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Published for Member-Owners of **EnergyUnited**

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Power for the People: Manage and Save Energy

Exciting things are happening in the world of energy efficiency. All across the energy sector, things are changing fast and for the better, from smarter grids and smarter homes to renewable energy and alternative fuels. At EnergyUnited, we're proud to support and encourage those changes through a wide range of programs and incentives that empower our members – both residential and commercial – to save energy and money.

Alternative Fuel Vehicles

One of our greatest efforts recently has been working to develop alternative fuel vehicle programs, which focuses specifically on propane-fueled and electric vehicles, benefitting both our cooperative and our community and members.

Propane-fueled vehicle efforts

In an effort to save money and lower costs for the cooperative, we are proud to announce that a quarter of EnergyUnited's truck fleet are fueled by propane. Additionally, in 2017, we received a \$70,565 grant from the NC Department of Environmental Quality for two new propane delivery trucks.

We have also worked with Charlotte Mecklenburg Schools to put North Carolina's first propane-fueled school buses into service. These buses are more efficient in that they allow for reduced maintenance costs as well as lower fuel costs. At today's costs, a propane-fueled bus is cheaper than a diesel-fueled bus, by about \$1.25 per gallon.

Similarly, over the last year, EnergyUnited has helped the Inter County Public Transportation Authority (ICPTA) of Elizabeth City save over \$100,000 in fuel costs by providing propane for 34 public transit buses. EnergyUnited also provides clean-burning propane for forklifts, helping companies meet

federal and local emissions standards, which allows the equipment to be used for both indoor and outdoor use.

Electric vehicle efforts

As a cooperative, we have also put an emphasis on developing ways for our members to have easier access to electric vehicle programs. One way we've done so is by offering a \$500 rebate on level 2 electric vehicle charging stations. EnergyUnited can help you decide which charger is right for you. For more information, call us at 1-800-522-3793.

To qualify for the rebate, you must have the charging station installed at your primary residential location, in accordance with electrical code requirements by a licensed electrical contractor. Rebate forms are available online at EnergyUnited.com.

Energy Efficiency Tools and Programs for Residential and Commercial Members

At EnergyUnited, we believe that all of our members, whether residential or commercial, should have access to tools that make it easier to save energy and money. While some programs are only available for residential and some are only for commercial, there is something for all of our valued members.

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EnergyUnited's Online Energy Efficiency Store

Our recently launched online energy efficiency store gives our members the ability to conveniently order products from the comfort of their own homes. The store offers a variety of products, from smart thermostats, like Ecobee and Nest, to LED light bulbs for more efficient lighting and everything in between to make it easier for you to save on energy use.

The store is available to both residential and commercial/industrial members of EnergyUnited. To order from the store, you will need to create a secure online account. This process will ask you questions about your home to help determine the products that are most relevant to your needs.

Online Energy Usage Monitoring

We believe that one of the best ways for you, our members, to save on energy use is to understand how you are consuming it. We encourage our residential members to regularly log in to your online account and view usage data.

While the usage data is not shown in real-time, it gives you a valuable resource to evaluate the effects of implementing energy efficiency strategies. With this data, you can see which energy saving measures translate to the biggest impacts on your bill.

GridPoint Partnership

Similarly, we also believe it's beneficial for our commercial and industrial accounts to be able to easily monitor energy usage. This led us to partner with GridPoint, an innovator in comprehensive, data-driven energy management systems. This partnership allows our commercial and industrial members to view real-time usage information, easily validate HVAC and lighting controls, implement smart alarms and access advanced reporting.

As a member, we encourage you to reach out to your employers about this initiative if you think it would be beneficial for your company. Or, depending on your role within the company, you may be able to take the steps to implement it yourself.

Rebates

We encourage you to take advantage of available rebates for increasing your home's energy efficiency.

When upgrading your heat pump, residential members are eligible for a \$150 rebate for a 15 SEER upgrade or a \$300 rebate for a 16 SEER upgrade.

Commercial accounts can also take advantage of our lighting rebate when replacing old light bulbs with more energy efficient options like LEDs. The rebate is based on how many watts of energy are saved with the new bulb. For each watt saved, EnergyUnited will provide a 20¢ rebate.

For more information on all the rebates we offer, visit EnergyUnited.com.

Looking to the Future

While we are excited about all of the programs we've mentioned above, we know that there is still work we can do to provide you, our valued members, with more ways to manage and save energy.

