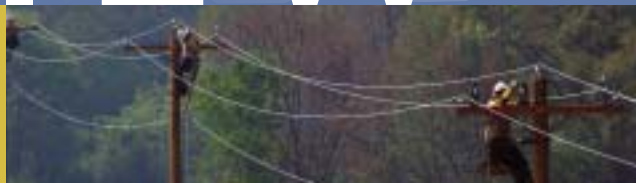


COOPERATIVE REVIEW

Energy for Today, Power for Tomorrow.



Union Power Gives Back to the Community

HOSPICE: A CAUSE NEAR TO OUR HEARTS

In October 1998, Lineman Ray Jenkins, a 20-year employee of Union Power, was diagnosed with lung cancer. After a long hard-fought battle with the disease, Ray passed away in December 1999. To honor his memory, the linemen and employees of Union Power organized the first Ray Jenkins Memorial Golf Tournament in 2000. From 2000 to 2005, monies raised from the tournament went to support the American Cancer Society. Since 2005, proceeds from the golf tournament have gone to Hospice of Union County, which supported Ray and his family in his final days.

This year marked the ninth Annual Ray Jenkins Memorial Golf Tournament, which was held on May

16 at Eagle Chase Golf Club in Union County. This was a special year for the tournament event, as employees of Union Power, 76 golfers and more than 20 hole sponsors raised \$5,000 for Hospice of Union County. The winning team included members of the Jenkin's family Henry Jenkins, Jr., Francis Pendergrass, Henry Jenkins and Warren Threatt.

A fresh focus on Hospice by Union Power employees this year has given rise to a newly formed fundraising committee. This committee is comprised of employees who work at both district offices in Monroe and Oakboro. The committee is planning several annual employee-sponsored fundraising events throughout the year to raise funds in addition to the golf tournament funds. Chris Hammonds,

journey line technician, said, "There are a number of terminal illnesses our loved ones face—not just cancer—and we would like to focus our fundraising efforts toward Hospice in each county since they offer care for any kind of terminal illness."

Employees are planning to dedicate donations out of their regular paychecks this year to the organization in conjunction with fundraising efforts. At the end of the year, all donations will be combined and one check written to Hospice.

UNION POWER AWARDS BASKETBALL CAMP SCHOLARSHIPS

The North Carolina State Women's and the Roy Williams basketball camps were held during the week of June 21–25. These camps worked closely with each camper to develop fundamental basketball skills and motivate the students to set and achieve goals.

Emily Parker and Chelsey Thomas, both from Weddington Middle School in Union County, had the opportunity to stay in dormitories on the campus of NCSU in Raleigh and received instruction from the coaching staff and players. Trey Hallman, a student from Ridgecrest Elementary School in Stanly County, had the opportunity to stay in a dormitory on the campus of UNC in Chapel Hill where he received



Emily Parker



Chelsey Thomas



Trey Hallman



Brantley York, journey line technician for Union Power, presents a check to Wayne Berg, Resource Development Director for Hospice of Union County.

continued on page 18

IN THIS ISSUE:

Page 18:
Managing
Your Account

Page 19:
Focus on
Team Effectiveness

Page 19:
Surge
Protection

Page 20:
Right-of-Way
Clearing

MANAGE YOUR UNION POWER ACCOUNT YOUR WAY



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.

Automatic Draft Payment 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. 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 an online account setup with a username and password. Your initial password can be found on your billing statement. You may go online to set your account up but you must have an email address on file to complete the activation process. You can contact our customer service department to set up your email address in our online payment system. This secure site also allows you to keep track of how you use electricity by viewing your 24 month historical usage and billing history.

Pay by Phone - Use our FREE automated system at (704) 289-3145 or 1-800-922-6840. You can pay with a debit or credit card or check. We accept MasterCard, Visa, Discover, and American Express. 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.

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 it off after hours in our night drop box.

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.

For more information, visit our web site at www.union-power.com or call (704) 289-3145 or 1-800-922-6840



Basketball Camp Scholarships *continued from page 17*

instruction from the school's coaching staff and players.

Emily is the daughter of Brian and Lisa Parker and Chelsey is the daughter of Thomas and Fanny Zukoski. Trey is the son of Paul and Retta Hallman.

"Union Power is pleased to give three outstanding students an opportunity to experience life on a college campus and the chance to learn from winning collegiate

coaches and student athletes," said Manager of Communications Carrie Cameron.

This is the sixth year that North Carolina's Touchstone Energy Cooperatives has sponsored students attending these camps. The Touchstone Energy Sports Camp Scholarship program is part of the electric cooperatives' ongoing commitment to North Carolina communities.

