



Cooperative *review*

June 2008

Your Touchstone Energy® Cooperative 
The power of human connections®

A Newsletter for Members of Union Power Cooperative

Awareness is Key **Call Before you Dig**

Whether you are planning to do it yourself or hire a professional, smart digging means calling 811 before each job.

Homeowners often make risky assumptions about whether or not they should get their utility lines marked, but every digging job requires a call — even small projects like planting trees and shrubs.

Before beginning any outdoor digging project, call 811 at least 48 hours prior to digging to prevent possible injuries, property damage, and inconvenient outages. This phone call starts the process to get underground utility lines marked for free. By calling 811 from anywhere in the country, your call will be routed to your local One-Call Center. The local One-Call Center operators will ask you for the location of your digging job and route your call to all the affected utility companies. The utility companies will then send a professional locator to mark the lines. Once the underground lines have been marked, you will know the approximate location of your utility lines and can dig safely, because knowing what's below protects you, your family, and even your neighbors.

The state of North Carolina requires a 30-inch buffer on each side of the marked utility line. When digging, use a hand shovel and make sure to always dig at least 30 inches away from each side of the marks, not on them. If you hit an underground utility line while digging, you can harm yourself or those around you, disrupt service to an entire neighborhood and potentially be responsible for fines and repair costs. Remember: Awareness is key. Play it safe when it comes to digging projects.

For more information, visit www.call811.com.



**Know what's below.
Call before you dig.**



Did You Know:

- One utility line is unintentionally hit every minute in the U.S.
- 40% of all U.S. digging damages result from not calling before digging.
- Utilities are buried only a few inches underground, making them easy to strike even during shallow digging projects.

Remember to call 811 each time you are planning a digging job.

Safe digging is no accident.

**in this
issue**

page 22
When the Lights Go Out

page 22
Safety Tips

page 23
Steps to Restoring Power

page 24
Tree Trimming

What To Do When The Lights Go Out



When power outages occur, Union Power employees begin working immediately to restore service as quickly as possible. Primary lines serving hundreds of customers are serviced first, then the secondary lines serving just a few customers are serviced next. (See graphic on page 23.)

What should you do when the lights go out?

When your lights go out, look outside to see if your neighbors are also in the dark. If they're not, check your fuse box or circuit breaker to see if you can locate the problem.

If the outage has affected your neighbors, call Union Power's outage reporting number at 1-800-794-4423. (Remember, if your phone number is not recognized when reporting your outage to Union Power, you will be instructed to enter additional information to help us identify the location of the problem.) You can report your outage by providing us with any one of the following items that are listed on your billing statement:

- Phone Number
- Account Number
- Meter Number

All of this information can be found at the top of your billing statement and is required in order for you to be able to report an outage.

Outages that occur in severe weather, or that last for an extended period, can place a heavy burden on the system at the moment power is restored. To prevent an overload on the system and possibly another outage, take these steps:

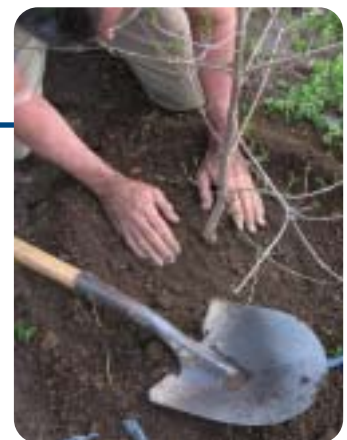
- Turn off every inside light except one.
- Turn down your thermostat.
- If the outage lasts over 60 minutes, turn off your electric water heater.

- In cold weather, close windows and drapes to save heat. Pick one room on the warm side of the house (preferably one with a fireplace). Close the door to the rest of the house and use blankets to insulate your windows.
- Make sure your kitchen range is off, both the surface and the oven. Never use it for heat.
- Turn off all unnecessary appliances.
- Avoid opening the freezer door. A full, freestanding freezer will keep food at freezing temperatures about 2 days — a half-full freezer about 1 day. For more information about food safety during and after a power outage, call the county office of the N.C. Cooperative Extension Service, or dial the USDA Food Safety Hotline at 1-800-535-4555.
- If you see a downed power line, **STAY AWAY!!** And call Union Power at once!
- Leave your porch light on so Union Power workers will know when your power has been restored.
- When power comes back on, slowly switch your appliances and lights back on and gradually return your thermostat to its normal setting.

