

Member Advisory Committee

February 2026

Welcome



Adam Martin

Manager, Corporate Communications

AGENDA

Safety Moment

The EnergyUnited Way

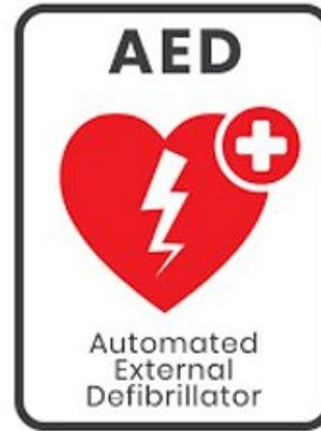
Introductions

New Rate Structure

“What is Peak Demand”
Quiz

Close

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.



EnergyUnited.
YOUR LOCAL CONNECTION



Introductions

New Rate Overview



Brett Alkins

Chief Operating Officer

EnergyUnited Announced a New Rate



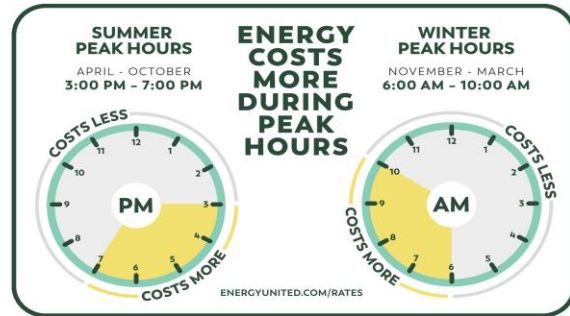
A NEW RATE FOR YOU

Dear EnergyUnited Member,

EnergyUnited is committed to helping members prepare for an evolving energy future. Our cooperative is implementing a new rate structure to offer members direct control of their bill.

Our new rate focuses less on how much energy you use and more on when you use it. Effective April 2026, members can use all the electricity they need outside of peak demand hours at a highly reduced rate. There are only a few peak demand hours each day that you need to keep an eye on. This means using electricity outside of peak demand hours makes even more sense.

For example, if you're using major appliances during the peak demand hours, you'll pay a higher peak demand charge. You can save money by spreading out your energy usage during other times.



You can lower your power bill by moving more of your energy usage to the other 20 hours of the day.

EnergyUnited is committed to supporting members through this transition with resources and guidance.

To learn more about the new rate structure and use our bill calculator, visit EnergyUnited.com/rates. Or call our member support team at 1-800-522-3793. Thank you for being a valued member.



FROM CEO THOMAS GOLDEN



At EnergyUnited, our commitment has always been to deliver power that is reliable, affordable and sustainable, today and for the future. As part of that commitment, we will be introducing a new rate structure designed to help our members prepare for an evolving energy future.

Beginning in April 2026, this new rate structure will focus less on how much energy you use and more on when you use it, with the changes first appearing

on your May 2026 bill. This new rate gives you direct control of your power bill. You will continue to have access to all the electricity you need, but at a significantly reduced rate **outside peak demand hours**—the 20 hours each day when energy is the least expensive. During the other four hours of the day, electricity will cost more to reflect the higher cost of delivering power during those periods. Designed with you in mind, the new rate offers more flexibility to use energy in the way that works best for you.

The best part is that you choose what feels right for your home and your lifestyle. This rate gives you the freedom and flexibility to manage your energy in the way that serves you best.

In this edition of Connect, we'll guide you through:

- Why your bill is changing
- How you can take advantage of the new rate structure with tips, tools and resources that help you manage your usage effectively

Thank you for your trust, partnership and engagement as we continue to strengthen our grid and power our communities forward. Together, we're preparing for an energy future that is smarter, more resilient and designed to benefit every member we serve. We also have a portion of our website dedicated to this information, complete with a bill calculator, FAQs and other helpful resources. You can find that at EnergyUnited.com/rates or by scanning the QR code below. If you have any questions, please don't hesitate to reach out.

Sincerely,


Thomas Golden

Learn More
EnergyUnited.com/rates



CONNECT

Letter with Fridge Magnet

WHY IS MY BILL CHANGING?

