

CONNECT

ENERGYUNITED'S MONTHLY NEWSLETTER FOR MEMBER-OWNERS

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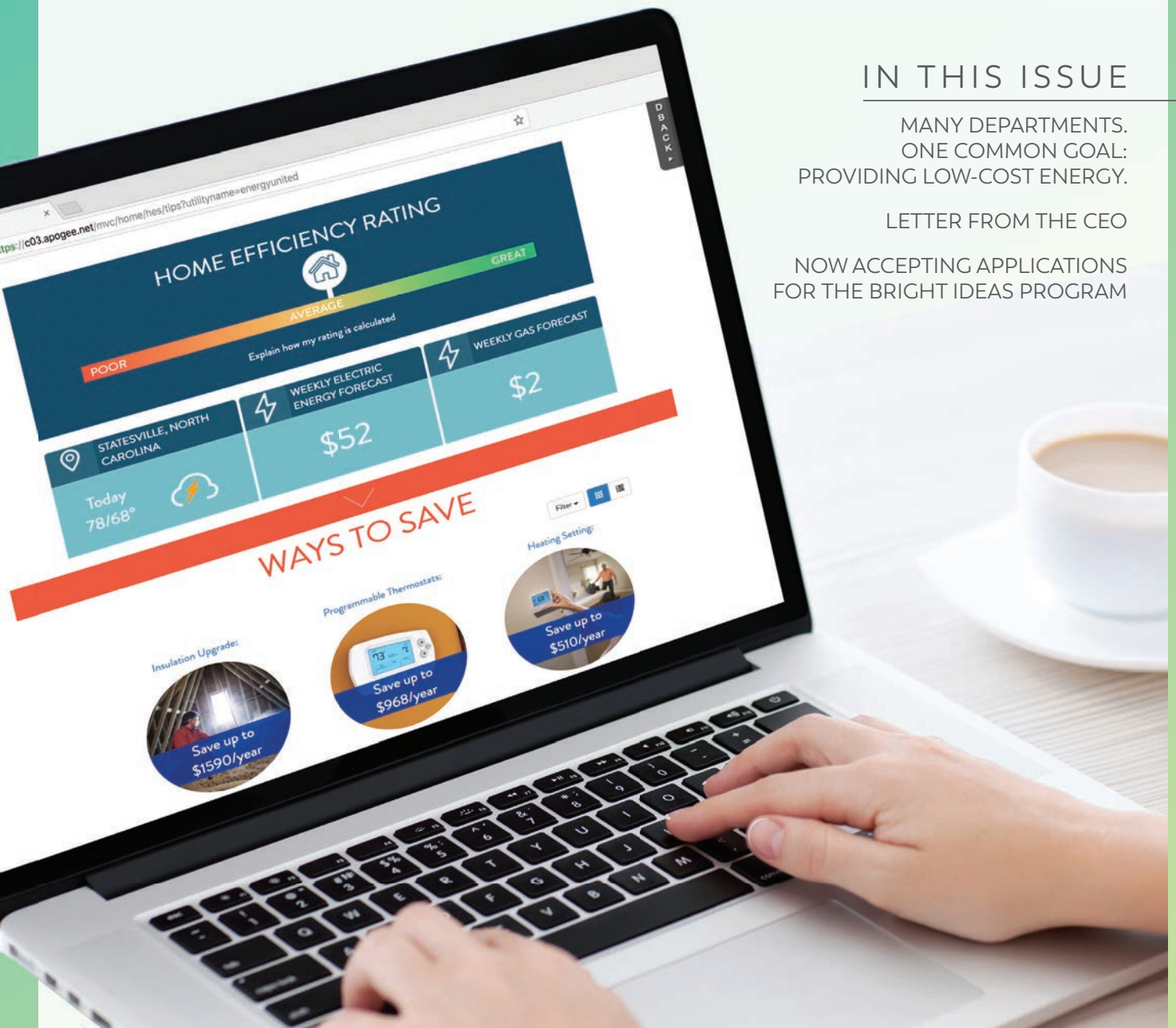
CREATE YOUR PROFILE TODAY

IN THIS ISSUE

MANY DEPARTMENTS.
ONE COMMON GOAL:
PROVIDING LOW-COST ENERGY.

LETTER FROM THE CEO

NOW ACCEPTING APPLICATIONS
FOR THE BRIGHT IDEAS PROGRAM



MANY DEPARTMENTS. ONE COMMON GOAL: PROVIDING LOW-COST ENERGY.

When EnergyUnited was established as North Carolina's newest energy cooperative in 1998, we made a promise: **TO PROVIDE YOU, OUR MEMBER-OWNERS, WITH RELIABLE ENERGY SERVICES AT THE LOWEST POSSIBLE COST.** We're proud to have kept that promise through the ebb and flow of market demands.

So how have we done it? What goes into controlling end-user energy costs? Here's how the hardworking employees in our Customer Care, Information Technology (IT), Finance, Wholesale Power Supply and Operations departments work together to answer the bell for low-cost energy, day in and day out.

