



Published for Member/Owners of EnergyUnited

# connect

## in this issue

Outage restoration **29**Energy efficiency:  
energy abusers **30**CEO column:  
what's ahead **31**Basketball camp  
applications due **32**

## The science behind restoring power outages

Snow, ice storms, and storms with lightening and/or high winds can cause severe damage that can lead to power outages. When an object, such as a tree limb, comes in contact with a power line, circuit breakers or other protective equipment shut off the flow of power. Members connected to that circuit will be without power until crews can remove the object and reset the equipment.

Damage to electrical equipment is not always obvious or immediately visible. Crews must inspect the lines and equipment to locate the specific area in need of repair. During outages, co-op line crews work long, hard hours to restore service safely to the greatest number of consumers in the shortest time possible.

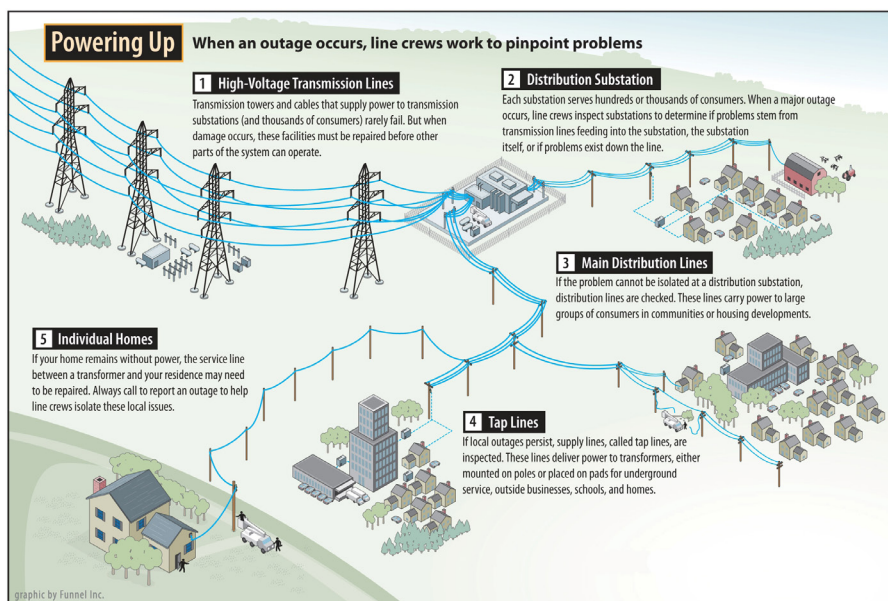
In the event of an outage, our automated outage reporting number is easy to use and available 24 hours a day. Members should call 1-800-EUNITED to report outages. Members may also log in to the account

information page on our website ([www.energyunited.com](http://www.energyunited.com)) and click on the "Report an Outage" button.

If you have special medical needs that require power at all times, we ask that you please call and inform us of those needs. We encourage members who depend on medical equipment to have a backup plan in place in the event of a power outage.

It is important that EnergyUnited has your current phone number on file. You will find the phone number of record listed on your February bill statement. If that number is not correct, please call EnergyUnited during regular business hours at 1-800-522-3793 to update that information. Your phone number

is the key factor in reporting outages via the automated system and also helps to speed up the process when calling to do any type of business with our customer care representatives. Don't forget to let us know if your phone number changes at any time throughout the year.



# Understanding home energy use

Some months, we find that our energy bills are higher than others. Spend a moment trying to identify what specifically is causing the bill to go up. It's important to know which parts of your home are abusing your wallets the most.

Using the below national "percentage" averages, a home-

owner who spent \$2,500 a year for home energy would have paid roughly:

- \$1,400 for heating and cooling
- \$575 for appliances and lighting
- \$400 for water heating
- \$125 for refrigeration

*Here are some home energy tips that will help you save money*



## Heating and Cooling

(Roughly 56 percent of your bill)

Heating your home to higher than 68° in the winter or cooling it below 75° in the summer costs extra.

