

Cooperative review

Your Touchstone Energy® Cooperative 
The power of human connections®

A Newsletter for Members of Union Power Cooperative

Helping You Manage Your Energy

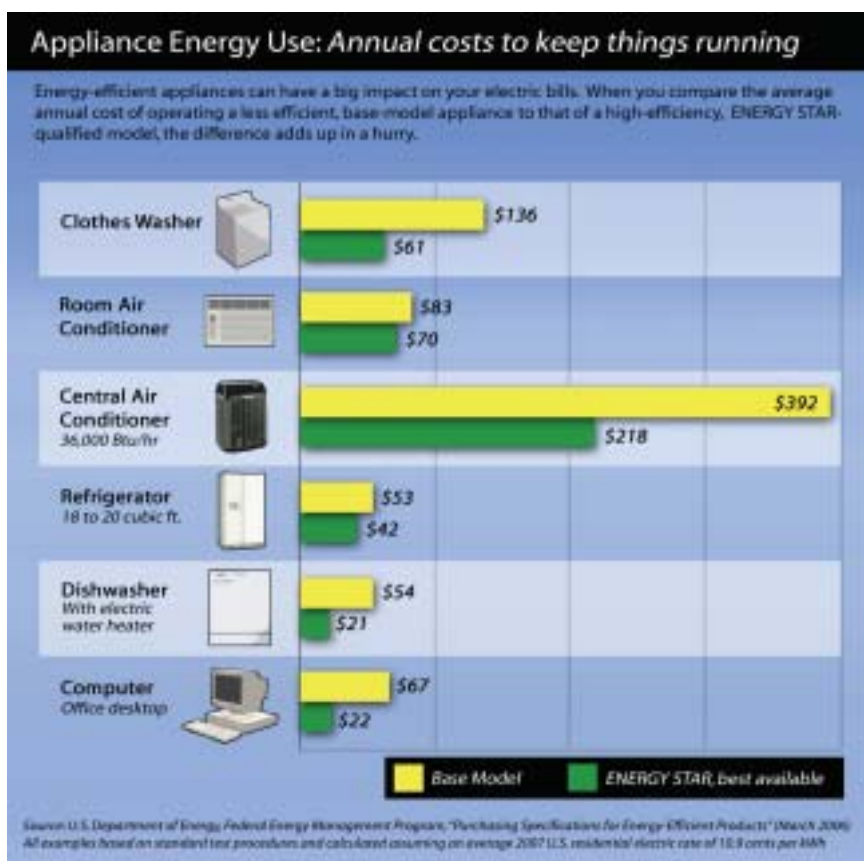
As the cost of energy goes up, more and more people are concerned about their monthly bills. Consumers are looking for ways to manage their energy use and reduce costs. Union Power Cooperative places a high priority on promoting energy efficiency to our members.

Union Power works hard to hold down energy prices. You, too, can play an important role in controlling your energy costs by evaluating your home and taking simple steps to trim unnecessary energy use. Below are some tips to help you reduce your energy costs.

You need to get a clear picture of which parts of your home use the most energy.

- Review last year's utility bills. Using the below national "percentage" averages, a homeowner 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

- Set your thermostat comfortably low in the winter and comfortably high in the summer. Install a programmable thermostat that is compatible with your heating and cooling system.



- Look for the ENERGY STAR label on home appliances and products. ENERGY STAR products meet strict efficiency guidelines set by the U.S. Environmental Protection Agency and the U.S. Department of Energy.

- Make sure your water heater is set at the lowest point. Try setting it to 120 degrees.
- For more information on energy savings visit our website at www.union-power.com and go to the residential services section.

Sources: U.S. Department of Energy; Touchstone Energy

The Path of *electricity*

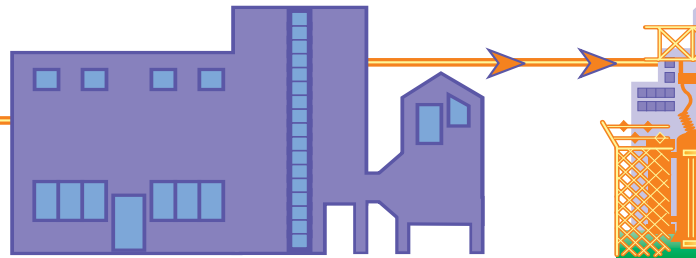
Electricity often travels long distances before reaching your home or business. Your electric cooperative buys wholesale power produced at generating facilities and distributes it through substations and power lines to consumer-members in its system.

