



Published for Member-Owners of **EnergyUnited**  
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**Customer Satisfaction Results**

EnergyUnited is consistently rated higher than most electric cooperatives by the American Customer Satisfaction Index (ACSI) – one of the most-recognized customer service indices in the United States. These results help us determine if we are meeting the expectations of our members and identify areas where we can improve their experience.

As a cooperative, we work to serve you, our member-owners. We work hard to deliver the level of service you expect from your energy provider, and we value our satisfaction results because it helps us understand how we're delivering on the things we say we're going to do.

Based on our surveys and feedback from members like you, we know that there are four key areas that drive customer satisfaction: core services, low-cost energy, commitment to community and helping members save and manage energy. These four drivers of customer satisfaction provide a starting point for directing the cooperative to better serve your unique energy needs.

One of the most-valued aspects about the cooperative structure is that you are not a customer, but rather a member and owner of EnergyUnited. This distinction sets cooperatives apart from other energy providers as our number one job is supporting the needs of our membership, not providing profits for investors who may or may not live in the areas we serve. We rely on the honest feedback we receive from our members to keep us on track.

Our overall ACSI score was an 83 out of 100, which is significantly higher than the average score of investor-owned utilities. According to the survey results, low-cost energy and helping our members save money are growing areas of importance. We have already begun to make strides in this area through our recently launched online EnergyUnited Energy Efficiency Store, which offers products and solutions that will help our members save energy and money.



Pam Billups, Lead Customer Care Representative in Lexington.

In order to continue gathering feedback to help us improve customer satisfaction, we are introducing a new end-of-call survey in the coming months. Each month, a set number of members will be selected to take this survey after their phone interaction with an EnergyUnited customer care representative. These new end-of-call surveys, paired with our ACSI score, will help us gain more in-depth knowledge on how our team is performing and identify opportunities to enhance your experience as an EnergyUnited member through 2017 and beyond.

## Core Services

*In our "Power for the People" series, EnergyUnited examines how being a part of an electric cooperative impacts our members' lives. This month we're exploring the most important aspect of our members' satisfaction: the core energy services we provide to you.*

EnergyUnited strives to be your "trusted energy services provider." That means that our team works hard every day to guide our members through the ever-changing energy landscape. As trends and technologies come and go, we are here to provide you the advice and guidance you've come to expect. In order to be your trusted energy advisor, we have to ensure that we are delivering upon our **core services** in order to provide reliable energy to our members.

We're proud each and every time you flip the switch and the lights come on with no issues. Unfortunately, forces outside of our control occasionally damage equipment and cause outages. EnergyUnited employees work hard to mitigate any effects that weather and other damage have on our electric grid. Should you ever experience an outage, trust that we understand how big of an inconvenience it is to your household, and we're working as hard as possible to fix the problem.

Dependable equipment is only one piece of overall reliability for EnergyUnited. We must also ensure that we are purchasing and delivering adequate energy supply to meet the demand. Our analysts monitor and predict usage trends to better understand how more than 120,000 EnergyUnited members use energy so enough supply is allocated for your energy needs. Taking the time to evaluate and understand energy supply and demand allows EnergyUnited to provide reliable service.

Communities across our service area are experiencing an exciting period of growth and opportunity as new businesses are opening and more and more people move to our service area. EnergyUnited is not only concerned about our area's current energy needs, but also how needs will change over the next 20 years and beyond. As the "internet of things" becomes



more prevalent, electric cars begin to become the norm and consumers increase their energy needs, EnergyUnited must make certain that our system is equipped to meet the needs of our region. Whether it's building a new substation to meet the massive demand of large manufacturers or providing energy advice to a plant looking to streamline their operations, EnergyUnited works hard to make it easy to do business. We're a member of this community and excited to see it grow and succeed.

As the needs of our members change, our core services must also evolve. While our operations teams focus on keeping the lights on and maintaining a reliable grid, our customer care representatives focus on providing information on the services that best meet your needs. This allows our cooperative to take a proactive role in all aspects of your energy consumption and helps us provide better service.

When you purchase energy from EnergyUnited, you become a part of a family of cooperative members and energy customers who work together to build great communities. We're proud to power many of the experiences in your life through our core services. Thank you for being part of the EnergyUnited community.

### Now Accepting Applications for 2017 Sports Camps

EnergyUnited is seeking students currently enrolled in the fifth, sixth and seventh grades 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 basketball camp 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.

➤ For information on this scholarship opportunity and to apply, go to: [EnergyUnited.com/sports-camp](http://EnergyUnited.com/sports-camp).





## Delivering Reliability

At EnergyUnited, it is our commitment to provide all our members with safe, reliable and affordable electric power. We rely on the cooperation of our members and employees working together to meet these goals and ensure that you have energy when you need it.

Delivering reliable energy services at competitive prices to improve quality of life for our members is the driving force behind how our cooperative operates.

Reliability is a complex component of EnergyUnited's electric service. Many things can affect the reliability of our electric grid, including aging equipment, severe weather, wildlife and even car accidents can cause damage and cut power to many members. Knowing that these unpredictable issues exist helps our team plan for potential outage situations.

We are also proactive in reducing opportunities for outages to occur through our Vegetation Management Program. This program monitors vegetation around transmission lines, distribution lines and other equipment that may put reliability at risk. Our team removes "danger" vegetation and maintains clear paths for all lines and equipment, while using a selective herbicide application to control invasive species. In this way we are able to keep vegetation away from our power lines without destroying the aesthetics of our communities. The cooperative will continue to promote environmental stewardship by the employees and be a leader in protecting and enhancing the environment for today and future generations.