HVAC systems should be checked by an HVAC technician to verify they are moving the correct amount of air. Also have a technician check carefully for duct leaks. Leaks that are found should be sealed with fiberglass mesh and mastic sealant.

Inside and outside coils should be kept clean and free of debris.

Return filters should be changed monthly.

Always make sure your furnace filter is clean. Wash it or replace it once a month according to manufacturer's recommendations to keep your furnace running most efficiently.

Clean warm-air registers, baseboard heaters, and radiators as needed, make sure they're not blocked by furniture, carpeting or drapes.



## Appliances

(Roughly 13 percent of your bill)

If your appliances have energy-saving settings, use them! If they're nearing voting age, consider replacing them with a new, energy-efficient model.

Try smart power strips for smaller appliances and electronics that continue to draw power even when turned off.

Turn off computers and other office equipment when they're not being used, especially overnight and on weekends.



## Lighting

(Roughly 10 percent of your bill)

Examine the wattage size of the light bulbs in your house. You may have 100-watt (or larger) bulbs where 60 or 75 watts would do.

Consider replacing incandescent lighting with energy-saving compact fluorescent lamps. They use about one quarter of the wattage, last much longer and give off less heat.



## Water Heating

(Roughly 16 percent of your bill)

Taking extra-long showers runs up the water heating (and water/sewer) bills.

Make sure your water heater is set at the lowest point. Try setting it to 120°.

Try washing clothes with warm water and rinsing with cold water.

Overfilling your washer can increase your energy use.

If your water heater is located in an unconditioned space, consider installing a thermal wrap around it. Take care to install it in accordance with the tank and wrap manufacturer instructions.

Check the water heater periodically for burned out elements. These can cause high usage, running out of hot water and possibly other problems.

If you are in the market for a new dishwasher or clothes washer, consider buying an efficient, water saving ENERGY STAR® model to reduce hot water.

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



## There's something for everyone in 2014

It really is amazing how exciting the world of electric cooperatives can be. New technology, opportunities for commercial growth and ways to support the communities in which we live and work are only a few of the things we look forward to at EnergyUnited in 2014.

All of the initiatives we are looking at for the next year are meant to enhance the level of service we bring to you, our members.

Commercial growth will be a big part of what we focus on this year. Near the end of last year, we mentioned that EnergyUnited was fortunate enough to be selected to provide electricity to several large-scale construction projects within our 19-county service area. Construction of the Veterans Hospital in Forsyth County will gather steam in the coming months. In Davie County, Gildan Yarns, LLC will expand and construct a new 650,000 square foot plant in Mocksville. Not only will Gildan Yarns become our biggest commercial client, but we will construct a substation near the plant specifically to meet the needs of that facility.

We continuously work to make improvements to our system. In the Boomer area, north of Taylorsville, we installed switching devices that automatically sense a fault (loss of power) and reconfigure the system to restore power to as many members as possible. In more rural areas where it may take linemen longer to arrive at the outage location, this technology should help cut restoration times.

Early next year, we will kick off the first phase of Meter Data Management. Eventually, Meter Data Management will be able to alert members of high usage during a cycle. With this technology, you will be able to adjust your usage habits while you are still able to affect your current month's bill. We think this will be a great tool for you and will give you more information to use to take control of your electric usage and thus, your electric bills.

We are working diligently to design a new and improved EnergyUnited website. The current website, while chock full of the information that is useful to you, could use a little freshening up. We also need to ensure that it is compatible with all of the mobile technology that you use in your daily lives.

On that same note, we are beginning to look at the prospect of having a mobile app available for payment options, opening up yet another convenient way for you to pay your bills. Mobile apps are becoming an invaluable tool to businesses and to consumers alike. More bill pay options means our members may be able to save time while still getting their bills paid.

In 2013, we installed a new phone system throughout our organization. Soon we will initiate two features of the system that are not currently in use. When calling our office, members will be able to utilize a feature that will enable them to receive a call back from EnergyUnited instead of waiting on hold for the next customer care representative. Members that choose to opt for the call back feature will hold their place in line for customer care service without having to remain on the phone.

