning 2026-2031
- **Iredell Landfill – 3.2 MW**
- **Hydro-Electric Dams in the Southeast**
 - 18 MW - Owned by federal govt, run by Army Corps of Engineers





Questions

A Day in the Life of Member Support



LaQuisha Parks

Vice President,

Energy Services and Corporate Communications



Member Support Intro

- Belinda Niblock, Becca Coble, Lissa Giles and Sharon Horton
- **Member Support team**
 - 2 Member Support Supervisors
 - 4 Leads
 - 30 Member Support Specialists (16 full telework)
 - 1 Member Support Administrator
 - **1 Knowledge Development and Quality Supervisor**
 - 1 Knowledge Development Process Analyst
 - 1 Knowledge Development Quality Specialist
 - 2 Knowledge Development Specialists



Zandra, Member Support Specialist III

Member Support – By the Numbers

Stats

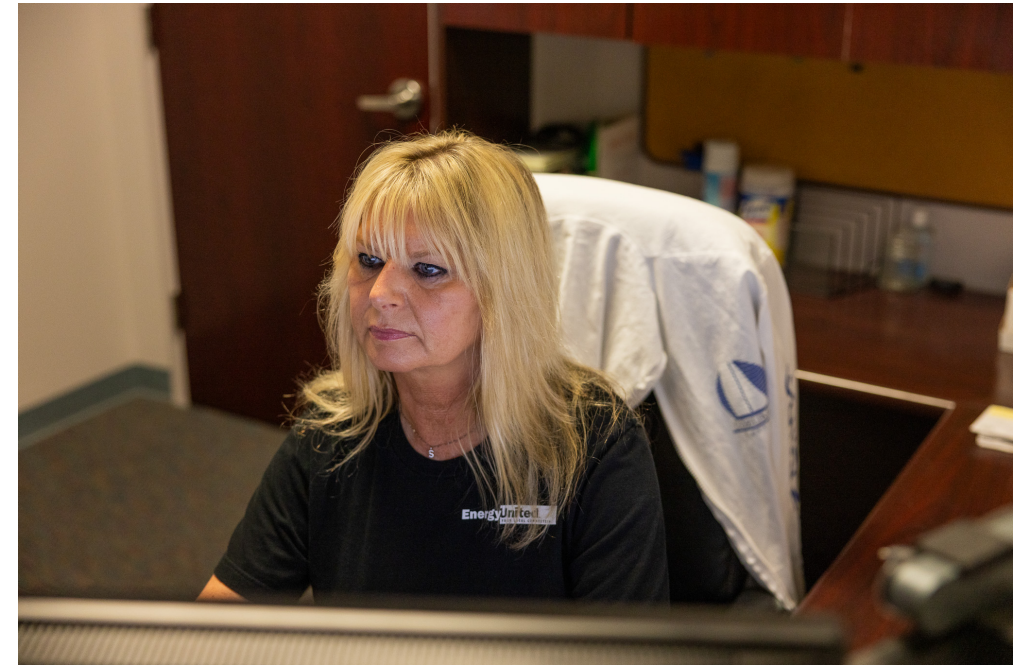
- **2024 (January – December)**
 - 143,901 calls
 - 00:00:18 second Average Speed of Answer
 - 92% of calls answered within 45 seconds or less

January-April (Comparison of 2024 to 2025)

- **2024**
 - 47,626 calls
 - 00:00:26 second Average Speed of Answer
 - 93% of calls answered within 45 seconds or less
- **2025**
 - 48,323 calls
 - 0:00:12 second Average Speed of Answer
 - 97% of calls answered within 45 seconds or less

Member Support Training

- **Phase I Weeks 1-3**
 - **Virtual Training via our Intranet**
 - Service Rules and Regulations
 - Rates
 - Basic System Training
- **Phase II Weeks 3-5**
 - System Training in depth
 - Processes, Procedures and Guidelines Training
- **Phase III Weeks 5-8**
 - Shadowing
 - Monitoring
 - Silent Monitoring



Sheila, Member Support Administrator



Questions

Bright Ideas Grants for Teachers

Community Outreach Update

- Thank you to our *Empowering the Future* Scholarship Judges
- *Bright Ideas* Grants for Teachers are open through 9/15/25
- We are seeking judges needed for *Bright Ideas* in late September to read and score applications





Closing Thoughts

Save the Dates!

Next MAC Meetings:

- **Statesville:** October 2
- **Lexington:** October 9
- **Lake Norman:** October 23



Thank you!