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Published for Member-Owners of **EnergyUnited**

# connect

## Help us Save Paper and Lower Costs

In an effort to help reduce EnergyUnited's dependence on paper and be better stewards of the environment, we have introduced a number of sustainable paperless options for our members. These options not only help our cooperative save resources and reduce costs, they also offer more convenient ways to interact with EnergyUnited and view and pay your monthly energy bill.

Our newest paperless options include the addition of self-service forms on our website at EnergyUnited.com that allow you to complete service requests that previously required a phone call or visit to our offices. The new online forms are available to transfer service from one EnergyUnited location to another, disconnect service or add new residential service. There are also available forms for reporting problems with individual security lights and public lighting. Additionally, EnergyUnited offers a variety of self-service options through our secure account information portal on our website. Rest assured, any information collected by EnergyUnited through our self-service options is secure.

EnergyUnited also encourages our members to consider paperless options for billing. With our E-billing program, you can opt out of monthly paper bills in the mail and will instead receive electronic statements via email.

No matter how you receive your bill, there are several convenient options for payment, including electronic options you can access from the convenience of your home or anywhere, anytime using a mobile device such as your phone, tablet or iPad:

- **Bank Draft:** your monthly electric bill will automatically be drafted directly out of your bank account.
- **Online Bill Pay:** members can pay their monthly bill by logging into our website and submitting payment through a secure payment portal.

- **Online Banking Payment:** payments can be made directly through a member's personal online banking service (*may take 7-10 business days to reach EnergyUnited*).
- **EnergyUnited Account App:** members can download this free app to pay bills, view account information, report an outage and more.
- **Pay by Phone:** call 1-800-215-7315 and follow easy prompts to make immediate payments by credit card, debit card or electronic check.

By working together and choosing these sustainable options from EnergyUnited, our members can help us reduce our costs, which creates savings we can pass along to members. We are continuing to develop additional sustainable options that lower costs. Visit EnergyUnited.com for more information about our paperless options.

## Choose E-Billing

*A sustainable, paperless way to receive your monthly bill*

Enroll in the E-billing program by logging into our secure account information portal at EnergyUnited.com or by downloading the mobile EnergyUnited Account App.

POWER  
FOR THE  
PEOPLE

## Our Commitment to the Community

*It's a dark August evening and a powerful hurricane is moving through central North Carolina, and the strong outer bands have taken their toll on the area. Linemen, first responders and emergency personnel all must work through the storm to ensure the safety of the community. Despite outages in some areas, emergency workers are not in the dark. EnergyUnited is in constant communication about the status of an outage, providing safety information to emergency workers about the dangers of electricity and how to stay out of harm's way. As the sun rises on a new day, all have been able to work safely to restore power to the community, and no emergency personnel were injured during the storm. Crisis averted.*

Scenarios like this play out any time disaster strikes in our service area. EnergyUnited's commitment to our communities begins with ensuring that we do everything we can to help improve the quality of life for our members. This includes being prepared to handle emergency situations. We work closely with first responders throughout the year and especially during emergency situations. The key to effectively handling an emergency is proper planning, which is why we partner with first responders and local governments to create emergency preparedness plans and an understanding of electrical safety for anyone working in the field. In addition to communication before, during and after an emergency, EnergyUnited has created a special website for first responders that offers safety tools and information they can use. We also participate in a program to help organizations, such as volunteer fire departments, gain access to zero-interest loans to purchase new equipment that can increase their ability to serve our area.

EnergyUnited has a long history with the communities we serve, and our commitment goes well beyond providing energy services. We continue to maintain a local presence. We strive to not only provide safe and reliable power at an affordable cost, but also to enhance the quality of life for our members and the community. What's good for our members is good for the cooperative and our community.



EnergyUnited works alongside local government and business leaders providing not only competitive energy services, but also leveraging incentives that encourage corporations to open locations in our service area. These new endeavors create jobs for our members, add diversity to our community and allow our cooperative to continue to grow.

While EnergyUnited and the surrounding areas continue to experience growth, we understand that we do have families that are suffering catastrophic, unusual or unexpected problems and are in grave need of assistance. EnergyUnited and our members are committed to supporting these families through the EnergyUnited Foundation, funded by the Operation Round-Up program. Our members who participate in this program allow their electric bills to be rounded up to the nearest dollar each month. This money is used to help families in need by providing funds for monthly living expenses, life-saving medical equipment and summer energy bills. Through the generosity of our members, and the cooperative spirit, we are providing assistance to those in need in our communities.

