



Cooperative review

February 2008

Your Touchstone Energy® Cooperative 
The power of human connections®

A Newsletter for Members of Union Power Cooperative

Easy Ways to Manage Your Union Power Account

Want to save time and money? Choose one of the many ways Union Power Cooperative offers you to pay your electric bill and get information on your account.

Electronic funds transfer allows members to authorize withdrawal of funds from a checking/savings account or a credit/debit card to pay the amount due by the due date of each month and make paying bills worry free. Visit our web site, www.union-power.com, or call and speak to one of our customer service representatives today to set up your electronic draft.

Pay Online – With the click of a mouse, you can view and pay your bills on our secure site, www.union-power.com, using your credit card, debit card, or by electronic check without ever touching a piece of paper or spending money on stamps. Paying bills online requires that a member have their account number(s) and a password. Your initial password is located on your monthly bill statement or you can call our Customer Service Department at 704-289-3145 to obtain one. This secure site also allows you to keep track of how you use electricity by viewing an 18-month historical usage. Your last four bills can also be viewed online.

Pay by Phone using our FREE automated system at 704-289-3145 or 1-800-922-6840. You can pay with a debit or credit card. We accept MasterCard, Visa, and Discover card. Eliminate check writing and postage by paying your electric bill over the phone with your personal check information. To pay with a check over the automated system, you must first call our office to have a profile set up for you. A \$5 service fee will be applied to bill payments made through our customer service representatives.

Pay by mail or in person – Visit one of our two locations in Monroe or Oakboro. Our offices are open Monday through Friday from 8:00 a.m. until 5:00 p.m., excluding major holidays. You can also drop your payment off after hours in our night drop box.

Note: A late payment fee of 1.5% or \$5 (whichever is greater) will be applied to your bill if payment is not

received by the bill's current due date.

Do you budget monthly bills?

If budgeting your bills is important, we can set up your electric bill on our Levelized or Budget Billing payment plan. This can help you plan your annual budget and ease the bill payment process each month.



■ **Levelized Billing** - Members normally experience seasonal fluctuations in electrical use throughout the year. The levelized bill will be based on the average electrical use for the most recent 12 months. The bill is averaged so the amount does not stay the same, but increases or decreases slightly as consumption changes.

■ **Budget Billing** - Based on the previous 12-month history, the Cooperative determines a fixed dollar average. The average is billed each month until November. A new average is calculated each November with any debits or credits figured into the new average.

■ **E-Bill** - Go paperless! Have your power bill sent to you via email. Sign up online at www.union-power.com or by calling one of our customer service representatives.

For more information on any of these services, visit our web site at www.union-power.com or call 704-289-3145 or 1-800-922-6840

in this
issue

page 26
College Scholarships

page 26
In the Community

page 27
Energy Efficient Kitchen

page 28
Tip of the Month

Apply Now For College Scholarships



Attention High School

Seniors: As you know, college is not cheap. Union Power offers scholarships to help their members with this expense.

Union Power Cooperative is proud to sponsor three college scholarships to area high school seniors. Three \$1,000 scholarships will be awarded this year to

outstanding 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 and click on the **In the Community** tab. The deadline for submitting applications is Friday, April 18, 2008. Winners will be notified in late May.

Applicants must meet the following criteria:

- You must be a child of a Union Power Cooperative member or live in a home served by Union Power Cooperative.
- You must be a high school senior in the current graduating class.
- You must plan to attend a four-year, North Carolina-accredited college or university.
- The scholarships are not available for vocational or other non-academic study, or to students who plan to pursue less than a full four-year college career.

Commitment to COMMUNITY

One of the four Touchstone Energy values is Commitment to Community. As a member of Touchstone Energy, Union Power participates in many events throughout the year to show that we support the communities in which we live and work.



Energy specialist, Steve Whitley, shows the students at Unionville Elementary how electricity moves from the generation plant to their homes.

On December 11, Central Academy of Technology and Arts hosted a career day for students across Union County. This was a chance for students to meet future employers and to see what each company does. Union Power's Marketing and Communications staff participated in the event where they explained the importance of energy efficiency and how to be more energy conscious. Students watched a CFL (compact fluorescent light bulb) demonstration and saw how CFLs use less energy than regular incandescent bulbs.