In late 2017, EnergyUnited will roll out a residential solar offering. This program will include financing options available to our members. We will keep you informed about more developments surrounding this program as they become available.

As your trusted energy advisor, we are committed to continuing and expanding on these efforts, while maintaining our primary goal of providing you with safe, affordable and reliable energy.

The Zero-Day Threat: Keeping EnergyUnited Safe from Cyber Attacks

October is National Cybersecurity Awareness Month, a time dedicated to learning about how to keep our online lives safe and secure. The "bad guys" are hard at work modifying viruses, Trojans and all other manner of malware to take down companies all over the world. At EnergyUnited we practice a defense-in-depth approach to counter these threats. This means that we have multiple layers of defensive systems the "bad guys" have to get through to reach our production network. This stops most threats, but not all.

Now enter the dreaded "zero-day" virus or threat for which no traditional anti-virus system can stop. So what in the world does this ominous sounding term really mean? In actuality, it isn't an obscure, highly technical concept. A

"zero-day" virus simply means it is patient zero or the first to be infected with this new virus.

At EnergyUnited, we are hard at work deploying state-of-the-art systems to ensure your cooperative keeps the power on and your data is safe from these types of threats. Our counter-threat system learns what "normal" looks like on our networks and applies controls when it sees activity that's outside of normal. An example of this would be, one day a new application showed up on an EnergyUnited desktop, laptop or iPad that our system hasn't seen before and that we haven't approved for production. Our system identifies this as abnormal behavior and can shut the application down quickly. This combined with an arsenal of others tools, helps us ensure business continuity and the reliability of EnergyUnited's electric grid.



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

You're Not a Customer, You're a Valued Member

Many businesses use the word "member" to describe their customers. This is particularly common for businesses that require their customers to pay a membership fee in order to buy their goods and services. In reality, that is all you get for the "membership." It does not include the opportunity to vote in the board of directors election or participate in any meaningful way in the organization.

We strive to do everything we can for you, our valued members. One of our priorities is to provide you with reliable, safe energy at the lowest possible cost. We work hard to make sure we're doing whatever we can to keep costs as low as possible and to provide you with tips on how to better manage and save energy. Co-ops are founded on seven cooperative principles that give us guidance and strategic direction.

Perhaps the most apparent opportunity of a cooperative member is outlined in the second cooperative principle: Democratic Member Control. This is reflected by the yearly vote we hold, allowing members to decide who will represent them on the board of directors. The board you elect has the final say on major decisions made by the cooperative.

Since EnergyUnited is solely owned by members of the community we serve, we have a mutual interest to ensure that both our co-op and our members do well and prosper. We value your feedback and operate based on a "you talk, we listen" philosophy that drives our decisions. Recently our members have asked for more electronic options to better interact with our cooperative. We have taken that feedback and created new initiatives that have started to roll them out.

We have added new online services, allowing you to submit new member applications, issues with street lights and applications for outdoor security lights conveniently from your computer. We will continue adding similar features to our

website, so that our customer care representatives can focus on helping you in their role as energy advisors.

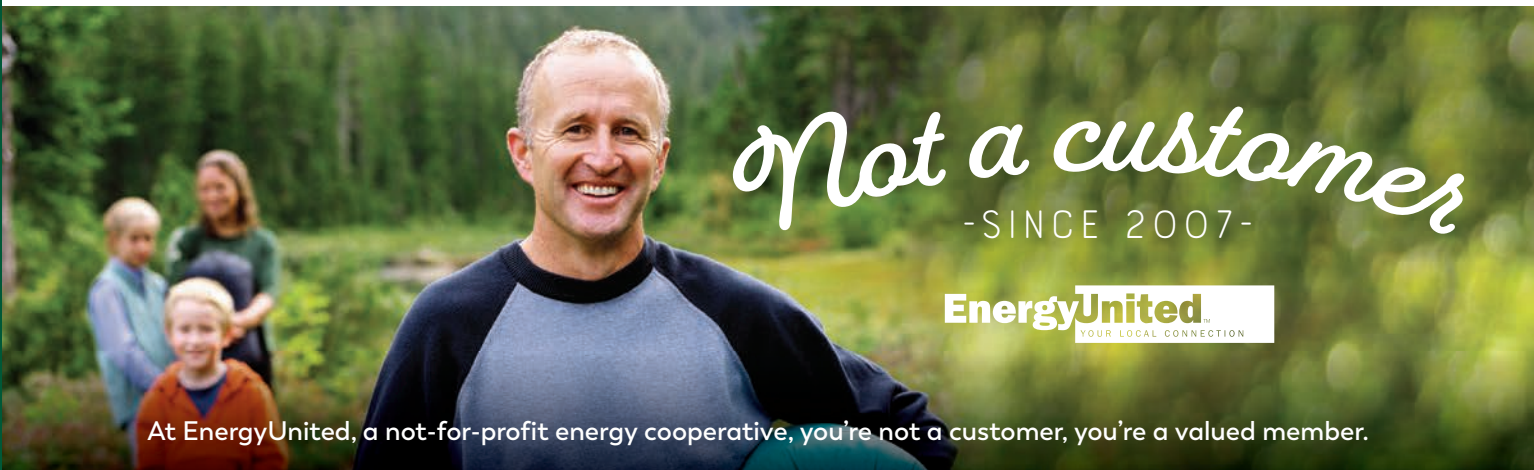
In early September, we launched a new live chat feature on our website, allowing you to receive answers to your questions more quickly and giving you an alternative to calling.

