

COOPERATIVE REVIEW

Energy for Today, Power for Tomorrow



HEARTS FOR HOSPICE: Union Power Employees' Labor of Love



On June 15, Union Power employees presented a check for \$33,456 to Hospice of Stanly County. The check presentation was part of a reception held at the cooperative's Oakboro district office. Upon accepting the check, Audrey Howell, executive director of Hospice of Stanly County said, "There are a lot of worthy causes out there, and we thank you for choosing to support Hospice. I can see on your faces that this is not just an annual giving campaign — it's from your hearts."

For the last five years, proceeds from the cooperative's annual Ray Jenkins Memorial Golf Tournament have been donated to support the Hospices in Union Power's 5-county service area. In 2009, co-op employees saw an opportunity to do more and renewed their focus on raising money for Hospice.

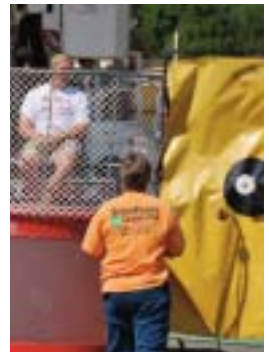
Employees formed a "Hospice Committee" and planned a year of fundraising events with an annual goal of

\$30,000. In addition to the annual golf tournament, employees hosted the 1st Annual Power Slam Softball Tournament. Getting creative, they enjoyed a "Dunk the Boss" booth at their annual Employee Appreciation Day and held a raffle last fall that brought in proceeds totaling over \$3,700.

Employees also gave through generous payroll deductions. But it wasn't just about money — co-op employees generously donated their time to support Hospice of Union County by volunteering to help staff the Hospice Angel Tree at the Monroe Mall during the 2009 holiday season. They also contributed to a holiday auction and delivered food to local Hospice houses. General Manager and Executive Vice President Tony Herrin says, "Union Power and Hospice share a similar bond — the common thread connecting us is that we both provide a basic service to our fellow man, and we do it with passion, pride, and skill."

July kicks off a new fundraising year, the goal remains at \$30,000, and proceeds will go to Hospice of Union County. Union Power employees' continued support of Hospice demonstrates a vital principle of cooperatives nationwide — concern for and investment in community.

Visit www.houc.org or www.hospiceofstanly.org today to find ways you can support the Hospices in your community.



Dunk the Boss



Power Slam
Softball Tournament

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PLAY IT

SAFE



Journey Line Technicians Rodney Tarlton and Chris Hammonds discuss electrical safety with students at Unionville Elementary.

Kids, Here's Your Homework for the Summer!

Union Power places a high priority on educating children about electrical safety. Parents can help children stay safe by helping them be aware of dangers in and near their homes. Teach your child to follow these rules:



Union Power's Vice President of Marketing & Energy Services Hal Setser demonstrates the importance of electrical safety to Unionville Elementary students.

- Never climb trees near power lines. Even if the power lines are not touching the tree, they could touch when more weight is added to the branch.
- Fly kites and model airplanes in large open areas like a park or a field, safely away from trees and overhead power lines. If a kite gets stuck in a tree that's near power lines, don't climb up to get it. Contact your local electric cooperative for assistance.
- Never climb a utility pole or tower.
- Don't play on or around pad-mounted electrical equipment.
- Never go into an electric substation for any reason. Electric substations contain high-voltage equipment, which can be deadly. Never rescue a pet or retrieve a ball or toy that goes inside. Call your local electric cooperative instead.

Visit www.union-power.com and click Kids Korner, then Play It Safe for more.



UNION POWER COOPERATIVE'S ANNUAL MEMBERSHIP MEETING Saturday, October 16, 2010 — Wingate University 7:00 a.m. - Noon

It's almost that time again! Be looking for proxies on the outside of your October Carolina Country magazine along with the Official Notice of the Annual Meeting and Annual Report.

Need your cholesterol or blood sugar level checked? Plan to join us at our Annual Meeting on Saturday, October 16. Our Health and Safety Fair will be held in Cuddy Arena at Wingate University from 7:00 a.m. until 10:00 a.m. Several local organizations have volunteered to provide you with the latest in health care information and screenings.

