



September 2008 Cooperative review

Your Touchstone Energy® Cooperative 
The power of human connections®

A Newsletter for Members of Union Power Cooperative

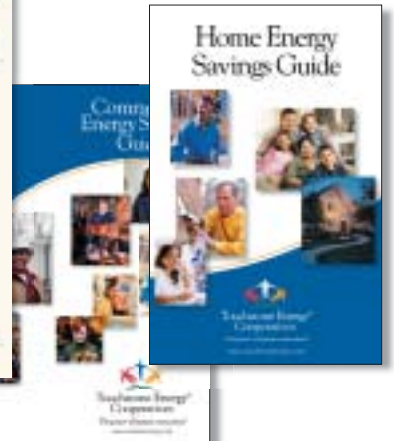
Looking Out For You: Helping You Manage Your Energy

Not since the energy crises of the 1970s-early 1980s have efficiency and conservation received so much attention. With the threat of rising energy costs nationwide, interest in energy efficiency has become increasingly important to our members. That's why Union Power has made it our goal to better assist our members with reducing their energy usage by offering energy efficiency tips, tools, incentive programs, and valuable heating and cooling services.

Online Tools: Ways to Impact Your Electric Bill Immediately

Now available to our members are helpful online tools, such as the online Home Energy Advisor, Commercial Energy Advisor, and the Home Energy Savings Guide to help you manage your energy usage.

- For residential members, Union Power offers the Home Energy Advisor. It offers a realistic cost analysis to determine where you are spending your energy dollars. This online tool also offers suggestions for upgrading appliances and other items that impact energy usage, and it calculates estimated savings on your investment.



- For commercial members, Union Power offers the Commercial Energy Advisor. This helpful online tool estimates energy usage and costs based on your inputs. It also presents a comparison of three efficiency levels for each calculation.
- The Home Energy Savings Guide gives valuable energy saving tips that can help you start saving immediately.

Take advantage of all three of these useful tools at www.union-power.com.

Electricity: The Most Affordable Way to Heat and Cool Your Home or Business

With the rising costs of fuels, electricity is the most cost-effective way to heat and cool your home or business. For example, using an online cost analysis from the Department of Energy, a 2,000-square-foot home would cost approximately \$459 per year to heat with a heat pump, \$747 per year to heat with natural gas, and \$1,347 to heat with propane. Switching to an all-electric home is the best way to save money each month on your electric bill.

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The average couch
contains \$4.16 in change.

Enough to power
your TV for 110 hours.

Electricity
A Great Value

www.union-power.com



Helping You Manage Your Energy *continued from page 21*

Union Power offers several ways to make it easier for you to have an all-electric home

Union Power offers incentives for members to upgrade or replace old heating or cooling systems with a new, energy efficient electric heat pump or dual fuel system. Our Heat Pump Financing Program offers up to \$7,500 for qualified members to borrow for the purchase of an energy efficient heat pump. This financing program has a fixed interest rate, and the payments are conveniently added to your monthly power bill. We try to make becoming more energy efficient as easy and convenient for you as possible.

Another service Union Power offers is the Worry-Free HVAC Maintenance Program. This program was started to ensure proper heating and cooling system maintenance, which is critical for energy efficiency and comfort. The Worry-Free HVAC Maintenance program is offered at an affordable price and includes cleaning the coils and burners of your HVAC system, as well as checking the refrigerant, filters, electrical connections, and much more.

As a value-added service to our cooperative members, Union Services, a subsidiary of Union Power Cooperative, will install, repair, and maintain your heating and cooling equipment at an affordable cost.

For more information on the Worry-Free HVAC Maintenance Program or the Heat Pump Financing Program, visit www.union-power.com and click on Residential Services.

Energy Efficiency: We Can All Make a Difference

Energy efficiency is a key component to how Union Power will keep electricity affordable in the face of rising energy prices. You can play an important role in controlling your energy costs by evaluating your home and taking simple steps to trim unnecessary energy usage. One significant

way you can become more energy efficient is to look for the ENERGY STAR label when shopping for 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.

Union Power staff is here to help members reduce electricity consumption, and ultimately save you money. We will continue to offer you energy efficiency tips in our monthly newsletter, *Cooperative Review*, and on our Website, www.union-power.com. We are looking out for you where it counts—by helping you maintain or reduce your monthly electric bill.



A Heat Pump... It makes a lot of sense!

I get many 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 very simple: High-efficiency heat pumps offer the best in comfort, safety, efficiency, and affordability.

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 nearly four times 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 owning a heat pump 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 are by far more affordable than other systems. They make a lot of sense! For more information about heat pumps and heat pump financing, call Union Power at (704) 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	x	Conversion Factor to BTUs	=	Cost Per Million BTUs
Propane Existing	\$2.75	÷	65%	x	10.87	=	\$45.99
Propane New	\$2.75	÷	83%	x	10.87	=	\$36.02
Natural Gas Existing	\$1.75	÷	65%	x	10	=	\$26.92
Natural Gas New	\$1.75	÷	95%	x	10	=	\$18.42
Electric Heat Pump New	\$0.0952	÷	225%	x	293	=	\$12.40

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 Union and Stanly Counties:

Union County:

Morgan Mill Road, Honeybee Road, Morgan Academy Road, Sugar and Wine Road, Army Road, Old Kennedy Ford Road, Pleasant Hill Church Road, NC 218, Little Staton Road, Austin Road, New Hope Church Road, and New Salem Road.

Cabarrus and Stanly Counties:

Hahn Road, Hahn-Scott Road, Bowman-Barrier Road, Cauble Road, Paige Road, Lambert Road, Pickens Road, Herrin Grove Road, Bridge Road, Five Point Road, Hugh Road, Farmwood Lane, Finger Road, Highway 73, and Banks Road, South Lentz-Harness Shop Road, Dutch Road, and Cruse 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).

Gas Prices Drive Up Energy Interest



While you are thinking about energy use in your home, here's a test. What do people spend more money on: energy for comfort and convenience in their homes or gasoline to power their transportation?

Check it out for yourself using Union Power's quick and easy cost estimator. Go to www.union-power.com and click on the *Your Energy Advisor* link to the left. Then click on the *Home Energy Advisor* logo and go to the Interactive House. By clicking on the garage in the

Interactive house, it will bring up a fuel cost calculator. By filling in information such as annual miles driven, your miles per gallon that your car receives, and your local gas price, you can calculate the annual fuel cost for your vehicle.

In the scenario of a family with one 25 mpg car and a 18 mpg SUV, at the going rate of about \$4.00 per gallon, they spend over \$7,700 each year.

Cooperative Review is published monthly by



Energy for today, power for tomorrow.

Union Power Cooperative provides safe and reliable power with exceptional value to over 64,000 members in Union, Stanly, Cabarrus, Mecklenburg, and Rowan counties.

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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