Additionally, this month, we will be rolling out new text-based alerts about outages that may impact you, as a member. These alerts will send you notifications about when an outage has occurred, estimated restoration time (ERT) and when the outage has been restored. Members can enroll in this program by visiting EnergyUnited.com/alerts.

Thank you for your feedback; please know that we will continue to use it to make improvements to your cooperative.

In October, co-ops around the nation celebrate National Cooperative Month. We take this time to thank you for being an engaged member of EnergyUnited. Our members are vital to our success and we recognize that together we can make a difference.

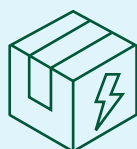
We use this celebration as a way to further our commitment to you, our valued members. Our top priority will continue to be providing you with reliable, safe and affordable energy services, not just during National Cooperative Month, but every day of the year.



At EnergyUnited, a not-for-profit energy cooperative, you're not a customer, you're a valued member.

Don't Fall for these Energy Myths

At EnergyUnited, we are proud to be your trusted energy advisor. We believe it's important to provide our members with knowledge about how to save energy and money every month. You may have heard some of the following misconceptions about home energy use, so we're here to set the record straight.



Myth: It's hard to find energy efficient products for my home.

EnergyUnited has made it easier than ever for our members to purchase energy efficient products by launching a new online Energy Efficiency Store. We encourage our members to visit the store at EnergyUnited.com/energyefficiencystore and shop for items such as smart thermostats, efficient LED bulbs and controls and weatherization products that can help lower your energy costs.



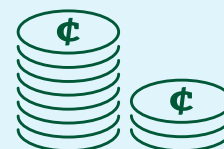
Myth: The higher the thermostat setting, the faster the home will heat (or cool).

Many people think that walking into a chilly room and raising the thermostat to 85 degrees will heat the room more quickly. This isn't true. In reality, it will cause your system to be in use for a longer period, or even cause the supplemental heat source to engage. The same is true for cooling. If you do adjust the thermostat, try not to do so more than a degree at a time.



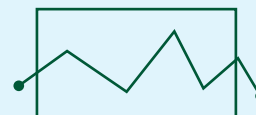
Myth: There's not much I can do about experiencing power interruptions.

An automatic home backup generator can make all the difference. When the power goes out, the generator turns on automatically to keep your lights on, your appliances running and your heating or cooling system operational until your power is restored. It will keep security systems operational, too—important if the power fails while you are away. Contact us today at 1-800-522-3793 or visit our website at EnergyUnited.com.



Myth: Tankless Water Heaters Are Too Expensive!

While upgrading to a tankless water heater may add a bit to the cost of a project, the upgrade can easily save you up to \$250 annually, which can pay off the upgrade in three or four years. Additionally, tankless water heaters are generally much more efficient than electric tank units. EnergyUnited Propane has an extensive selection of propane water heaters, backed by a team of knowledgeable pros who can help you choose the right system for your needs. Contact us today at 1-800-522-3793 or visit EnergyUnited.com



Myth: Checking my daily usage seems like it would be difficult to do.

No, it's very easy! You can check daily usage at your convenience, 24/7. As a member of EnergyUnited, we encourage you to visit EnergyUnited.com and sign into your member account portal by typing in your account number and password. You can then easily view your energy usage. This is a great way to stay updated on how much energy you are using in your home.

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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.

H. Wayne Wilkins, Chief Executive Officer

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