For our members that like to do business via the Internet, we will offer a chat feature. You have probably run across this option a time or two while you have been on the Internet. It should prove to be a useful tool for those members who prefer the Internet over a phone call. While online, customer care representatives will be able to help with many of the same needs typically done over the phone.

We can't forget the change to the annual meeting. Moving to a business meeting format on a weeknight evening will be a big change for the members who attend each year. The format modification will enable us to celebrate electric safety month and cooperative month in each of our regional offices and reach more of our members and the communities in which you live. We hope to be able to reach out to you in new and different ways than we have before.

So you can see that we have a lot to look forward to in 2014. Exciting times lay ahead for you, our members, and we can't wait to get started.



*Close your curtains and shades at night to protect against cold drafts; open them during the day to let in warming sunlight.*



## Don't miss out on summer basketball camps!

Calling all basketball fans! North Carolina's Touchstone Energy cooperatives are once again offering middle-school students the chance to win a full scholarship to summer basketball camp. Young men can apply to attend the Roy Williams Carolina Basketball Camp at the University of North Carolina in Chapel Hill from June 21-25. Young ladies can apply to attend the June 23-26 Wolfpack Women's Basketball Camp at N.C. State University in Raleigh.

EnergyUnited will award scholarships to one boy and one girl this year. At the overnight camps, coaches and college athletes will work directly with campers to develop fundamental skills that will help the young athletes excel both on and off the court.

Students who will be in sixth, seventh or eighth grade during the 2014-2015 school year can apply starting January 2. To download the Touchstone Energy Sports Camp scholarship application or find more information, visit [www.ncemcs.com/community/sportsCamps.htm](http://www.ncemcs.com/community/sportsCamps.htm) or [www.energyunited.com](http://www.energyunited.com).



## Member Advisory Committees need you!

Have you ever wondered:

- *What is EnergyUnited doing to keep costs down and reliability up?*
- *Is my electric cooperative ready for the future?*
- *What's the latest on federal and statewide legislation that affects my cooperative?*
- *What are the real benefits of being part of an electric cooperative?*

If the answer is yes, then we have the perfect place for you to find the answers - the EnergyUnited Member Advisory Committee! As an electric cooperative, we value the opinions of our member owners. That's why EnergyUnited is looking for volunteers for our Member Advisory Committees (MACs).

Joining an EnergyUnited Member Advisory Committee is an opportunity to find out more about your electric cooperative and to provide valuable feedback to cooperative leaders. MAC members act as sounding boards for changes in service processes and development of new programs. In addition, they learn more about the activities of EnergyUnited and then share this information with other members. This allows MAC members to provide feedback to EnergyUnited about the needs and concerns of the co-op's membership. This ongoing interaction helps to serve as a communication link between members and executives of EnergyUnited. Recent MAC meetings have covered a variety of topics including customer service, member communications, power supply, government regulations and economic development, among others.

Each MAC is made up of members who represent the diverse membership of the cooperative. There are three groups to choose from and each meets every four months (February, June and October). Meetings take place in the Statesville, Lexington, and Cornelius areas. EnergyUnited leaders attend and participate in each meeting. As a standard, MAC members serve three-year terms on a rotating basis.

Interested in becoming a MAC member? Download your application from our website today.

**connect** is published monthly for its members by EnergyUnited. Questions, comments and story ideas should be directed to:

### Connect

P.O. Box 1831 Statesville, NC 28687-1831

H. Wayne Wilkins  
Chief Executive Officer

**EnergyUnited**  
YOUR LOCAL CONNECTION  
A Touchstone Energy® Cooperative 

1-800-522-3793

[www.energyunited.com](http://www.energyunited.com)

 [facebook.com/EnergyUnited](https://facebook.com/EnergyUnited)

 [@EnergyUnitedEMC](https://twitter.com/EnergyUnitedEMC)

<https://www.energyunited.com/mac.asp>