Power Plant

Inside a generating plant, water is heated to steam by nuclear reaction or fuels such as natural gas, oil and coal. Steam turns turbines and magnets to produce electric energy. Water at hydroelectric dams also can turn turbines.

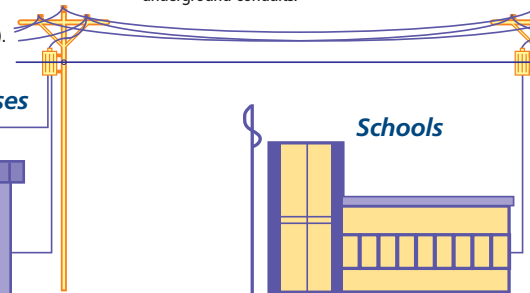
Step-Up Su

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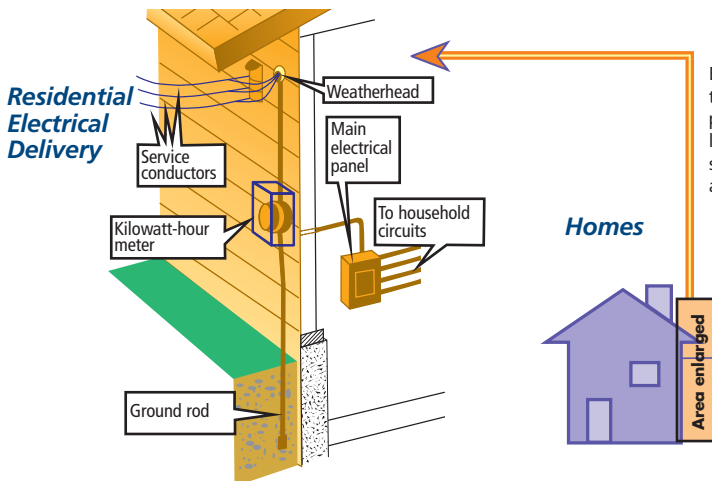


Distribution Lines

Your cooperative's distribution lines carry 7,200 to 13,200 volts of power. These poles may also hold telephone and cable TV lines. In some areas, distribution lines are in underground conduits.



Electric power passes through transformers on poles to reduce voltage to levels for use inside farms, schools, small businesses and homes (120/240 volts).



Attention High School Seniors: *Apply Now for College Scholarships*

The deadline is quickly approaching to apply for Union Power's college scholarship.

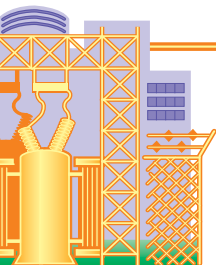
Union Power Cooperative is excited to sponsor three \$1,000 college scholarships to area high school seniors planning to attend a four-year, North Carolina-accredited college or university. These students will be chosen from our five-county service area, which is made up of Union, Stanly, Cabarrus, Mecklenburg, and Rowan counties.

Applications are awarded based on 40% need; 30% scholastic achievement; and 30% extracurricular activities in school, civic, and community functions, and judged by a committee that is not affiliated with the Cooperative. You can call 704-289-3145, extension 3265 for an application or get one online at www.union-power.com. The deadline for submitting applications is Friday, April 18, 2008. Winners will be notified in late May.



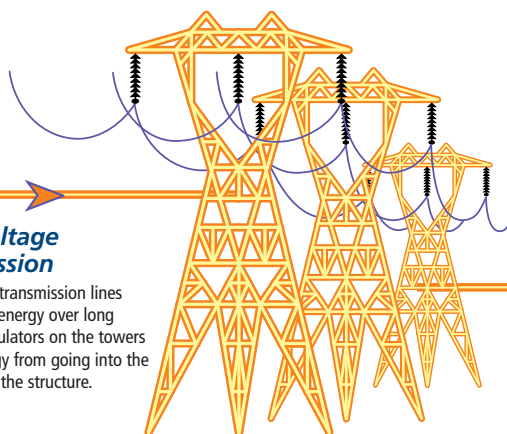
Substation

Transformers at generating plants increase voltage (pressure) so it can move long distances over lines that transmit up to 500,000 volts.



