

CONNECT

ENERGYUNITED'S MONTHLY NEWSLETTER FOR MEMBER-OWNERS

SHEDDING A LIGHT

ON YOUR
ENERGY
COOPERATIVE

IN THIS ISSUE

POWER TO THE PEOPLE

Using smart tech to help keep your lights on.

LETTER FROM THE CEO

WATCH YOUR WATTS



IF A TREE FALLS...

on an EnergyUnited power line somewhere in the 19 counties we service, does it ever get repaired? Absolutely—and in good time, too, thanks to something our engineers like to call “distribution automation.”

In layman’s terms, distribution automation refers to a smart system that we have embedded into our entire power grid. Its purpose? To help keep the lights on for over 105,000 members, including you!

As a member-owner of EnergyUnited, you’re an invaluable part of the largest electric cooperative in North Carolina, with exclusive access to reliable energy services at cost. Distribution automation provides insurance for our promise of enhanced reliability, giving members peace of mind through rain or shine.

HERE’S HOW IT WORKS.



SERVICE DISRUPTION OCCURS



ALERT IS SENT OUT INSTANTLY



SYSTEM ISOLATES ISSUE WHILE AUTOMATICALLY RESTORING POWER TO AS MANY MEMBERS AS POSSIBLE

If the distribution automation system is unable to resolve the issue, our highly skilled linemen are always on call in the communities we serve. No matter the circumstances, they’ll personally assess every disrupt point and work diligently to restore power.

ISN’T IT GOOD TO BE A MEMBER?



POWER IS FULLY RESTORED TO ALL MEMBERS



LINEMEN CREWS ARE DISPATCHED TO MAKE ANY PHYSICAL REPAIRS NECESSARY

WE’RE GIVING POWER TO THE PUPILS.

Apply for our **Empowering the Future** scholarship today.
[EnergyUnited.com/Scholarships](https://www.energyunited.com/scholarships)

EnergyUnited
YOUR LOCAL CONNECTION

LETTER FROM THE CEO

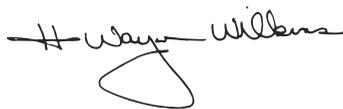
In an energy economy characterized by fervent innovation, a not-for-profit electric cooperative has to have something it can hold onto through the ebb and flow of the market. For EnergyUnited, it's our commitment to providing you, our member-owners, with energy services that are safe, reliable and affordable.

While we do everything we can to keep rates low, the bolded number on your monthly bill is dependent upon three variable costs. First: the **Basic Facilities Cost**, which covers basic infrastructure, including power lines, trucks and meters, to ensure that expectations for continuous power and outstanding customer service are met. Second: the **Capacity Cost**, which accounts for the amount of energy at one particular time that any member-owner may need. And third: the **Wholesale Energy Cost**, which equates to the actual amount of kilowatt hours purchased.

With that in mind, I wanted to personally inform you of a slight rate increase starting in April of this year. Just as the cost of gasoline at the pump has increased, so have the costs of fuel for power generation and transportation. As a result, your bill will reflect a higher **Basic Facilities Cost** and **energy cost** to help us maintain the same high level of energy quality and service that you're used to.

Looking ahead, you can rest assured that EnergyUnited has instituted a number of cost savings measures to help mitigate rate fluctuation. They include right-of-way maintenance programs, automated smart metering solutions and ongoing efforts to recruit new business for load growth. Electricity is an incredible value compared to other commodities. Prices fluctuate when necessary, like now, but the broader market has flourished for decades. The future is bright, and your energy cooperative never looked better.

If anything changes, you'll be the first to know. In the meantime, discover what's new in our online EnergyUnited Energy Efficiency Store. A few LED bulbs and a programmable thermostat could help cover the difference.



H. Wayne Wilkins



WATCH YOUR WATTS

THESE NEW ENGAGEMENT TOOLS WILL HELP

If you checked out our last issue of *Connect*, you know that we have some exciting things in the works for the rest of 2018. The first? A brand-new member/customer online Energy Advisor engagement tool that will empower you to conserve energy at home. With a personalized dashboard, you'll be able to zero in on your home energy costs before your monthly bill comes.

How? We're glad you asked. Here are a few of the platform's interactive tools that we're really excited about.



ANNUAL CALCULATOR

In a matter of minutes, get an estimated breakdown of your annual energy usage and costs by heating, cooling, water heating, refrigeration, lighting and appliances.



ENERGY FORECAST

See your local weather's direct impact on your home energy costs. Plus, make adjustments to the "visual thermostat" to see how heating and cooling changes would impact your bill.



LIGHTING CALCULATOR

Considering a switch to LED? This tool quickly calculates and compares the operating costs of different energy-saving products.

On top of that, we're launching a new, more user-friendly website by the end of the year. Knowledge is power, after all, and the combination of Energy Advisor and a revamped website will provide you more energy insight than ever before. It's just another way we're giving power to the people and helping you remember—*you're a member.*

GREAT IDEAS FOR THE GREATER GOOD

WITH GREAT POWER COMES GREAT RESPONSIBILITY

Pun intended. That's why we continually work to better our local communities through a variety of initiatives, including the Bright Ideas Program, the Operation Round-Up Program, the Empowering the Future Scholarship Program, Sports Camp, NC Youth Tour and many more.

While we take great pride in the difference we've made so far, we're always looking for new ways to serve all of our service areas. If you have any ideas for how we can build upon our community works, please get in touch. We'd love to hear from you.

Visit ENERGYUNITED.COM/COMMUNITY to learn more.

POWER SEARCH

Headquartered in Statesville, EnergyUnited is proud to provide electric service in nineteen counties. How many of them can you find?

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