

# CONNECT

ENERGYUNITED'S MONTHLY NEWSLETTER FOR MEMBER-OWNERS

# HATS OFF TO THE UNsung HEROES

OF YOUR ENERGY  
COOPERATIVE

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*they're on the lines*

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# RAIN OR SHINE, THEY'RE ON THE LINES.

MEMBERS, MEET  
DUSTY, ROBERT AND MARK.

The brave linemen of EnergyUnited perform the noble deed of keeping your home up and running through harsh weather conditions, line sabotage by squirrels, landscaping gone wrong and just about anything else you can think of.

On the second Monday in April of every year since 2015, we celebrate National Lineman Appreciation Day to show these highly trained and courageous heroes how grateful we are for their services. With this year's holiday just around the corner, it is our pleasure to shine a spotlight on three of our own: Dusty Harris, Robert Duffey and Mark Mitchell.

They each live and work in different service areas, but are connected by the power lines that have been bringing light to the 19 counties we serve for decades. If you know them personally, be sure to say hello and thank them for their hard work. And if you don't, just know they're out there when you need them most, keeping you and your family safe and comfortable.



## DUSTY HARRIS

APPRENTICE LINEMAN | STATESVILLE, NC

Mark Twain once said that the two most important days in a man's life are the day he's born and the day he finds out why. For Apprentice Lineman Dusty Harris, the latter came less than a year ago when a chance encounter at his well-digging job moved him into a conversation with linemen. Inspired, he enrolled at Caldwell Community College and got his certifications in four months. A few out-of-state contract jobs later, including one epic ice storm in Baltimore, Dusty's a rising star for EnergyUnited in his hometown of Statesville. "There's not a day I'm not early for work, because I love it," he says. "I wake up excited...ready for coffee and whatever the day has coming."



## ROBERT DUFFEY

CREW LEADER | LEXINGTON, NC

The work of a lineman requires a certain type of character: someone who's hardworking, selfless and dedicated to the trade. With almost four decades of experience at the same company, Crew Leader Robert Duffey has the ideal makeup. Born and raised in Lexington, he won a job as a tree trimmer when he was a young man, and has since risen through the EnergyUnited ranks to the leadership position he holds today. "A lot of the guys who work here now are younger than my lineman's hammer," he laughs. "I take a lot of pride in passing on what I know and leading three crews to get something done for the greater good."



## MARK MITCHELL

JOURNEYMAN LINEMAN | LAKE NORMAN, NC

Being a lineman isn't just an occupation—it's a lifestyle. With over 27 years of on-the-job experience, Journeyman Lineman Mark Mitchell knows that better than most. Originally from Statesville, Mark lives and works in Mooresville in close proximity to beautiful Lake Norman. His favorite parts of being a lineman? Bringing smiles to member-owners' faces and troubleshooting. "A tree never falls the same way twice," he explains. "Every day is different and you have to adapt to each situation with new tactics and solutions. I embrace that challenge every day on the job."

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# LETTER FROM THE CEO



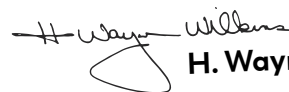
Contrary to popular belief, North Carolina gets its fair share of frigid cold temperatures. Exhibit A: This past winter, which set a statewide record for the coldest nine-day streak in EnergyUnited's history. And on the warmer side of things, we all know and love a Carolina summer, complete with family trips to the sunny Outer Banks or majestic Blue Ridge Mountains.

With the low lows and high highs of the past year, you've probably noticed seasonal fluctuations in your monthly energy bill. That's because the polarizing temperatures have required more heat and air conditioning to keep your home comfortable. While EnergyUnited can't control the weather for our member-owners, we can help you manage, conserve and save to control the usage volatility that comes with living in Tar Heel territory.

Pay the same monthly bill year-round with our Budget Billing Plan. Once you have 12 months of EnergyUnited account activity under your belt, we take your yearly sum and divide it by each month to determine your recurring payment. It's an easy and effective way to stay on top of your home expenses.

Embrace the future of energy efficiency by installing a smart thermostat in your home before the summer heatwave hits. Our online EnergyUnited Energy Efficiency Store is fully stocked with smart thermostats from leading manufacturers, such as Ecobee, and other energy-saving products, including LED bulbs, electric vehicle chargers and so much more.

Last but not least, we'll soon be launching a new member-customer online Energy Advisor engagement tool that will empower you to conserve like never before. The tool comes with a variety of energy-saving features, including several special-purpose calculators and various energy alerts, such as high usage alerts. With these tools at your disposal, you'll be able to zero in on your home energy costs before your monthly bill arrives. Until then, you can log in to your member portal for daily usage information.

  
H. Wayne Wilkins

## CHECK THE LIST FOR UNCLAIMED CAPITAL CREDITS

Since you're a member-owner of the Carolinas' largest not-for-profit energy cooperative, you're entitled to the perks of membership—one of which is Capital Credit distributions.

