

*in this issue*Keeping Connected
to Your Co-op **1**Power for the People **2**CEO Message:
Fighting
Winter Storms **3**Tips for Remodeling
Your Kitchen **4**Published for Member-Owners of **EnergyUnited**
connect**Enhancing Value and Efficiency, Together**

As a valued member of our cooperative, it is important that EnergyUnited is able to communicate with you when necessary. In recent issues of our newsletter, monthly bill inserts and bill statements we've asked you to update your contact information. By keeping your contact information up to date, you can take full advantage of the services EnergyUnited offers.

Reporting Service Interruptions

As much as we'd like to achieve 100% reliability, EnergyUnited and other utilities cannot prevent storms and other disasters from knocking out the power. With one of the highest reliability ratings in the country, these service interruptions are, thankfully, few and far between. When power outages do occur, the quickest way to notify EnergyUnited is by using our automated outage reporting system at **1-800-386-4833**. Our dispatchers will be immediately notified of the service interruptions and crews will be alerted.

It is important that EnergyUnited has the most current phone number associated with your account, as our automated system will recognize your phone number and the location of your outage. If you have more than one account associated with your number, you will have the opportunity to report the service interruption at all locations, or for a specific location.

We understand that service interruptions are frustrating, and

waiting on hold to speak with a representative only adds to this frustration. With this technology, your outage will be reported quickly, and in real-time, avoiding the hassle of speaking directly with a representative. It's that easy!

Keeping Information Current

Keeping your contact information current is as easy as reporting an outage. To update your phone number, mailing address or add an email address, simply log into our secure online portal at **EnergyUnited.com**. The new or updated information is automatically associated with your account and entered into our system and is used for business purposes only.

Looking to the Future

EnergyUnited constantly evaluates technologies that enhance member experiences by providing convenient access to information. We currently have plans to implement technology that will allow the cooperative to contact our members about changes in electric



usage, planned service interruptions, estimated restoration times and more. To fully take advantage of these systems, it will be important that you keep your information current with EnergyUnited.

In 2017, EnergyUnited plans to offer additional enhanced self-service options to our website that will allow you to connect, disconnect or transfer electric service. We will also offer an online chat feature on our website allowing members to connect directly with customer care representatives online. It's all part of our commitment to enhance our service while keeping costs as low as possible.

Power for the People: True Value of a Cooperative



At EnergyUnited, we know that there's a story behind each of our members' journey to our service area. Perhaps you moved here to pursue a new career, put down new roots with your family or continue a tradition backed by generations. As one of the largest electric utilities in the state, our members come from a variety of backgrounds, live in a variety of areas and consume energy in a variety of ways. What unites us is the cooperative spirit, that helps light up the communities in which we live and work. Being a member of a cooperative is a special privilege that you get simply by purchasing energy from EnergyUnited. Over the coming months, we'll be exploring what it means to be a member of our powerful cooperative in a new series: *Power for the People*.

To truly understand your place within EnergyUnited, it is helpful to know what it means to be an electric cooperative. Electric cooperatives are not-for-profit business organizations that are owned and run by the members the business serves. As a member, you are also an owner of EnergyUnited. This means that you have a voice in the direction of the cooperative, which you can exercise through the election of the board of directors. As a member/owner of EnergyUnited, you have a right to share in any excess margins collected. If financially able to do so, and if approved by the board of directors, EnergyUnited returns excess margins to our members each year in the form of capital credits.

But, the basics of an electric cooperative are only part of what make this form of business special. Our cooperative structure means that we have a unique responsibility to work for the betterment of our communities and members. At EnergyUnited, we strive to not only provide safe and reliable power at an affordable cost, but also be an energy advisor that you can turn to when making important decisions that may affect your family's energy needs. Additionally, we must ensure that our communities flourish and thrive. EnergyUnited's commitment to the community can be seen throughout our service area as we work to enhance quality of life and bring jobs and businesses to our region.

We're proud to call you a member/owner of EnergyUnited. Working together, we will achieve great things. We hope you see value in your EnergyUnited membership and will continue to support our cooperative as we work to provide efficient, reliable and affordable energy to you, while bettering the lives of those in our community.

OPERATION ROUND-UP: 2016 Summary

OVER **\$400,000**

has been granted to individuals and non-profit organizations across EnergyUnited's service area.

OVER **400 APPLICATIONS**

were submitted to the EnergyUnited Foundation

These funds assist individuals experiencing catastrophic, unusual or unexpected issues and in grave need of assistance. These grants are funded by members who participate in Operation Round-Up.

EnergyUnited
YOUR LOCAL CONNECTION
Foundation

Now Accepting Applications for 2017 Youth Camps

EnergyUnited is seeking applicants currently enrolled in grades 5–8 for our annual Touchstone Energy Sports Camp Scholarships. EnergyUnited will award a scholarship to one boy and one girl in our service area to attend classes on two of the state's largest college campuses. Young ladies will attend the Wolfpack Basketball Camp at NC State University. Young men will attend the Roy Williams Carolina Basketball Camp at the University of North Carolina at Chapel Hill.

More information, including the application, can be found at www.EnergyUnited.com/sports-camp.



Fighting Winter Storms

It's getting colder, and that means one thing: winter storms are on the way. At EnergyUnited, we understand the hazards of winter storms. We know how inconvenient it is when the lights go out, which is why we work hard to protect our equipment from the hazards of snow and ice and respond quickly should the power fail.

While we're working hard to ensure that your power is reliable there are also things you can do to prepare in advance of potential winter storms. One of the most important steps your family should take is to ensure that EnergyUnited has the correct and most current phone number for your account on file. This number is crucial to efficiently reporting outages and allows EnergyUnited to reach out during any particularly dangerous situations. Remember, you can update your phone number and other contact information 24 hours a day, 7 days a week through our secure account information portal at **EnergyUnited.com**, or by calling us at **1-800-522-3793**.