The new rate structure provides greater opportunities to save by managing how and when you use electricity. This new rate also supports EnergyUnited's efforts to deliver safe, reliable, affordable and sustainable energy now and in the future.

HERE'S WHAT'S INCLUDED:

\$50
(No Change) ↔

GRID ACCESS FEE

A fixed charge that covers the cost of maintaining lines, poles, substations and other infrastructure that delivers electricity to your home.

4.87¢
per kWh
(Reduced ~35%) ↓

USAGE CHARGE

A reduction of approximately 35%. This charge is based on how much electricity you use.

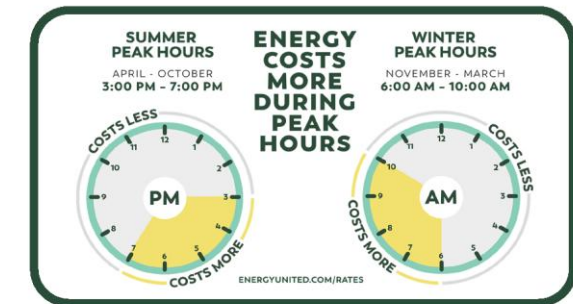
\$4.40
per kW
(New)*

PEAK DEMAND CHARGE

A new part of your bill that puts you in direct control of managing your energy costs.

The new component of your bill, called **"Peak Demand,"** can help you better manage monthly costs. This charge is based on the highest amount of electricity you use at one time, measured in 15-minute intervals during designated peak demand hours each billing period.

Peak demand hours are the times of day when members use the most electricity. During off-peak hours, members can continue using as much electricity as they need at a highly reduced rate. Only a few hours each day may require closer attention.



FEBRUARY 2026

Connect Magazine



Why Is This Good For The Members?

- Gives members control to manage their power bill.
- During off-peak hours, members can continue to use all the electricity they need at a highly reduced rate.
- Shifting energy use away from peak demand hours, helps keep overall costs lower.

What comes to mind when you hear the words *electric rates*?



A word cloud of terms related to energy bills. The word 'AFFORDABLE' is the largest and is centered within a teal rectangular background. Other words are arranged around it in various sizes and orientations, using a color palette of teal, orange, and dark blue. The words include: 'RATES' (large, dark blue), 'ENERGY' (small, teal), 'LOWEST' (large, orange), 'TRANSPARENT' (small, teal), 'HELP' (medium, orange), 'FAIR' (medium, teal), 'BILL' (large, dark blue), 'CHANGES' (small, orange), 'COST' (small, teal), 'RELIABLE' (large, orange), 'CONFUSING' (small, orange), 'CONTROL' (medium, orange), 'USAGE' (medium, orange), 'POWER' (small, dark blue), 'PRICE' (large, orange), 'EXPENSIVE' (small, orange), and 'MONTHLY' (large, dark blue).

ENERGY
RATES

LOWEST
TRANSPARENT
HELP
FAIR
BILL
CHANGES
COST
RELIABLE

AFFORDABLE

CONFUSING
CONTROL
USAGE
POWER
PRICE
EXPENSIVE
MONTHLY

ELECTRIC GRID



THE CARS ON THE HIGHWAY
ELECTRICITY

Energy vs. Demand

- Energy (kWh): How much electricity you use over time
- Demand (kW): How much electricity you use at one moment
- Demand is measured in 15-minute intervals
- Why does timing matter?
 - One high-use moment can affect the bill
 - Running several major appliances at once increases demand
 - Demand is about *when* you use electricity, not just *how much*