STRATEGICALLY THINKING

Focus on Team Effectiveness

Over the past few months, you've seen three areas that Union Power is focusing on — Financial Performance, Member Service and Satisfaction, and Operational Excellence. The fourth and final area of focus is Team Effectiveness.

Over the past year, the Cooperative has looked very closely at team effectiveness and examined several areas of improvement. Most of these areas of focus lie within the procedures and operations of the employees of Union Power but ultimately affects you, our members. The first area is safety. In the electricity distribution business, safety has to be the number one priority. Union Power builds and maintains its electrical system with the members' safety in mind. While the Cooperative has always viewed safety of our members and employees as top priority, a new emphasis is being placed on it. A new steering team has been organized to study this topic and make improvements where needed. Our linemen do dangerous work every day to ensure we all have power in our homes and businesses. They must work with the most up-to-date safety procedures and equipment to protect them.

The second area that falls under team effectiveness is a project that affects all members and nearly every department within the organization. That project is to update the information in our Geographic Information System (GIS). This consists of computerized maps of our service area, along with the maps of our electrical system, that are matched up and can be viewed by all linemen. This project also impacts the safety of our employees as they will be working with the most up-to-date information to perform maintenance on our system and/or restoring power after an outage.

During the past six months, the Cooperative has been performing a full and precise inventory of the electrical system, all the way to the meter on each member's house.

These things are being done so that Union Power will continue to provide you with the most affordable and reliable service possible.

Protect your Electronic Equipment

Union Power Cooperative believes an effective surge protection program begins with the basics. "If your home is protected properly at the beginning, we rarely have to offer any further surge protection support." Energy Specialist Steve Whitley explains, "We start with a grounding check, and then discuss the importance of having both a meter base arrester and high-quality plug-in surge protectors."

Surges in voltage levels are caused by many different events. Lightning is the most common culprit, but accidents involving power poles or animals contacting power line equipment can generate surges. These surges can damage or even destroy electronic devices. Certain devices like computers, TVs, stereos and fax

machines are more sensitive to power fluctuations and are more likely to be damaged. It only takes one strike of lightning to cause thousands of dollars of damage. It doesn't even have to be a direct strike to be harmful to sensitive electronic equipment. When lightning approaches, the most effective thing to do is to unplug your electronic devices. Obviously, unplugging everything is not always a very practical solution. The next best thing is to install surge protectors, which react instantly to the voltage surges and electronically block the damaging voltage from reaching your electronics.

Safeguard your sensitive electronics with PowerGuard Surge Suppression Equipment. PowerGuard uses two separate suppressors to step down



surges, offering superior protection from both externally and internally generated surges. PowerGuard is high quality equipment you can trust to do the job. Call Energy Specialist Steve Whitley at (704) 289-3145, extension 3239, for more details. Financing is available for Union Power Cooperative members.

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, Cabarrus and Stanly Counties:

Union County: Union County: Ridge Road, Price Road, Friendly Baptist Church Road, Unionville-Indian Trail Road, Duncan Road, Pennigar Road, C. J. Thomas Road, Hillcrest Church Road, Roanoke Church Road, and Price Dairy Road

Cabarrus County: Barrier Store Road, Smith's Lake Road, County Line Road, Mauney Road, Cox Road, Cauble Road, Paige Road, Roundtree Road, Hahn-Scott Road, Barrier-Georgeville Road, Long Run Farm Road, and Bowman-Barrier Road

Stanly County: Mission Church Road, Coley Store Road, Oscar Road, Brenda Road, Barrier Store Road, Five Point Road, Lewis Road, Herrin Grove Road, Griffin Greene Boulevard, Highway 205, Ledbetter-Ford Road, Country Road, Put Drive, Branch Road, Harris Road, Philadelphia Church Road, Buster Road, Mineral Springs Road, Sandbar Road, Rocky River Road, Richard Sandy Road, Highway 742, Old Sandbar 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). For monthly right-of-way clearing updates, visit our website www.union-power.com.

STATEMENT OF NONDISCRIMINATION

Union Power Cooperative is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, age, or disability shall be excluded from participation in, admission or access to, denied the benefits of, or otherwise be subjected to discrimination under any of this organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Tony E. Herrin, Executive Vice President and General Manager. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination may obtain further information about the statutes and regulations listed above from and/or file a written complaint with this organization; or USDA, Director, Office of Civil Rights, Room 326-W, Whitten Building, 1400 Independence Avenue, SW, Washington, DC 20250-9410, or call (202) 720-5964 (voice or TDD). Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

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Union Power Cooperative

A Touchstone Energy® Cooperative 

Union Power Cooperative provides safe and reliable power with exceptional value to over 65,000 members in Union, Stanly, Cabarrus, Mecklenburg, and Rowan counties.

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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)
Trip Charge
\$25 (checks or money orders only, 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