

Q&A Field Asset Inventory

April 2016

In 2016, EnergyUnited will begin a 3-year project to inventory facilities and equipment throughout our electric system. The inventory of all system assets will include poles, underground facilities, pad mount transformers, and meters at each service location. The inventory will provide EnergyUnited a more accurate location of equipment in the field in order to better maintain a safe and reliable electric system. EnergyUnited has contracted with Davey Resource Group (DRG) to conduct the field asset inventory. On April 25th, the project will begin as a pilot program in selected locations throughout our service area. Once the pilot program ends and an evaluation completed, the project is scheduled to begin in early July.

What is a field asset inventory?

A field asset inventory is a recording of all equipment at each of EnergyUnited's facilities, including member locations throughout our service area. During the inventory process, our contractor Davey Resource Group (DRG) will record and photograph the location of all equipment, provide a GPS reading, and mark the equipment with an inventory tag. Once the inventory is completed, the information will be compiled into the mapping system used by EnergyUnited.

Why is it necessary to take a photograph of the equipment and how will EnergyUnited use these photos?

Conducting a system-wide field asset inventory is a major undertaking in both expense and resources, as such; EnergyUnited wants to ensure that the data returned from the field is as accurate as possible. The photos will be used to verify and validate the information gathered during the inventory. Rest assured that the photos will be stored in a secure database and only accessible by authorized EnergyUnited personnel.

Will EnergyUnited employees conduct the inventory?

No. Due to the magnitude of the project, EnergyUnited entered into a contract with Davey Resource Group to complete the project. Davey Resource Group has the experience and the qualified personnel to locate, inspect, and map the core infrastructure that we rely on to provide safe, reliable service to our members.

How will I recognize the Davey Resource Group?

Each contractor will be in a Davey Resource Group uniform or vest with a photo ID badge and the vehicles, both truck and ATV, will have signs denoting that they are a contractor for EnergyUnited.

If there is any doubt, members may contact customer care at 800.522.3793 or check our website for information.

Will I be notified when the inventory will occur in my area?

EnergyUnited plans to use a variety of avenues such as Energyunited.com, *Connect* newsletter articles, postcards, outbound calls, and social media posts to make our members aware of the project. While we will be unable to provide the exact date and time that Davey Resource Group will be at a particular location, we will notify the members when we will be in their area within the next 30 days.

How will I know that the contractor is on my property?

It is our goal that this project is completed on time and within budget, as such, our contractors must work as quickly and efficiently as possible in order to remain on schedule. The contractors will be unable to knock on doors or personally notify members when they arrive on their property. However, it approached, Davie Resource Group personnel will be

happy to talk with the member about the inventory and each crew member will have a letter of authorization from EnergyUnited.

How long will the contractor be on my property and what will they be doing?

We anticipate that location visits will take approximately 5 to 15 minutes for most locations; however, the time may be increased if lines, poles, or equipment is located throughout the location. For example, lines and poles may be located in pastures, wooded areas, etc. away from the primary location which could require Davey Resource Group contractors to walk rather than drive to the equipment. Davey Resource Group will inventory the equipment at the location, install inventory tags, obtain a GPS reading and take photos of the equipment.

What are the days and hours that the inventory will take place?

The inventory is scheduled to take place Monday thru Friday beginning as early as 7:30 a.m. For the safety of our members and our contractors, the field inventory will end each day at dark. Normally the inventory will not occur on the weekend; however, in the event of inclement weather or any other unforeseen circumstance; it may sometimes be necessary to conduct the inventory on the weekend in order to stay on the project schedule.

Am I required to give Davey Resource Group or EnergyUnited access to my private property?

Yes. As a condition of service and in accordance with the Service Rules and Regulations of EnergyUnited, Members agree that EnergyUnited will have right of access at all times. Rest assured that our contractors will be respectful of both your privacy and your property. The inventory will be completed in a professional manner as quickly as possible.

I want to be at home when the inventory/inventory takes place, is that possible?

Our goal is to complete the inventory as quickly and efficiently as possible. In a project such as this, it takes much time and effort to determine the route and schedule of the contractor crews. While we understand that some members would like to be at the location when the inventory is taking place; unfortunately, we are unable to accommodate requests for scheduled appointments.

How will Davey Resource Group get to my property?

Davey Resource Group crews will need access to member's property to quickly and efficiently conduct the field asset inventory. Davey Resource Group crews will be assigned to each truck. The truck, as well as an ATV will be utilized to access some areas; however, we anticipate that crews will need to walk the property to ensure that all equipment is accurately recorded as part of the inventory.

Will there be any damage to my property? If so, how should is this handled?

Davey Resource Group crews will be respectful of member's property and the inventory will be conducted in a professional manner. They will make every effort to leave each property as it was found. Davey Resource Group crews will need access to the meter, other EnergyUnited equipment, and will need to open underground facilities where they exist, to inspect, inventory, and take photos. If trees, bushes, or landscaping inhibit access to EnergyUnited's equipment, Davey Resource Group crews, a contractor, or EnergyUnited personnel will have to remove the obstruction.

In the event that damage to the property occurs, members should contact EnergyUnited at 800.522.3793 to begin an investigation of the complaint.

If EnergyUnited or Davey Resource Group crews destroy, damage, or removes any landscaping such as trees, bushes, etc. will I receive compensation?

No. EnergyUnited will not provide compensation for any landscaping that was destroyed, damaged, or removed in order that an inspection of our facilities could be completed.

Will Davey Resource Group need to get into my house?

No. Davey Resource Group should not require access into your house. However, if the meter is located somewhere other than the outside of the house/building, they must have access to complete the inventory/inventory.

Is there a problem with the electric equipment?

No. The inventory is being conducted to provide EnergyUnited a more accurate location of equipment in the field in order to better maintain a safe and reliable electric system.

What will happen if a problem with the equipment is discovered?

It will depend on the severity of the problem or hazard. If Davey Resource Group determines that the problem is a safety hazard, they will immediately contact EnergyUnited's Dispatch Center. They will stay at the location until EnergyUnited personnel arrive on-site. If Davey Resource Group personnel discover a problem that does not require immediate action, they will note the problem, location and EnergyUnited personnel will be notified.