



People power.

Energy works better when we're in it together.

Published for Member-Owners of EnergyUnited

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Power for the People: Member Satisfaction

For the last few months, EnergyUnited has been detailing how we work to support all aspects of our members' lives through our Power for the People series. Your participation, understanding and satisfaction with our cooperative are important to us; our members are what makes EnergyUnited great. We rely on our members to tell us what aspects of their electric service they love and which aspects need improvement, and we use that information to develop services and programs that promote enhanced member satisfaction.

Each year, members are randomly chosen to participate in the Cooperative Difference Survey. This multi-question survey is designed to help us better understand the needs of our membership and often produces actionable insights that help make EnergyUnited a better cooperative. Recent surveys show that you want easier, more efficient and effective ways to reach out and communicate with your cooperative. We've listened to those concerns and have launched several new options to get in touch with EnergyUnited for all your energy needs.

Enhanced Electronic Options

While we hope that you turn to EnergyUnited for all your energy-related questions and concerns, we understand that your day-to-day interactions with the cooperative are primarily focused on understanding and managing your energy services account. We've made it as easy as possible for you to handle these tasks by providing a variety of ways to pay and view your bill. Your account can be accessed online at EnergyUnited.com, through the EnergyUnited Account App on your smartphone or by using our automated account information system at 1-800-636-2371 (1-800-Member1). You can pay your bill through automatic bank draft and by debit or credit cards.

Members have the ability to receive monthly bills electronically, rather than getting a hard copy in the U.S. Mail. Not only is this a more convenient way for our you to receive your bill, but it also helps EnergyUnited save money, savings

we pass back along to our members as we work to keep our rates as low as possible.

Sign up for Service or Report Security Light Problems Online

We believe that interaction with your cooperative should be an easy experience, which is why we're offering more self-service options than ever before. In the past, requesting new service, reporting security light issues or making changes to your electric service required speaking directly with a customer service representative or coming to one of our office locations. Members can log into their account to apply for additional service. Non-members can make an application for service from the EnergyUnited.com home page.

You can also log into your EnergyUnited account to report a security light issue on your property, transfer or disconnect service and even request new service at a separate address. We hope these options make it even easier for you to do business with your cooperative.

Coming Soon: On-Demand Information Through Web Chat

We've heard this scenario from many members: you're sitting down at your computer to look at your account information and realize you have a question about something. Or maybe you're researching new energy-efficient products and want to know which options have the most impact on your energy bill. You're busy and don't want to make a phone call but want

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specific answers to your questions. Soon, you'll be able to get those answers through our new web chat. Once launched, you'll be able to visit EnergyUnited.com during normal business hours and launch a web chat with one of our customer care representatives. They'll answer all your energy-related questions and offer advice that can help you better manage and save on your energy bill.

Text Notifications for Outages

Nothing is worse than coming home to a home without power. Or being stuck in the dark without any information about restoration progress. Soon, EnergyUnited members will be able to sign up for text message alerts for outages. These alerts will let you know when an outage occurs and keep you up-

to-date on restoration efforts, allowing you to easily plan and adapt to unexpected outage situations.

Continuing to Listen

At EnergyUnited, we're committed to continuous improvement. We will continue to listen to our members through customer satisfaction surveys, in-person conversations and internal surveys. In the coming months, we'll be launching an after-call survey to help us improve service across the cooperative. This short survey will be available following any phone interaction with EnergyUnited and will help us understand how well we handle issues and other areas where we can improve EnergyUnited service.

2017 ELECTION



**for the future of
your cooperative**

2017 BOARD OF DIRECTORS ELECTION

The annual board of directors election will launch on August 1 and commence on September 15. Look for your ballot in the U.S. Mail in early August or for an email on August 1 from Survey & Ballot Systems. You will only be sent an electronic ballot if you have shared your email address with us.

**ENERGYUNITED ANNUAL MEETING
Thursday, September 21, at 5:30 p.m.**

Attend the annual meeting to hear results of the election. Pre-registration is not required.

ENERGYUNITED HEADQUARTERS OFFICE

567 Mocksville Highway
Statesville, NC 28625

ENERGYUNITED BOARD-APPOINTED

**2017 Credentials and
Election Committee**

Each year the board of directors appoints a Credentials and Elections Committee made up of no less than three and no more than nine member volunteers to supervise the election of directors. The Credentials and Elections Committee will meet just prior to the commencement of the annual meeting to review and certify the 2017 election of directors.