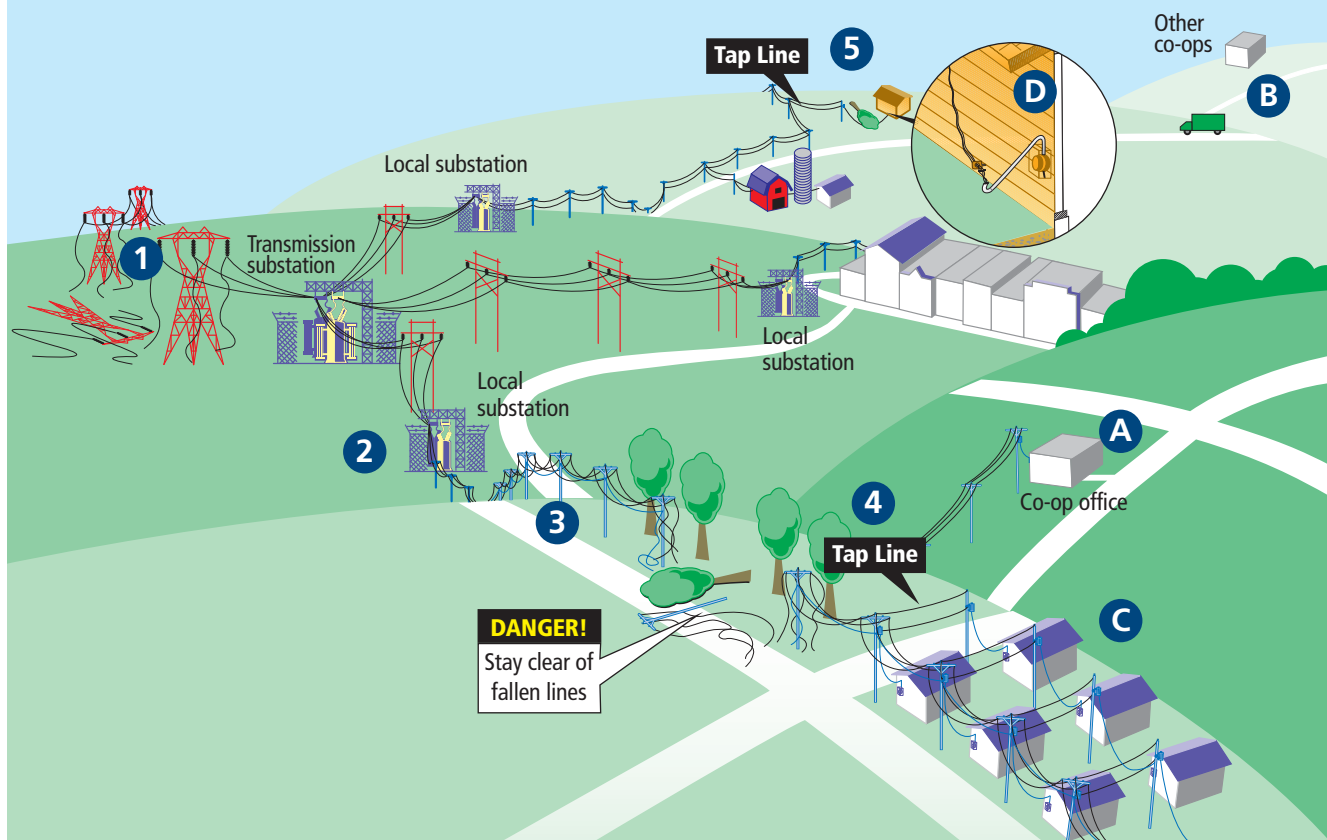
Play it safe

Are you planning to plant trees, clear land, trim or get rid of some dead trees on your property? If so, there are a few rules that will help you accomplish your task safely:

- Remember not to plant trees under or near power lines. A twig planted today could eventually reach 70 feet or more. When a tree reaches full growth, the branches pose a significant threat to power lines. If branches break during a windstorm or bend down during an ice storm, they can interrupt electric service for people along that particular line. Trees near power lines are also dangerous because children could climb a tree and accidentally grab a power line.
- Always look overhead and to all sides surrounding your cutting site. Make sure the tree or branch will not contact a power line when it falls.
- If a tree does fall into a power line, or you come across a tree that has already fallen, do not — under any circumstance — attempt to remove it. Stay clear of the tree and the line and call Union Power Cooperative immediately. The co-op will send a crew to handle it.
- Keep yourself and any equipment at least 10 feet away from all lines. If you can't avoid a power line, don't do the work. Always assume that any overhead power line is energized and that by contacting it you could be seriously injured or killed.
- Wear the proper safety equipment including safety glasses and gloves.