GRID ACCESS FEE **\$50**
(No Change) ↔

USAGE CHARGE **4.87¢**
per kWh
(Reduced ~35%) ↓

PEAK DEMAND CHARGE **\$4.40**
per KW
(New)*

HOW TO READ YOUR BILL



2 ACCOUNT BALANCE

3 CONTACT INFORMATION

4 MONTHLY ENERGY USE COMPARISON

5 YOUR AVERAGE DAILY USE

6 MEMBER MONTHLY MESSAGE

7 BILL PAYMENT STUB

EnergyUnited.
YOUR LOCAL CONNECTION



9 CURRENT ACTIVITY

10 USAGE GRAPH

11 ADDITIONAL INFO

12 OTHER WAYS TO PAY YOUR BILL

**LEARN MORE ABOUT
MYENERGYHUB ON OUR WEBSITE
ENERGYUNITED.COM/MYENERGYHUB**



Current Activity

ENERGY CHARGES:

GRID ACCESS

USAGE CHARGE (kWh)

PEAK DEMAND CHARGES (kW)

RENEWABLE ENERGY MANDATE

ROUND-UP CONTRIBUTION

TAXES

Total Current Activity

\$50.00

\$75.73

\$65.47

\$0.75

\$0.61

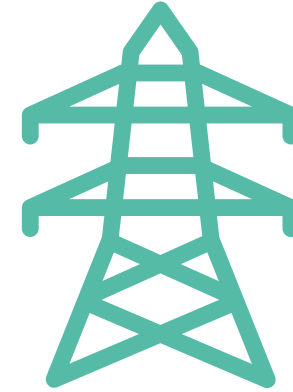
\$13.44

\$206.00

Why is This Important for Our Energy Future?



Peak demand costs are expensive, and everyone using electricity at the same time drives up system costs.



Building and maintaining the infrastructure required to meet peak demand is costly, so managing those peaks helps control costs for everyone

How Is EnergyUnited Preparing Our Members For This Transition?

Resources for Members

EnergyUnited

YOUR LOCAL CONNECTION

OUTAGE CENTER

MY COOPERATIVE

MY COMMUNITY

NEWS & RESOURCES

ENERGY SERVICES

MY ENERGYHUB ACCOUNT

ONE-TIME PAYMENT

REPORT AN OUTAGE

CONTACT US

A NEW RATE FOR YOU

COSTS LESS

12

11

10

9

8

7

6

5

4

3

2

1

PM

COSTS MORE

← SUMMER
PEAK
HOURS

WINTER
PEAK
HOURS →

COSTS LESS

12

11

10

9

8

7

6

5

4

3

2

1

AM

COSTS MORE

APRIL - OCTOBER
3:00 PM - 7:00 PM

NOVEMBER - MARCH
6:00 AM - 10:00 AM

EnergyUnited’s new rate structure offers members a chance to better manage energy costs, giving you direct control of your bill.

Off-Peak Pay Less, On-Peak Pay More.

Resources for Members

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YOUR LOCAL CONNECTION

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MY ENERGYHUB ACCOUNT

ONE-TIME PAYMENT

REPORT AN OUTAGE

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GRID
ACCESS
FEE

\$50
(No Change) ↔

USAGE
CHARGE

4.87¢
per kWh
(Reduced ~35%) ↓

PEAK
DEMAND
CHARGE

\$4.40
per KW
(New)*

NEW RATE FAQs

1. Why is EnergyUnited implementing a new rate structure?

Our new rate structure gives you more control over your power bill. The Base Rate Plan now includes Grid Access fee is set, but you can adjust the energy and peak demand charges by deciding how much power you use and when you use the most energy. By running your major appliances at different times and spreading out your energy use, you can take advantage of reduced energy costs and manage your power bill.

2. What is changing with my EnergyUnited bill?

Beginning April 2024, residential and Small General Services members will see new structure on their bills:

- Grid Access (formerly called Basic Rate/Flow Charge)
- Usage Charge (per kilowatt-hour (kWh))
- Peak Demand Charge (per kilowatt (kW))

3. What is Peak Demand?

Peak demand refers to the most electricity used at one time (highest amount in 15-minute intervals) during a billing period. For residential and Small General Services members, this rate will be \$4.40 per kW.

6. What are peak demand hours?

These times are when energy consumption is the highest and most expensive:

- Winter (November - March): 6:00 AM - 10:00 AM
- Summer (April - October): 5:00 PM - 7:00 PM

7. Is this a rate increase?

No, this is not a rate increase. It is designed to give you more control over your power bill. For use during off-peak hours, you may see during on-peak hours.