In December 2017, we returned more than \$3.5 million to member-owners in capital credits from retirement years 1989, 1990, 2003 and 2004. Because our formula for capital credits distribution is based on previous years, often members who are entitled to capital credits have moved away from our service area, and are difficult to locate. When this happens, the U.S. Postal Service returns the mailed capital credits back to us, and we make every effort to locate the person entitled to the refund. If we cannot establish the individual's current address, the money goes into what is called an "escheat" fund in the State Treasurer's office and is put toward the North Carolina education system. We encourage our members to check our returned check list at [EnergyUnited.com/Capital-Credits-Check](http://EnergyUnited.com/Capital-Credits-Check) for family members and friends who may not have received their capital credits. If you see anyone you know on this list, please have them call **1-800-522-3793** for more information.

# PLANT RESPONSIBLY

PLAN FOR THE FUTURE

Spring has finally sprung and that means one thing for many of our member-owners: planting season. While we strongly encourage you to plant trees, flowers and shrubs, it's important to adhere to our vegetation management plan to prevent service disruptions and ensure that your community's energy costs remain as low as possible. Here's how we can work together to enjoy reliable energy services and lush nature in harmony.

## MIND THE BUFFER

Property owners sometimes plant shrubs and flowers to screen padmount transformers and utility cabinets. To avoid potential hazards, leave a buffer of at least 3 feet on the left, right and back sides, and a 12-foot buffer on the front side (lock side).

## DO YOUR HOMEWORK

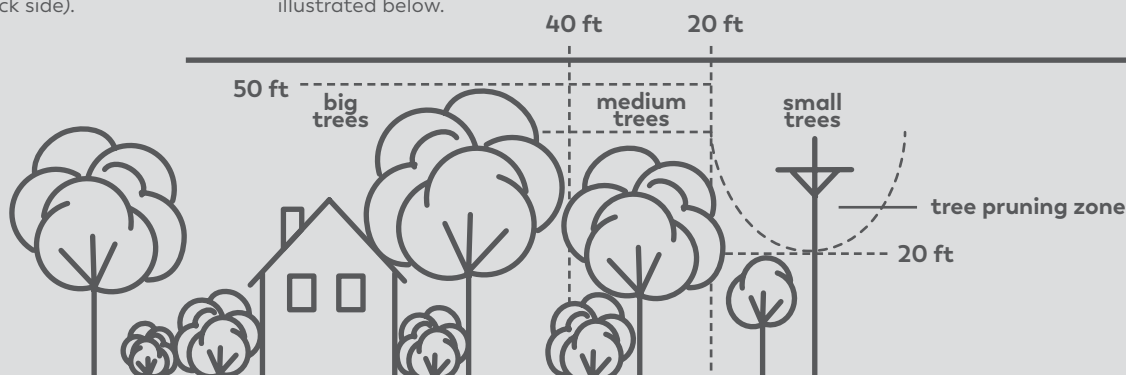
Consult your local nursery to determine the mature height of any seeds you wish to plant. Then call 811 before you dig for specific instructions to make sure you plant far enough away from power lines. Proximity requirements are illustrated below.

## DISTRIBUTE SAFE HERBICIDES

To keep undergrowth from growing onto power lines, we institute the use of environmentally safe herbicides, approved by the Environmental Protection Agency and distributed by licensed personnel.

## TRIM RIGHT-OF-WAYS

Our crews inspect trees along the right-of-way (ROW) corridors for potential hazards, such as dead or leaning trees, and limbs that have grown into the power lines. Those trees are trimmed or removed if they pose a threat to the power lines.



Information courtesy of Arbor Day Foundation. [arborday.org](http://arborday.org)

**WE APPRECIATE YOUR COOPERATION IN SUPPORTING OUR VEGETATION MANAGEMENT PROGRAM.**

# ASK A LINEMAN

## DUSTY HARRIS

**Q: WHAT WOULD YOU SAY IS DIFFERENT ABOUT WORKING FOR A CO-OP LIKE ENERGYUNITED?**

A: It's like working for your family. Since we're such a close-knit group, I know everything about my crew, their pets, their families and even their extended families. You're aren't just a number here. And it's a blessing to work in my hometown.

## ROBERT DUFFEY

**Q: DO YOU MAKE A LOT OF FRIENDS WHEN YOU TRAVEL OUT OF STATE ON JOBS?**

A: Oh yeah. A lot of us have similar interests like hunting and fishing, so we'll strike up conversations about that. And linemen everywhere understand what it takes to do the job. It's a brotherhood.

## MARK MITCHELL

**Q: WHAT DO YOU THINK IS THE MOST IMPORTANT THING TO REMEMBER AS A LINEMAN?**

A: I was taught early on that member happiness is paramount to success. I try to remember that every day as I work to keep the lights on in the community I serve.



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