THE 2017 CREDENTIALS AND ELECTION COMMITTEE

District 1

STEVE TULBERT
765 Union Grove Road
Union Grove, NC 28689
704-539-4474

DANNY NELSON COOK
469 Cattleman's Road
Statesville, NC 28625
704-876-1812

SARA WALLACE
266 St. Matthews Road
Mocksville, NC 27028
336-492-5312

District 2

JAMES H. GROGAN
1855 Dodgetown Road
Walnut Cove, NC 27052
336-593-8389

KENNETH D. MEREDITH

220 Meredith Lane
Winston-Salem, NC 27107
336-764-4676

JANE EVERHART

701 Sam Sharp Road
Linwood, NC 27299
336-956-6875

District 3

TONY OSZLANYI
121 River Birch Circle
Mooresville, NC 28115
704-660-9080

TRACY PALMISANO

9153 Washam Potts Road
Cornelius, NC 28031
704-222-3304

CARROLL GRAY SMITH

7250 Linwood Southmont Road
Lexington, NC 27292
336-357-2302



From the desk of **H. Wayne Wilkins**, Chief Executive Officer

Your Cooperative. Your Vote. Your Voice.

At EnergyUnited, your voice matters. As a not-for-profit electric cooperative, EnergyUnited is owned and governed by our members. Your vote in our annual board of directors election is your voice in our cooperative, a chance to weigh in on leaders who will represent you in your local district.

The EnergyUnited Board of Directors is made up of members, just like you. Our cooperative is a democratically controlled business, which means we don't have stockholders, and the board isn't made up of people who own shares and are looking for big returns on their investment. At EnergyUnited, you are our investment.

Our board members are dedicated to making decisions that are in the best interest of each individual member and the cooperative as a whole. Their diverse backgrounds and experience give strength to the board as they provide leadership for EnergyUnited.

Each board member is an EnergyUnited member and is elected by you, our valued members, as part of the democratic form of governance followed by cooperatives. Board members come from various backgrounds such as farming, law, banking, small business and education.

Each board member represents one of three districts in our service area and has your best interests and the cooperative's best interests at heart. They listen to the needs and concerns of others and continuously educate themselves on matters related to electric cooperatives, including industry trends and the latest equipment and technology.

In August, you, our members, will have a chance to make your voices heard through the democratic voting process. You will receive a hard copy ballot by mail or, if your email address is on file, a digital ballot by email. The board of directors election will launch on Tuesday, August 1 and end at 11:59 p.m. EST, on Friday, September 15.

For any questions related to the election process, please contact Survey & Ballot Systems by phone at 952-974-2339 or via email at support@directvote.net. For all other questions, contact a customer care representative by calling 1-800-522-3793. Please note, we cannot accept ballots at any of our office locations.

I encourage all members to take time to cast your vote for your democratically elected board of directors. The results of the board of directors election will be announced on September 21 at the Annual Meeting of the Members.

EnergyUnited is built on members of this community who stand together to support each other. I look forward to seeing you at our annual meeting in September to celebrate EnergyUnited's progress and success!

VOTE & WIN

Vote in this year's board of directors election and you could win one of three \$100 Visa gift cards.

YOUR VOTE COUNTS TOWARD OUR FUTURE

Vote online at directvote.net/euec or mail in your ballot to:

EnergyUnited
C/O Survey & Ballot Systems
7653 Anagram Drive
Eden Prairie, MN 55344-9603

HOW TO VOTE:

Online at directvote.net/euec or by hard copy ballot via U.S. Mail. Voting doesn't just ensure that you're a part of the democratic process; it could also give you the chance to win \$100! Voting begins on August 1 and ends at 11:59 p.m. EST on September 15. Any member who votes either online or mails in a ballot will be eligible for the drawing to receive one of three \$100 Visa gift cards. Be sure to vote for your chance to win.

WHY YOU SHOULD VOTE:

The board of directors that you elect has the final say on all major decisions made by your cooperative, from setting policies to determining the rates we charge for energy.

Not a customer - SINCE 1976 -

This is not a happy customer. This is a happy member of EnergyUnited, a not-for-profit electric cooperative. And as a member, you can count on us to keep your energy costs as low as possible. In addition, at the end of the year, we give all of our members money back in the form of capital credits. No wonder he's so happy.



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Please send questions, comments and story ideas to **Maureen Moore**, Communications Manager, at maureen.moore@energyunited.com.

H. Wayne Wilkins, Chief Executive Officer

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