

# Cooperative review

Your Touchstone Energy® Cooperative   
The power of human connections®

A Newsletter for Members of Union Power Cooperative

## Union Power Takes Steps to Improve Efficiency During Outages

**B**ack in 2004, Union Power began switching over and upgrading its mapping system. The mapping system is used to create and store maps of Union Power's service territory and the lines and equipment the cooperative has in those areas.

With the change of mapping systems, Union Power was able to implement a new outage analysis system. This links the members' information to the co-op's Outage Reporting System to enable more efficient dispatching of outages as they are reported. This system also aids in providing accurate feedback to affected members regarding outage causes and estimated restoration times.

In large outages, the Outage Reporting System can prioritize where crews are dispatched first and also will let dispatchers know if there is a medical priority. The system can also determine whether one particular outage is related or separate from another outage in the same general area. Having this information earlier enables dispatchers to know if they should call in additional crews to help out.

"One of the greatest benefits of this outage analysis system is its record keeping capabilities. The system will keep records for every account, when there were outages, what was the reason for the outage, the time it was reported, and the duration of the outage. These reports could help us in



Robert Maxwell, manager of engineering, and Ercel Duncan, engineering secretary

doing target maintenance in areas that had multiple outages," said Robert Maxwell, manager of engineering.

"The reporting of this system is a huge perk for our dispatchers. It can show exactly how many members are affected by an outage at any given time. This will help us in communication efforts to members, as well as local authorities, emergency management, and the media. If the situation is extreme, these numbers could possibly help in getting support from the Federal Emergency Management Agency (FEMA)," said Maxwell.

In the last few weeks, upgrades have been made to the Outage Reporting answering service. It is vitally impor-

tant that the system be able to recognize a member's account when they call in so that the system can know the outage location. Because of that, Union Power has made modifications that will require their members to enter their phone number. If it's not in the system's database, then the member will have to enter their account number or their meter number. Members will no longer be able to report an outage or leave a message if they are not recognized by the Outage Reporting answering system. (See page 23 for more details.)

Union Power is constantly looking at ways to make sure its members receive affordable, reliable power.

in this  
issue

page 22  
Heat Pumps

page 22  
Report Outages

page 22  
Stop Leaks

page 24  
Right-of-Way Clearing

# A Heat Pump...

*It makes a lot of sense!*



I get a lot of questions about heat pumps. Very often I am asked, "Why should I buy a heat pump for my home... why not some other kind of heating system?" The answer to this question is really very simple. High-efficiency heat pumps offer the best in comfort, safety and efficiency.

With the increase in propane and natural gas prices, an electric heat pump makes more sense and saves dollars! Studies show that the seasonal heating cost for propane can be twice as much as with the high efficiency heat pump. With the recent increase in natural gas costs, the heat pump beats natural gas on efficiency and cost savings. Builders and homeowners benefit from choosing a heat pump. With SEER ratings (seasonal energy efficiency ratio) of up to 19, the heat pump is a super efficient system. Compared to other heating and cooling systems, the heat pump can be 200% to 300% more efficient. The heat that is produced is toasty warm. Typically, the heat pump delivers constant, even heat in the 95-110 degrees range. The heat pump can deal with extremely cold temperatures with ease. As you know, in this area our winters are relatively mild.

Heat pumps also provide excellent high-efficiency cooling. An obvious advantage of heat pump ownership is that you get heating and cooling in one system, less maintenance, and only one utility bill to pay. Air quality is very important! With no fumes or flames to worry about, the heat pump provides safe, clean heating and cooling. Energy-efficient homes are more airtight and this can cause problems with gas or oil heating systems. These systems require a source of fresh air to completely burn the fuel. In other words, an all-

electric home with a heat pump can be built tighter and more energy efficient than gas or oil heated homes. Also, there is no reason to worry about dangerous carbon monoxide gases.

The installation of a heat pump is simple and requires no venting, thus eliminating cutting into roofs. Builders have more options in locating heat pump systems within the home. Quiet operation and low maintenance with excellent warranties adds to the value of heat pump ownership.

The bottom line is that the high-efficiency heat pump is the best choice for heating and cooling! With the heat pump you get efficiency, comfort, reliability and safety. Heat pumps make a lot of sense! For more information about heat pumps and heat pump financing, call Union Power at (708) 289-3145 or (800) 922-6840 and speak with Steve Whitley, ext. 3239, or Hal Setser, ext. 3243.