8. Why are you changing this now?

EnergyUnited is committed to helping members prepare for an evolving energy future. EnergyUnited's new rate structure offers members a chance to better manage energy costs and be prepared for future changes.

9. How is this new rate going to benefit me?

By using off-peak hours, you can save on your electricity bill and get the most out of your energy.

NEW RATE FAQS

READ MORE

BILL CALCULATOR

Please fill out the information below to view an estimate of your bill. You can change the numbers in the white boxes as much as you'd like to see how much of a difference reducing energy usage during peak demand hours can make. Take a look at your most recent bill and **input your numbers below.**

GRID ACCESS:

This fee is \$50.00 per month
This is a fixed charge

\$50.00

+

USAGE CHARGE (kWh):

The rate is 4.87¢ per kWh
Enter a number (kWh) for Usage Charge

1100

X 4.87¢

+

PEAK DEMAND (kW):

The rate is \$4.40 per kW
Enter a number (kW) for Peak Demand

7.30

X \$4.40

Grid Access: **\$50**

+

Total Usage Charge: **\$53.57**

+

Total Peak Demand Charge: **\$32.12**

How is Peak Demand calculated?

ESTIMATED BILL TOTAL =

\$135.69

More Control for the Member

Opportunities Where Member Control Makes a Difference

○ Large Appliances Use More Energy

- Shift the use or spread out the use of these appliances to off peak demand hours *and SAVE.*

○ Thermostats Control the Largest Energy Appliance In Any Home, HVAC

- Use a smart thermostat and program it to automatically adjust temperatures during peak hours or “set it and forget it” *to manage costs.*

○ Space Heaters Use A Lot of Energy

- Shift the use of space heaters to off peak hours and *SAVE.*

APPLIANCE TYPE	AVERAGE WATTAGE (W)	DAILY USAGE (HOURS)	MONTHLY USAGE (kWh)	15 - MINUTE USAGE (kWh)	DEMAND (kW)
Refrigerator	450 W	24 h	324 kWh	0.1125 kWh	0.45 kW
Microwave	900 W	0.5 h	13.5 kWh	0.225 kWh	0.9 kW
Oven	3,500 W	1 h	105 kWh	0.875 kWh	3.5 kW
Washing Machine	850 W	0.5 h	12.75 kWh	0.2125 kWh	0.85 kW
Clothes Dryer	3,000 W	1 h	90 kWh	0.75 kWh	3 kW
Television (LED)	65 W	4 h	7.8 kWh	0.01625 kWh	0.065 kW
Laptop	100 W	8 h	24 kWh	0.025 kWh	0.1 kW
AC (Window Unit)	1,000 W	8 h	240 kWh	0.25 kWh	1 kW
AC (Central)	3,500 W	6 h	630 kWh	0.875 kWh	3.5 kW
Space Heater	1,500 W	8 h	360 kWh	0.375 kWh	1.5 kW
Heat Pump	5,000 W	8 h	1,200 kWh	1.25 kWh	5 kW
LED Bulb	12 W	5 h	1.8 kWh	0.003 kWh	0.012 kW
Hair Dryer	1,300 W	0.25 h	9.75 kWh	0.325 kWh	1.3 kW

