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Published for Member-Owners of **EnergyUnited**

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Power for the People: Providing Low Cost Energy

Energy is present throughout all aspects of our members' lives, empowering your day and supporting everything from business to family gatherings. But for all of the great things that energy does in your life, there is no denying the fact that EnergyUnited is a line item on your household's budget. We understand that managing household budgets can be challenging, and that is why we work hard to provide energy at the lowest possible cost to our members. Every day, EnergyUnited employees are researching, developing and executing plans that help the cooperative lower costs and save your family money.

Keeping Energy Costs Low

As a not-for-profit corporation, our sole responsibility is to provide you, our members, with reliable energy services at the lowest possible cost.

To understand how EnergyUnited works to keep your bill low, it is first important to understand our business model and how we purchase and bill our members for energy. The energy you consume is not generated by EnergyUnited. Instead, to keep prices low, we negotiate long-term contracts with our wholesale power suppliers.

These contracts are designed to lower the cooperative's cost to purchase energy – savings that we are able to pass along to our members. While contracts with our suppliers help us lock in basic pricing, they cannot always predict fluctuations in prices for energy. Recent low prices for natural gas have led to a decrease in the fuel costs associated with our power supply contracts. We have passed those savings along to our members through a negative Wholesale Power Cost Adjustment (WPCA).

The final price on your energy bill consists of the prices we pay for this wholesale energy as well as the costs associated with maintaining this cooperative and the distribution grid that delivers electricity to your home.

Efficient Distribution and Maintenance

While the price we pay for electricity is largely dictated by our suppliers, EnergyUnited has a higher degree of control over the costs to distribute energy across our service area.

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Power for the People, Continued

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We strive to be as efficient as possible when designing and maintaining the electric grid by standardizing our operations. This standardization not only helps us efficiently construct and maintain our system, but also makes it easier for outside crews to provide aid in times of emergency, such as a major ice storm, hurricane or even a tornado.

We are also leveraging technology to reduce operating expenses and keep your costs down. We have introduced several technology-enhanced payment options as well as numerous electronic self-service options that help to reduce costs and free up time for our customer care representatives to advise members on key questions about their energy usage.

Looking Toward the Future

Since the energy services industry is constantly changing, EnergyUnited will always continue to look toward the future of energy production and consumption so we can offer the lowest rates possible.

Providing low-cost service requires regular evaluation and improvement. EnergyUnited will continue to survey the energy services landscape and invest in resources that build a stronger future for our members' energy needs while maintaining our focus on your costs.



2017 Scholarship Winners

Congrats to Keelyn Oakes, a rising seventh grader at North Davie Middle School, and Colson Priddy, a rising seventh grader at Tyro Middle School. These two students represented EnergyUnited at the 2017 Wolfpack Women's Basketball Camp at NC State University and the Roy Williams Carolina Basketball Camp at the University of North Carolina at Chapel Hill. Oakes says, "This was truly the greatest experience of my life. I not only learned many great skills, I also made friendships that will last a lifetime." Priddy says, "This was a great experience that helped me boost my confidence in my skills both on and off the court."

BRIGHT IDEAS

APPLY NOW!

Early Bird Deadline
August 15

2017 Bright Ideas Program

Local teachers can apply for educational grants of up to \$2,000 through EnergyUnited's Bright Ideas program. Since 1994, EnergyUnited has worked with the network of North Carolina's electric cooperatives to contribute more than \$10.9 million to teachers across the state. Applications will be accepted through September 15. Teachers who submit their applications by the August 15 early bird deadline will be entered to win a \$100 Visa gift card. For more information visit EnergyUnited.com/Bright-Ideas-Program.

DINNER & A MOVIE

Email Contest Winners

Alexandria Craddock
Huntersville, NC

Christy Osborne
Mount Holly, NC

Congrats to our Winners!

Alexandria Craddock from Huntersville, NC, and Christy Osborne from Mount Holly, NC, are the winners of our giveaway for dinner and a movie for two! A special thanks to all members who have shared their email addresses with us. Having your email address allows us to contact you during large outages and share important messages with you throughout the year. If you have not yet shared your email address, we encourage you to do so today by signing into your account portal or by contacting our customer care team at 1-800-522-3793.



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

Prepare for Seasonal Storms

Summer months not only welcome fun trips to the beach, but they can also bring hazardous weather, including severe thunderstorms, tornadoes or even hurricanes. Hurricane hazards can come in many different forms, from heavy rain and strong rotating winds to lightning, hail and even flooding.