EnergyUnited members come from a variety of backgrounds, live in a variety of areas and consume energy in a variety of ways. No matter what brought you here, we're proud to call you a member-owner of EnergyUnited. Thank you for your continued support of our ongoing efforts to support your communities.





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

## Celebrating the Power of Electrical Safety

Each May, EnergyUnited joins utilities around the country in celebrating National Electrical Safety Month. This month is a perfect opportunity for us to teach you, our valued members, more about using energy safely inside and around your home.

According to the Electrical Safety Foundation International (ESFI), in the U.S. each year 51,000 home fires are caused by electrical failure, malfunction or misuse. Another 30,000 people experience electric shock accidents. Often, these tragedies can be prevented by taking proper steps before disaster strikes. EnergyUnited is committed to helping our members eliminate these issues by building awareness through education while keeping an eye toward the future of energy consumption.

The best way to keep your family safe from electrical issues is to understand what potential hazards exist around your home. EnergyUnited provides a variety of resources and tips to help you learn more about electrical safety on our website, EnergyUnited.com, and on our social media pages. On these sites, you can learn more about indoor and outdoor electrical safety, as well as get helpful tips for using portable or standby generators. I would encourage all members to be informed about electrical safety in order to protect yourself from potential incidents.

EnergyUnited also works alongside organizations like 811 to help our members safely complete home improvement projects. If you plan to dig on your property, for any reason, call 811, at least three days before your intended activity, to have the underground utility lines marked for your safety. Understanding where lines and other equipment are located can be the difference between a weekend work project and a costly or even deadly mistake.

Another way to keep you safe is respecting the dangers that come when trees are not planted at a safe distance from distribution and transmission power lines. Since trees are a major cause of power interruptions, it is important to allow limbs and branches to be cut back on your trees. By working together, we can help control the cost of your electric service, reduce the possibilities of power interruptions to your neighborhood and still enjoy the benefits of having trees in our communities.

When most members think of unsafe electrical equipment, they envision frayed or damaged extension cords, overloaded outlets and ladders touching power lines. While these are all great examples of unsafe situations, electrical safety goes deeper. Did you know, for example, that wiring a portable or standby generator directly to household wiring without proper equipment can back feed along power lines and electrocute the lineman making repairs? The electric grid is a complex, powerful system, and it is important that the linemen know exactly what is connected to the grid. Properly installing equipment such as generators is key to keeping our employees and members safe.

If you are considering installing any major equipment in or around your home, please consider reaching out to EnergyUnited first. Our team of energy experts can help you understand the implications that installations may have on the electric grid and guide you to more information that can help you properly install, use and maintain your equipment.

As your trusted energy advisor, EnergyUnited is always looking toward the future of home energy appliances and equipment. Technology such as electric vehicles, renewable generation and home battery storage continues to become more prevalent in homes around our service area, and new safety challenges will also begin to emerge. Trust that your electric cooperative is researching these innovative new tools and is ready to provide advice on safely installing and using these products, should you need it.

At EnergyUnited, we believe that electricity and safety should go hand-in-hand. We place safety as a priority in all that we say and do. After all, it's one of our core values!

## Best Practices for Electrical Safety

At EnergyUnited, we encourage you to practice electrical safety habits not just during National Electrical Safety Month, but every day of the year. Please remember the following safety tips:

**WHEN USING A PORTABLE GENERATOR, DO NOT USE INDOORS.** The exhaust contains carbon monoxide, a deadly poison gas you cannot see or smell.

**NEVER USE A FRAYED OR DAMAGED EXTENSION CORD.** Damaged cords may have exposed wires that can be a fire and shock hazard.

**IF YOU'RE PLANNING TO WORK IN YOUR YARD, CALL 811** before starting to dig. An operator will help you locate where utility lines run on your property and help you develop a safe plan for digging.