Once snow and ice start to fall, it is important to stay informed about the status of our services. During major winter storms, EnergyUnited will update members through front page notices on our website. We will also provide regular updates on our Facebook account, which can be found at [Facebook.com/EnergyUnited](https://www.facebook.com/EnergyUnited). Additionally, members can follow along with live outage repair updates on the power outage map, found at **EnergyUnited.com** and hear estimated restoration times for your location by calling our automated outage reporting system at **1-800-386-4833**. Our communications and customer care teams work tirelessly during outages to give you the most up-to-date information so that your family can adapt to deteriorating weather conditions.

Beyond connecting to our cooperative before and during a storm, there are several ways that you can prepare your household for wintry weather. All members should develop a winter weather emergency kit sufficient for the size of your

family. All family members should know the location of the kit and how to use the items within, before a storm begins. The box below details the key pieces of an effective emergency kit.

For members who want or need electric service at all times, home backup generators, especially those that run on either propane or natural gas, are an excellent option. Should bad weather or other disasters have a major effect on our service, properly maintained home generators can provide a household with days of power. Remember, it is important to have your generator installed by a licensed electrician to avoid safety issues associated with these products. EnergyUnited can help you size a generator to suit your situation, and guide you through the purchase of an automatic standby generator with a free, in-home assessment. Visit **EnergyUnited.com** for more information about how to schedule your assessment.

Of course, winter storms pose many of the same hazards as other outage situations, and similar safety guidelines should be followed. Stay as far away from any downed power lines as possible, as they may still be energized. Don't travel through hazardous weather unless you absolutely must and report outages quickly to the cooperative, so that we can begin planning our restoration efforts. With proper preparation, your family can enjoy a safe and happy winter season and minimize the effects of winter storms for your household.

TIPS FOR BUILDING AN

EMERGENCY KIT

You never know when disaster will strike. Keep your family prepared with an emergency kit for all seasons, including:

- **Water** – one gallon of water, per person, per day, for at least three days
- **Food** – at least a three-day supply of non-perishable food, like canned fruits, vegetables and meats
- **Radio** – keep a battery powered or hand-crank radio and a NOAA Weather Radio handy for winter storms

- **Flashlight**
- **Extra batteries**
- **First aid kit**
- **Moist towelettes, garbage bags and plastic ties** – for sanitation
- **Wrench or pliers** – to turn off water and fix other small issues that affect safety
- **Manual can opener**
- **Cell phone with chargers** – inverters, battery-powered chargers or solar chargers can help keep your family connected
- **Blankets**
- **Shovels** – to dig out of snow drifts
- **Wood** – for your fireplace or wood-burning stove
- **Fuel** – for gas lanterns or generators

TIPS FOR AN EFFICIENT *KITCHEN REMODEL*



Undertaking a remodeling project in any part of your home gives you the chance to make a space work better for your needs, including reducing your energy use. For many households, the kitchen is the heart of the home so incorporating energy efficient measures here can have a real impact on your energy bills.

During a remodel, homeowners often want to expand the kitchen. However, bigger isn't always better, and enlarging the footprint of your kitchen will likely mean higher heating and cooling bills. Consider whether a more efficient layout in your kitchen could prevent a need for expansion.

The design phase of your project is also when you will decide on placement of your major appliances and kitchen features. There may be opportunities to shorten plumbing runs to make hot water delivery to your sink and dishwasher more efficient and to add plumbing insulation to reduce heat loss. Also, think about heat sources in your kitchen and how they will affect your refrigerator - placing your refrigerator in a very sunny spot or next to your oven will make this appliance work harder and use more energy.

APPLIANCES

If you are replacing any kitchen appliances, look for ENERGY STAR certified refrigerators, dishwashers and freezers to help

save energy. In particular, refrigerators that are ENERGY STAR-certified will use about 10 percent less energy than standard models, and up to 40 percent less energy than a refrigerator from 2001 or earlier.

LIGHTING

Many remodeled kitchens incorporate lots of windows to ensure a bright, naturally-lit kitchen. Using natural light can make your kitchen feel more open and reduce reliance on overhead lights, but beware of overheating the room in the summer. When thinking about your windows and lighting, consider your home's climate and orientation and how to use natural light strategically.

Throughout your kitchen, install ENERGY STAR light fixtures and bulbs which are certified for energy savings, high quality and performance. You can purchase energy efficient LED light bulbs and other energy efficient products from EnergyUnited's new online Energy Efficiency Store at EnergyUnited.com.

PROPANE

Renovating is a good opportunity to consider using propane to power your appliances. Propane is a clean-burning fuel alternative that is affordable, convenient and available to EnergyUnited members. Additionally, propane-fired heating systems are easy to maintain.

EnergyUnited Propane offers a full range of propane appliances and equipment, such as gas logs, to help you make the most of this versatile fuel. Visit EnergyUnited.com for more information.

The kitchen is the heart of your home, the place where you and your family spend time together and bond. If you're considering remodeling this precious space, we hope you'll follow some of these tips to get the most from your renovations, and lower your energy bills in the process.

ENU671

connect

is published monthly for its members by EnergyUnited.

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

EnergyUnited
YOUR LOCAL CONNECTION

1-800-522-3793 energyunited.com

 [Facebook.com/EnergyUnited](https://www.facebook.com/EnergyUnited)

 [@EnergyUnitedEMC](https://twitter.com/EnergyUnitedEMC)

 [EnergyUnited Electric Cooperative](https://www.youtube.com/EnergyUnited)

H. Wayne Wilkins Chief Executive Officer

This institution is an equal opportunity provider and employer.