At EnergyUnited, we know firsthand that North Carolina is no stranger to the storm season that lasts until the end of November. That's why we are committed to providing you and your family with safe and reliable energy services year-round.

While we're working hard to ensure that your power is reliable, there are several things you can do to prepare both your business and your home in advance of severe weather. Listen to local news or National Weather Service (NWS) broadcasts to stay informed of impending storm warnings. Identify a safe location on the lowest level of your home or building, away from windows, doors and outside walls to go when the storm hits. If you are in a mobile home, immediately head to a sturdy shelter or vehicle. It is important to have an emergency kit prepared, including a battery-operated radio and flashlight, first aid kit and emergency supplies, such as water and canned goods. It is also important to have a storm safety plan in place for your family and business. Make sure everyone knows where to go and what to do in case of an emergency.

With high winds and heavy rain, power outages are likely to occur during these storms. We understand how inconvenient it is when the lights go out, which is why EnergyUnited makes efforts to restore power to our members as quickly and safely as possible. If you need to report an outage, you can do so on our website, through the EnergyUnited Account App or by calling 1-800-386-4833. Please know that our communications and customer care teams work tirelessly during outages to give you

the most up-to-date information, so you and your family can quickly adapt to deteriorating weather conditions.

Safety measures after a storm are just as important as your preparations before the storm hits. If it is thundering, please remember to remain indoors for at least 30 minutes after you hear the last clap of thunder. Stay away from downed power lines and avoid flooded areas, as power lines could be submerged and still live with electricity. Again, report downed power lines to EnergyUnited immediately.

Finally, one of the most important steps your family should take is to ensure that your cooperative has the correct phone number for your account on file. This number is crucial to efficiently report outages, and it allows EnergyUnited to reach out to you during large power outages that occur due to severe weather or other circumstances beyond our control. Remember, you can update your phone number through our online account portal at EnergyUnited.com, or by calling us at 1-800-522-3793.

When inevitable summer storms occur, remember to always put safety first and be assured that EnergyUnited will work to restore outages as quickly and safely as possible. Be prepared, stay alert and pay attention to this summer's rapidly changing weather conditions. By preparing our members for hurricane season and severe summer storms, we affirm our commitment to safe and reliable energy services. We hope you have a safe and relaxing summer!



50% Off Summer Products

Save 50% when you purchase a variety of summer products, including fire pits, pool heaters, gas grills, gas lights and more. Please visit our website at EnergyUnited.com/specials today or contact us at 1-800-522-3793.



EnergyUnited has Everything you need for Summer Fun

The beautiful days of summer are here! If you're planning to spend more time outdoors, call 1-800-522-3793 or visit EnergyUnited.com/energyefficiencystore to pick up your summer essentials. Regardless of your backyard space, we have a little something for everyone:

Gas Grills

Fire up the grill this summer! We offer a wide variety of propane grills, which provide constant and consistent heat for perfectly grilled food every time. We have grills ranging from high-quality basic models to deluxe versions with griddle attachments, side burners and everything in between.

Pool Heaters

Extend your swimming season and help reduce energy costs this summer with a propane pool heater. Not only do they warm water faster than a heat pump, but propane pool heaters also perform better and cost less to operate. Additionally, propane pool heaters give you the ability to control the temperature of the water.

Gas Lights

Set the perfect ambiance outside your home with our selection of propane lights. We have outdoor torches, carriage lights, sconces and more. Gas lights are efficient and low maintenance, and gas torches are clean-burning and smoke free – ideal for long nights spent outside.

Generators

Nothing derails a summer dinner party like a power outage. Make sure you can continue to celebrate through stormy summer nights with a home backup generator. These systems turn on automatically when power goes out to keep your lights on, your appliances running and your HVAC system operational until power is restored.



EnergyUnited's Online Energy Efficiency Store

The only thing better than enjoying the warm summer months is saving money at the same time. EnergyUnited provides all members with access to our online Energy Efficiency Store where you can purchase energy-saving LED light bulbs, smart thermostats and other equipment to keep your home running smoothly and efficiently. With a wide selection of products and free shipping on all orders, this is an easy and affordable way to make small upgrades that have a big impact. View our products at EnergyUnited.com/energyefficiencystore.

As your trusted energy advisor, we are here to answer any questions you may have about these and other products. You can find out more at EnergyUnited.com or by calling 1-800-522-3793 to speak to a customer care representative.

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(1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;

(2) fax: (202) 690-7442; or

(3) email: program.intake@usda.gov.

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

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H. Wayne Wilkins, Chief Executive Officer

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