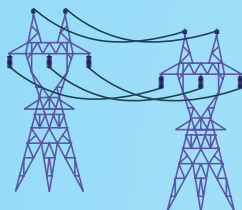
Maintaining aging equipment is also a focus for our team. Each year, we inspect approximately 20,000 poles and replace or reinforce almost 500 of these poles on an eight-year cycle. We inspect and repair or replace substation equipment regularly, and inspect and repair pad-mounted devices every five years. As technology improves, we are also exploring ways our meters and other equipment can self-report potential damage, so that we can make repairs before problems arise.

Reliability is more than just a concern for EnergyUnited, it is a core area of our internal processes and commitment to our members. We monitor our outage levels daily to ensure reliability. We retain over 98% reliability, meaning that some of our members are without power for an average of only a few moments throughout the year. Another metric we monitor are Customers with Multiple Interruptions (CEMI). We work hard so our members deal with as few outages as possible and avoid the frustrations and inconveniences that result when multiple outages occur.

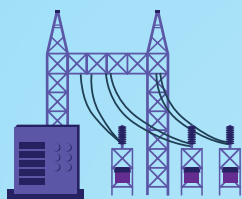
At EnergyUnited, we recognize some outages are unavoidable. When outages do occur, we strive to get power restored as quickly as possible. Throughout the year, we monitor our Consumer Average Interruption Duration Index (CAIDI) which helps track the average duration of an interruption, based on the number of sustained interruptions in a year. By carefully tracking this metric, EnergyUnited can monitor our performance during outages and draw comparisons with previous years to ensure we're always improving. We use this information to better train our restoration staff and identify ways to prevent future outages.

EnergyUnited continually looks out for our members and strives toward a 100% reliability rating. This is why we offer home generators that our members can use during extended power outages, so you don't have to go without energy. To learn more about the generators we offer, go to [EnergyUnited.com/propane/appliances-equipment/generators](http://EnergyUnited.com/propane/appliances-equipment/generators). Thank you for relying on EnergyUnited products and services to handle your family's energy needs.

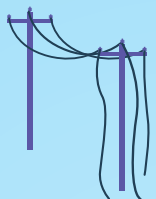
## Steps to Restoring Power



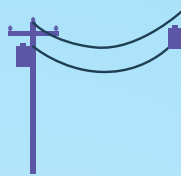
**Transmission towers and lines**  
*Tens of thousands of homes affected*



**Local distribution substations**  
*Thousands of homes affected*



**Main distribution supply lines**  
*Hundreds of homes affected*



**Supply/tap lines**  
*Dozens of homes affected*



**The service line between your house and the transformer**  
*One home affected*

# WHEN TORNADOES AND THUNDERSTORMS STRIKE

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Spring can usher in more than April showers and May flowers. Now through the summer months, thunderstorms can quickly roll in and tornadoes can touch down, often during the afternoon and evening hours.

## Tips for Staying Safe

- Prepare for high winds by removing damaged tree limbs.
- Listen to local news or National Weather Service broadcasts to stay informed about tornado watches and warnings.
- If in a mobile home, immediately head to a sturdy shelter or vehicle. Mobile homes, especially hallways and bathrooms, are not safe places to take shelter during tornadoes or other severe winds.
- Designate a family meeting place for shelter during and after a storm. If possible, go to a small interior room, or under stairs on the lowest level.
- Have a battery-operated weather radio handy along with emergency supplies.
- Unplug electronics and avoid using electrical equipment during the storm.
- Move or secure lawn furniture, trash cans, hanging plants or anything else that can be picked up by the wind and become a projectile.

- Stay safe after a storm. Remain indoors at least 30 minutes after the last clap of thunder. Also, stay away from downed power lines and avoid flooded areas, power lines could be submerged and still live with electricity. Report them to EnergyUnited immediately.

## How EnergyUnited Works to Restore Power

When outages occur, EnergyUnited makes efforts to restore power to the largest number of members as quickly as possible. Then, crews fix problems impacting smaller groups of members.

First, our line crews work to pinpoint problems. They start with high-voltage transmission lines. Transmission towers and cables that supply power to thousands of consumers rarely fail. But when damage occurs, these facilities must be repaired before other parts of the system can operate.

Next, crews check distribution substations. Each substation serves hundreds or thousands of members. When a major outage occurs, line crews inspect substations to discover if problems stem from transmission lines feeding into the substation, the substation itself or if problems exist down the line.

If the problem cannot be isolated at a distribution substation, distribution lines are checked. These lines carry power to large groups of members in communities or housing developments.

If local outages persist, supply lines are inspected. These lines deliver power to transformers, either mounted on poles or placed on pads for underground service outside businesses, schools and homes.

If your home remains without power, the service line between a transformer and your home may need to be repaired. To report an outage, visit the Outage Map on our website at [EnergyUnited.com/storm-center/report-an-outage](http://EnergyUnited.com/storm-center/report-an-outage) or go to the EnergyUnited Account App or call our automated reporting system at 1-800-EUNITED (1-800-386-4833).

When storms inevitably occur, remember to always put safety first and know that EnergyUnited will work to restore outages as quickly as possible.

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Please send questions, comments and story ideas to **Maureen Moore**, Communications Manager, at [maureen.moore@energyunited.com](mailto:maureen.moore@energyunited.com).

**EnergyUnited**  
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**H. Wayne Wilkins**, Chief Executive Officer

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