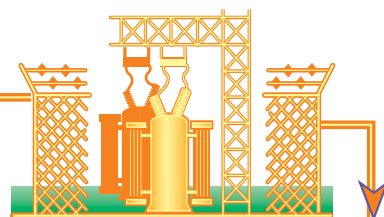
High-Voltage Transmission

High-voltage transmission lines carry electric energy over long distances. Insulators on the towers prevent energy from going into the ground or on the structure.



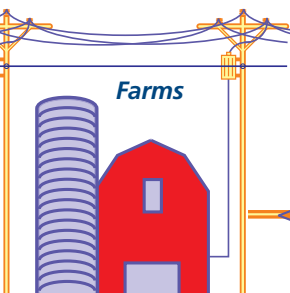
Transmission Substation

Transformers at high-voltage substations reduce voltage to a lower level (34,500 to 115,000 volts) suitable for local use.



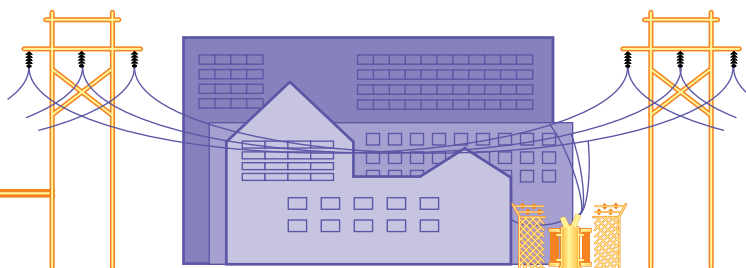
Local Substation

Transformers in medium-voltage neighborhood substations reduce the voltage even more to be distributed to homes and businesses. Your electric cooperative operates several of these substations.



Large Industrial User

Some large industries need high voltage power (2,300 to 4,000 volts) to run heavy machinery. They usually have a small substation outside the facility.



Important: *Beware of Fire Ants near Pad-mounted Transformers*

We've all seen these little creatures in our yard. Red imported fire ants live in large colonies and build dome-shaped mounds that may contain more than 200,000 ants!

They like to build their mounds in warm areas like yards, pastures, and gardens. They also like to build nests in electrical equipment, such as transformers. They chew on insulation and can weaken and break down aluminum, causing the service line, including the neutral in the transformer to break. Without the neutral line working properly, residents could experience voltage spikes and voltage drops, leading to damage to appliances and other electronic equipment being used in the home.

Union Power has an on-going underground inspection program where full-time linemen inspect all underground electrical equipment in our service area including pad-mounted transformers. While conducting their inspections, they treat inside of the transformers for fire ants. All new transformers installed are treated with industrial-strength fire ant killer at the time of installation.

To be such small insects they can cause major problems and damage. Please call Union Power at 704-289-3145 if you see a fire ant mound directly at a pad-mounted transformer.



GET UP TO **\$1,200** CASH BACK
on TRANE high efficiency heat pumps.*

*For a limited time (3/7/08–5/29/08)



Call Today for a Free Estimate.



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Monroe, NC 28110

(704) 283-9047



Energy Efficiency

Tip of the Month

Weatherize your home—caulk and weatherstrip any doors and windows that leak. Properly maintain and clean heating equipment and replace filters regularly.

Source: U.S. Dept. of Energy

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(704) 289-3145 or (800) 922-6840
www.union-power.com

**24-Hour Outage Reporting Service
and Account Information**

(800) 794-4423

Call Before You Dig

NC One Call Center
(800) 632-4949

Providing electricity and energy services to over 63,000 members in Union, Stanly, Cabarrus, Mecklenburg, and Rowan counties.

SERVICE CHARGES:

Security Deposit-charges vary
\$0, \$175, \$375

Connection Fee
\$25

Late Payment Charge

\$5 or 1.5% of past due balance, if greater

Returned Check Fee
\$25

Meter Test

\$75 (refunded if not accurate)

Dual Meter Comparison

\$50 (refunded if not accurate)

Field Collection Charge

\$25 (only checks or money orders accepted, no cash)

RECONNECT CHARGES: (collected in advance)

Normal Hours

\$50 (if called in *before* 4:00 p.m.)

After Hours

\$100 (if called in *after* 4:00 p.m.)

Weekends and Holidays

\$100