CUSTOMER CARE

In Customer Care, our goal is simple: Improve the quality of life of our members by delivering exceptional service while helping them save time and money. Our expanded online services make it easy for members to view and pay their bills. EnergyAdvisor helps members understand and lower their energy usage levels. And if they prefer to drop off a payment, our kiosks are available 24/7.

INFORMATION TECHNOLOGY (IT)

Options and accessibility are crucial to controlling costs in IT. With that in mind, we continuously vet new technologies and bring them to the co-op if they present an opportunity to make life easier for members, customers and employees. Examples include self-service payment options on our website and mobile apps in the field so our linemen can provide real-time data when it matters most.

FINANCE

The EnergyUnited Finance Department keeps costs low through three key initiatives. First, our Purchasing Coordinator keeps tabs on industry supply to ensure that we acquire all materials at a great value. Second, we audit and analyze every invoice, looking for better, more cost-effective ways to conduct business. Third, we monitor the industry's interest rates to make sure we never overpay.

WHOLESALE POWER SUPPLY

Wholesale's primary purpose is to negotiate and administer a favorable long-term supply of reliable power for our members. To accomplish this, we meticulously manage our power purchase portfolio, create optionality in our portfolio for new cost-effective resources, including renewables, and follow a board-approved hedging policy to mitigate long-term exposure to natural gas price fluctuations.

OPERATIONS

In addition to improving daily processes, Operations focuses on protecting the environment. In fact, the two often go hand in hand. By June 2019, for example, we're working to increase electronic payments by 40%, thus reducing operating costs and paper waste. Similar eco-friendly initiatives include the introduction of Electric Vehicle (EV) programs to support rising member interest and primary grid sensors in the field.



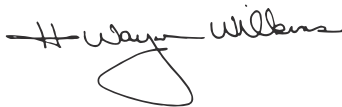
LETTER FROM THE CEO

There's a lot to be thankful for living in the great state of North Carolina. We have amazing food, friendly people, a warm climate and access to both the mountains and the ocean. With that access, however, comes the risks associated with hurricane season, which starts in June and lasts through November. But there's no reason to worry. Safety is one of EnergyUnited's 4 Core Values—and together we can get through this season unscathed.

First things first. In the event of severe weather, rest assured that your energy co-op will be prepared. We maintain open lines of communication with local government agencies and emergency response teams to ensure a coordinated, effective response. Internally, each and every member of our staff understands their roles and responsibilities during an outage. We even practice with "tabletop drills" so our entire team can act without hesitation when it matters most. On top of that, we have co-op friends up and down the coast that we can call on for backup, because we'd do the same for them. That's what co-ops are about, after all: neighbors helping neighbors.

At home, we strongly recommend you prepare an emergency response kit. Your kit should include things like a flashlight, blankets, matches, batteries, canned or packaged goods, some bottled water—anything you need to get by without power while we work to restore it. As severe weather approaches, unplug as many devices and appliances as you can to protect them from dangerous electrical surges or fires. In the aftermath, avoid fallen or sagging power lines, trees and limbs. Then report outages to us as soon as possible by calling 1-800-386-4833 or using the member portal on our homepage to sign in to your account.

Severe weather may also affect your monthly energy bill. While this effect can be hard to predict, we stand firm in our commitment to providing reliable energy at the lowest possible cost. Plus, our member engagement tool, EnergyAdvisor, has many features, like Energy Forecast, that can help eliminate the mystery of unpredictable costs. If you haven't yet, be sure to create your member profile today so you can manage and save, even during Mother Nature's worst.



H. Wayne Wilkins



NOW ACCEPTING APPLICATIONS FOR



Are you a passionate educator? Do you have a bright idea? Apply for our Bright Ideas education grant program by September 14, 2018, for a chance to earn funding for innovative classroom learning projects.

Visit EnergyUnited.com to learn more about the program and application process.

CONGRATS TO OUR EMAIL CONTEST WINNERS

JENNIFER WOOD
from Huntersville

RONALD THOMAS
from Statesville

JEFFREY FAGIN
from Denver

Communication makes our co-op world go 'round. That's why we launched our email contest to collect more email addresses. If you have not yet shared your email address, we encourage you to do so today by signing into your account portal or by contacting our customer care team at 1-800-522-3793.

DENVER PROPANE OFFICE GRAND OPENING

Have you heard? We recently opened a brand-new propane office in Denver, North Carolina, and you're invited to help us celebrate. Join us at our Open House for all members and the community.

WHEN

Saturday, September 15, 2018,
from 9:00 a.m. to 2:00 p.m.

WHERE

4411 N. Highway 16,
Denver, NC 28037

**Stop by, say hello and enjoy food, drinks,
prizes and \$5 propane tank refills!**

THERE'S STILL TIME TO CAST YOUR VOTE

As a member-owner of EnergyUnited, you have the unique opportunity to choose our co-op's future leaders by voting in our board of directors election. Let your voice be heard and cast your vote sometime on or before September 10, 2018. Then join us at our Annual Meeting on Thursday, September 20, 2018, at our Statesville headquarters (IT Building) to hear the election results and meet your board of directors.

It's just another way we're helping you remember, you're a valued member.

**Visit EnergyUnited.com to learn more
about our board of directors election.**



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