After a major power outage The steps to restoring power



Step 1. Transmission towers and lines supply power to one or more transmission substations. These lines seldom fail, but they can be damaged by a hurricane or tornado. Tens of thousands of people could be served by one high-voltage transmission line, so if there is damage here it gets attention first.

Step 2. A co-op may have several local distribution substations, each serving thousands of consumers. When a major outage occurs, the local distribution substations are checked first. A problem here could be caused by failure in the transmission system supplying the substation. If the problem can be corrected at the substation level, power may be restored to a large number of people.

Step 3. Main distribution supply lines are checked next if the problem cannot be isolated at the substation. These supply lines carry electricity away from the substation to a group of consumers, such as a town or housing development. When power is restored at this stage, all consumers served by this supply line could see the lights come on, as long as there is no problem farther down the line.

Step 4. The final supply lines, called tap lines, carry power to the utility poles or underground transformers outside houses or other buildings. Line crews fix the remaining outages based on restoring service to the greatest number of consumers.

Step 5. Sometimes, damage will occur on the service line between your house and the transformer on the nearby pole. This can explain why you have no power when your neighbor does. Your co-op needs to know you have an outage here, so a service crew can repair it.

A. Report your outage to the cooperative office. Employees or response services use every available phone line to receive your outage reports. Remember that a major outage can affect thousands of other members. Your cooperative appreciates your patience.

B. During a major outage, other cooperatives send line crews to assist with restoring power. These additional crews, as well as communications, equipment and supplies, are coordinated through the cooperatives' statewide organization.

C. Individual households may receive special attention if loss of electricity affects life support systems or poses another immediate danger. If you or a family member depend on life support, call your cooperative before an emergency arises.

D. Consumers themselves (not the co-op) are responsible for damage to the service installation on the building. Your co-op can't fix anything beyond this point. Call a licensed electrician.

Right-of-Way Clearing



During the next month, you may see our tree-trimming crews in your neighborhood. Carolina Tree Care and ABC Tree Professionals will be working in the following areas of Stanly and Cabarrus counties:

Elm Street	Barbee Road	Tabitha Lane
Big Lick Road	Highway 24/27	Craven Lane
Coyle Road	Hilltop Road	Mt. Pleasant Road
Hatley - Burris Road	Pless Mill Road	Oklenburg Drive
Highway 200	Mt. Pleasant Road	Erbach Drive
Harvell Road	Cold Springs Road	Barrier Store Road

For more information about Union Power's vegetation management program or tree trimming practices, please call (704) 289-3145 and speak with Wil Ortiz (ext. 3323) or Carrie Lorenz (ext. 3291).

Year 2007

General Notice of Capital Credits Assignments

This is to certify that by virtue of its having received revenues in excess of its operating expenses for and during the calendar year 2007, each person who was a member of this cooperative during the year 2007 has been credited, on the books of the cooperative, at its office in Monroe, with having furnished the cooperative capital in the amount of:

10.07 — Percent of member's patronage during the calendar year of 2007

10.07 — Total percent during 2007

The percent of credit above applies to revenues for electric service during the year, and represents the member's share of the operating margin realized by the cooperative during the year. This amount has the same status as if it had been refunded to the member in cash and immediately returned by the member to the cooperative as member-furnished capital.

A capital credit cannot be redeemed for cash and it cannot be used as credit on a member's electric power bill. It is issued subject to all the terms and conditions as contained in the cooperative's bylaws, and rules and regulations, both as presently worded and as may hereafter be duly adopted or amended.

Examples: If your bills totaled \$1,000 for the year 2007, your capital credit would be \$100.70 ($\$1,000 \times 0.1007$); or if your bills totaled \$1,500 for the year 2007, your capital credit would be \$151.05, ($\$1,500 \times 0.1007$).

The co-op retains these funds putting them to work to help keep rates lower until the board of directors determines that they may be refunded.

Cooperative Review is published monthly by



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

Providing electricity and energy services to over 64,000 members in Union, Stanly, Cabarrus, Mecklenburg, and Rowan counties.

Tony E. Herrin
Exec. 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. Hastly
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 1-800-922-6840
www.union-power.com

24-Hour Outage Reporting Service and Account Information

1-800-794-4423

Call Before Dig

NC One Call Center—Dial 811



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