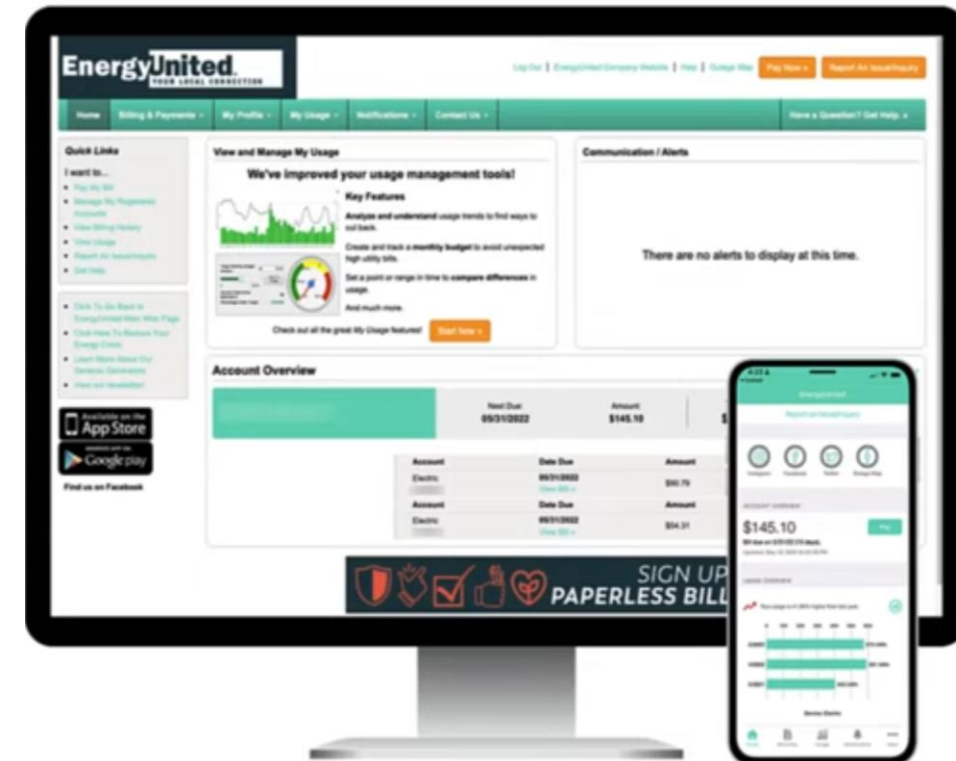
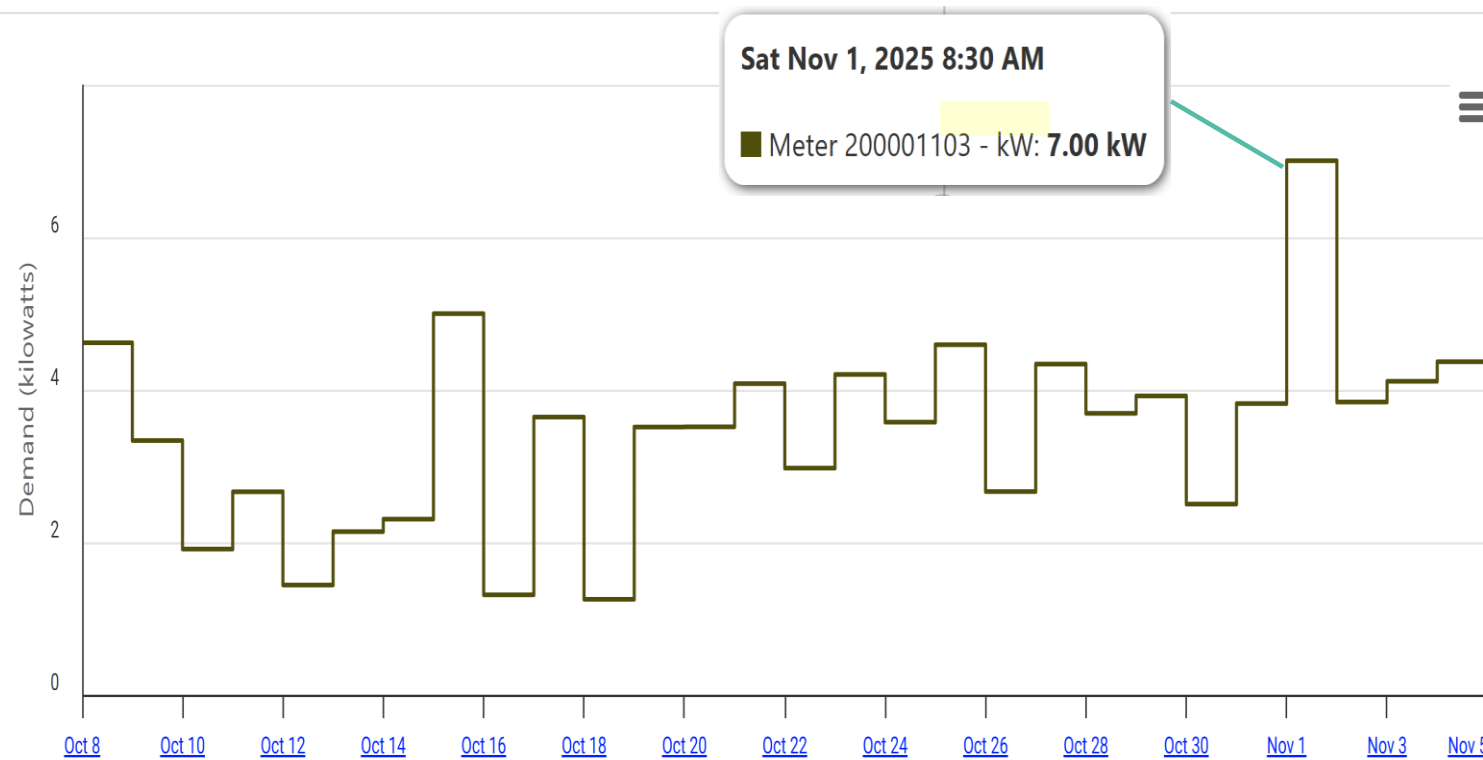
Tools for Members