On December 12, Union Power's Marketing and Energy Services staff was invited to Unionville Elementary school where they



Hal Setser, vice president of marketing & energy services, shows students the difference in energy use when using CFLs.

explained the path that electricity takes to reach their homes. They also showed the students an electric safety demonstration.

These are just a few of the ways that Union Power stays committed to the communities and people we serve.

An Energy Efficient Kitchen

In many homes, the kitchen is the central location. Whether sitting down to a large meal with the entire family or talking intimately over coffee, the kitchen provides the backdrop for conversation and assembly. It can be easy to use a great amount of energy in this room as well, with ovens, microwaves, refrigerators, and dishwashers lining the walls. However, managing your energy usage in the kitchen can be easy with the following strategies:

Refrigerator

- Keep your refrigerator relatively full, but leave enough room for air to circulate and the doors to close
- Vacuum your refrigerator's condenser coils once every three months to keep the appliance working at peak efficiency
- Never put uncovered liquids in your refrigerator. The vapors emitted from these liquids make the refrigerator's compressor work harder
- Don't hold the refrigerator door open longer than needed, and ensure the door's seal is working properly to keep cold air inside. Studies show that closing a dollar bill in the door is a good test of its seal. If the dollar is easy to pull

out, your refrigerator door may be leaking cold air outside

- Maintain temperatures between 38° and 40° Fahrenheit in your refrigerator and 5° Fahrenheit in your freezer

Oven

- When possible, place a lid on pots when cooking, as this allows the food to be cooked at a lower temperature
- Routinely clean the reflector pans beneath the stovetop
- Don't peek at your food while it is in the oven. Every time you open the door, 25-50° Fahrenheit is lost
- Don't over-heat your oven. Five to eight minutes is usually a sufficient preheating time
- Microwaves use less than half the power of ovens and cook for a shorter time. Use them whenever possible in place of the oven, especially when defrosting. Microwaves also create less heat in the kitchen than conventional ovens, saving money on air conditioning
- Clean glass burners regularly to prevent grease and food from clogging the ports



- Turn the burners off a few minutes before the cooking time is completed. They will stay hot long enough to finish the cooking process without using as much energy

Dishwasher

- Only wash full loads of dishes in the dishwasher, but avoid overloading
- Turn off your dishwasher's automatic air-dry setting. Instead, open the dishwasher door and let dishes dry naturally, reducing energy use by 50 percent

The kitchen is a great place to congregate and spend time with family. Follow these tips in the kitchen to ensure the most energetic place in your home is also the most energy efficient.



Attention Middle School Students:

Visit www.union-power.com for guidelines and an application for the Kay Yow or Roy Williams Basketball Camps. Click on the **In the Community** tab. *The deadline is March 28.*



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



A Union Power Company



Heating, Cooling, & Electrical Services

- Certified Trane Comfort Specialist
- Heat Pump Financing Available
- Generator Installation Available
- Free Estimates for Heating and Air
- Easy Payment Plans



704-283-9047 or 800-922-6840



We need your phone number!

Call us at 704-289-3145 or 1-800-922-6840 and choose option 2, or speak to a customer service representative who can update your phone number. By having this information in our outage reporting system, it could speed up the power restoration process.

Cooperative Review is published monthly by



Union Power Cooperative
P.O. Box 5014
Monroe, NC 28111-5014

Tony E. Herrin
Executive Vice President & General Manager

Carrie A. Cameron
Editor

BOARD OF DIRECTORS

B. L. Starnes, President
William R. Wilson, Vice President
Jan Haigler, Secretary-Treasurer
Dent Hall Turner, Jr., Asst. Secretary-Treasurer
Neil W. Hasty
Jim T. Hartsell
Vann W. Hilton
Ralph E. Johnson
Juanita Poplin
Rufus N. Reid
Richard Simpson

Business Hours

8 a.m. to 5 p.m. Monday-Friday
(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
1% of the amount of bill.

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