*Hal Setser*  
Vice President of Marketing and Energy Services

## Current Energy Comparison Calculation

	ENERGY COST	÷	HEATING EFFICIENCY	×	CONVERSION FACTOR TO BTUs	=	COST PER MILLION BTUs
<b>Propane Existing</b>	\$1.99		65%		10.87		\$33.28
<b>Propane New</b>	\$1.99		83%		10.87		\$26.06
<b>Natural Gas Existing</b>	\$1.38		65%		10		\$21.23
<b>Natural Gas New</b>	\$1.38		83%		10		\$16.63
<b>Electric Heat Pump New</b>	\$0.0832		225%		293		\$10.83

prices are as of September 1, 2006.

# How to Report an Outage

## *So You Won't Be Left in the Dark*

Winter is just around the corner and with that comes the chance of large-scale outages due to ice storms. In the past, if you called our office with an outage and your phone number was not listed in our system you would have been instructed to leave a message informing us where the outage was occurring. During a major outage this leads to hundreds of calls that had to be monitored to enable the outage to be reported, slowing down the process of dispatching our linemen. For this reason our outage reporting system has been updated to help alleviate this problem.

Now when you report an outage to Union Power and if the phone number is not recognized, 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.

It is important that your phone number be listed correctly on your account. To add or update your phone number, call our office at (704) 289-3145 or (704) 485-3335 and select option 2.

**Union Power Cooperative**  
A Touchstone Energy Cooperative

P.O. Box 9014 Charlotte, NC 28211-0914 (704) 289-3145 (800) 485-3335

ACCOUNT NUMBER	ACCOUNT NAME	METER NO.	METER TYPE	LOCATION NUMBER	METER NUMBER
413120101	JOHN DOE	1	ACR	18400401	241801

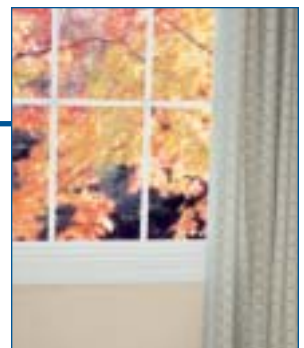
**TO REPORT A POWER OUTAGE CALL**  
1-800-736-4423

## Power points

### *Is money leaking out of your home?*

Your hard earned money can be leaking out of your home through drafty doors and windows, as well as un-insulated attics, walls, floors, and basements. However, as we stay cooped up in the house this winter season to stay warm, we can also help reduce our utility bills.

- Find air leaks both inside and around the exterior of the home. You can do this by simply wetting your fingertips and running them around the door or window frame to feel a draft. Another way is to hold a tissue against the door or window and seeing if it waves. Make sure to check around fixtures that penetrate walls such as exhaust fans and electrical outlets. Look for unfilled gaps and cracks near dryer vents, chimneys and faucet pipes.
- Make sure to seal leaks between moving parts with weather stripping, such as between a door and its frame. Fill leaks between nonmoving parts, such as between a window frame and the wall, with caulking.
- Replace your screens with storm windows and doors. If you have older or leaky windows that you can't replace, consider doing temporary fixes such as plastic film kits that create the effect of an interior storm window.



# Right-of-Way Clearing



During the next month, you could possibly see our tree-trimming crews in your neighborhood. Carolina Tree Care and ABC Tree Professionals will be working in the following areas of Union County:

Lebanon Rd.	Cuthbertson Rd.	Lower Rocky River Rd.
Sam Newell Rd.	Pine Grove Church Rd.	Mulberry Rd.
Idlewild Rd.	Sam Black Rd.	Pharr Mill Rd.
Marvin-Weddington Rd.	Morrison Rd.	
New Town Rd.	Pioneer Mill Rd.	

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

Cooperative Review is published monthly by



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

**Tony E. Herrin**  
Executive Vice President and 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](http://www.union-power.com)

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

(800) 794-4423

Providing electricity and energy services to over 60,000 members in Union, Stanly, Cabarrus, Mecklenburg, and Rowan counties.

#### SERVICE CHARGES:

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

**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



A Union Power Company



It's About To Stop A Thaw!



## 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.