My EnergyHub – Usage Explorer

DAILY USAGE - 10/08/2025 - 11/05/2025

Customer Since: May 29, 2019



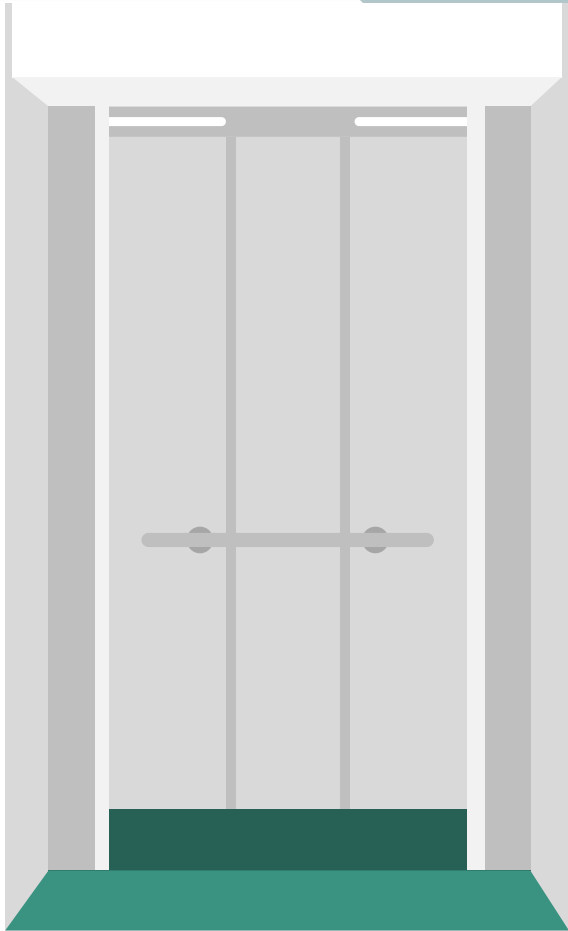
Questions

- Which example feels closest to your household?
- What surprises you?
- What can you as a member control?



Elevator Speech

This new rate is designed with members in mind, focused on fairness, flexibility, and transparency. It better reflects how we use energy, gives us more control over our monthly bills, and helps EU plan smarter to keep power safe, reliable, and affordable. As we move forward, EU is committed to keeping members informed, prepared, and supported every step of the way.





Closing Remarks & Feedback

Save the Dates!

Next MAC Meetings:

- **Statesville:** June 4
- **Lexington:** June 11
- **Lake Norman:** June 25



Thank you