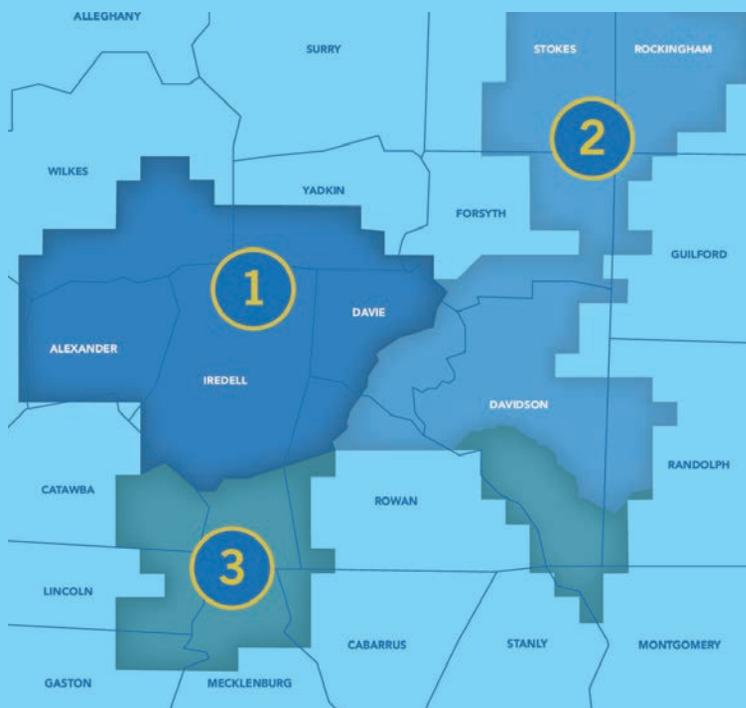
# COMMITTEE ON NOMINATIONS TO NAME BOARD CANDIDATES

In preparation for the upcoming director elections, the EnergyUnited Board of Directors has chosen a committee on nominations. The committee will meet at 6:00 p.m. on June 5, 2017 at the EnergyUnited Education Center in Mocksville, NC.

The committee on nominations will nominate candidates in all three directorate districts. Nominations may also be made by petition and must be received by June 8, 2017. Detailed information may be found in the EnergyUnited bylaws, located on our website, EnergyUnited.com.

Names of candidates will be posted on our website at EnergyUnited.com and will be published in the August issue of our member newsletter, Connect.

As we are a democratically-controlled electric cooperative, we offer each of our members the opportunity to vote in the board of directors election. Members can vote by completing a paper ballot and returning it in the U.S. mail or may choose our sustainable online voting option, which is open from August 1 through September 15.



## 2017 Annual Meeting of Members

### NEW LOCATION

EnergyUnited Headquarters Office  
567 Mocksville Highway  
Statesville, NC 28625

**THURSDAY,  
SEPT. 21, 2017  
AT 5:30 P.M.**

**VOTE BY MAIL OR  
ELECTRONICALLY  
AUG. 1-SEPT. 15**

## 2017 Board of Directors Election

## 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](mailto:maureen.moore@energyunited.com).



1-800-522-3793 EnergyUnited.com

Facebook.com/EnergyUnited

@EnergyUnitedEMC

EnergyUnited Electric Cooperative

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

This institution is an equal opportunity provider and employer.

### District One

**JERRY RATLEDGE**  
143 Fred Lanier Road  
Mocksville, NC 27028  
336-492-5572

**BETTY MORING**  
1872 Falls Road  
Moravian Falls, NC 28654  
336-977-7424

**JOHNNY TOWELL**  
408 Stroud Mill Road  
Harmony, NC 28634  
336-492-7707

### District Three

**CHARLES JOHNSON**  
1805 Shiptontown Road  
Lexington, NC 27292  
336-746-5915

**RETA BERMAN**  
10230 Vixen Lane  
Huntersville, NC 28078  
704-892-4867

### District Two

**NEAL MOTSINGER**  
199 Disher Road  
Winston-Salem, NC 27107  
336-764-0350

**THOMAS SHORE**  
2331 Rosebud Road  
Walnut Cove, NC 27052  
336-591-7189

**VINNON WILLIAMS**  
101 Warrior Way  
Lexington, NC 27295  
336-956-3672

**NEAL WILFONG**  
310 Cook Road  
Cleveland, NC 27013  
704-278-4922