- ▶ Registration & Member Dividend Checks, Free Breakfast, Health & Safety Fair, and Marketing Exhibits
- ▶ Musical Entertainment by Whitewater Bluegrass Company with special appearance by comedienne "Eunice Tucker"
- ▶ Kids Festival, Director Elections, Business Meeting, Cash Prizes



Free Breakfast



Health Fair

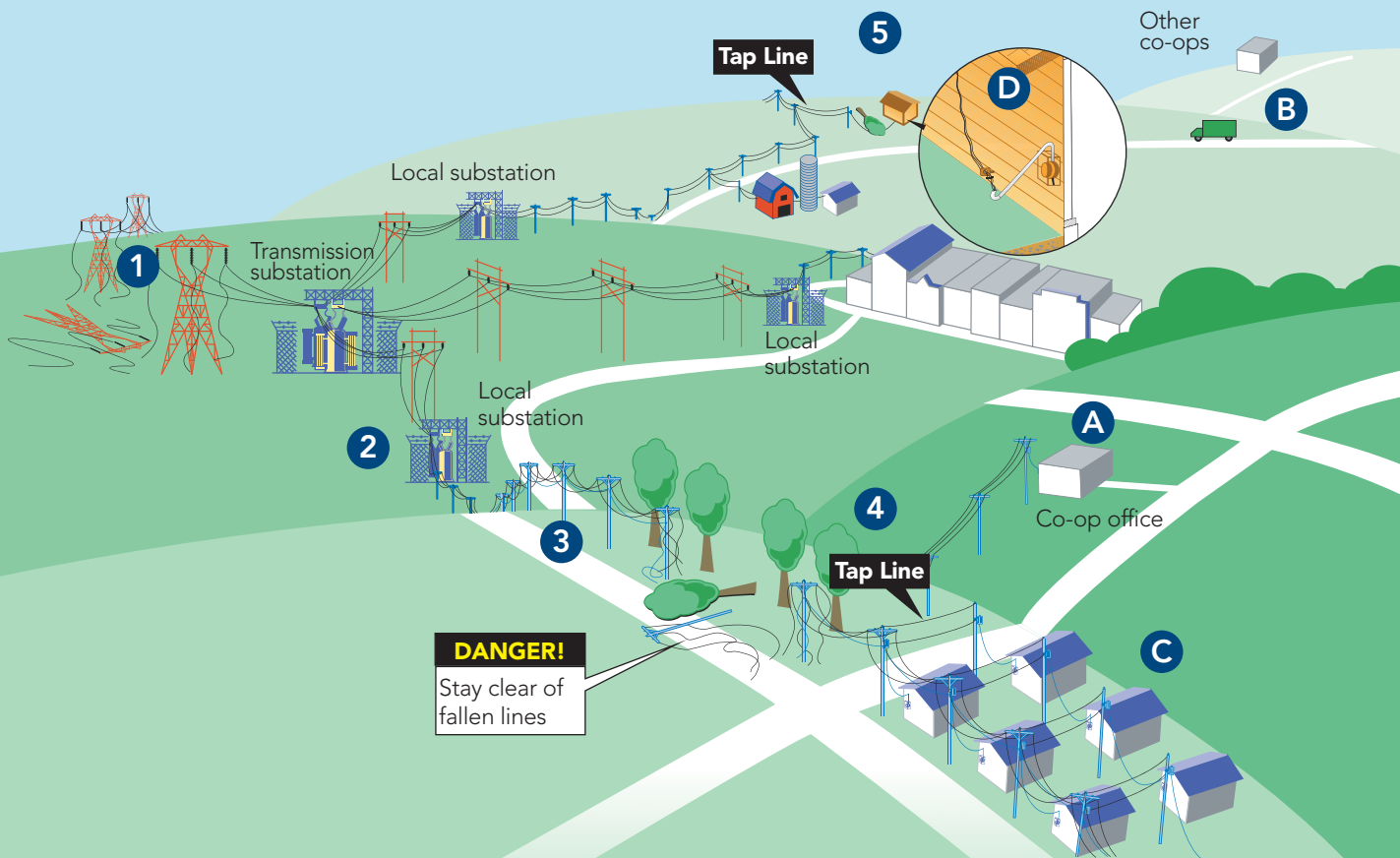


"Eunice Tucker"



Whitewater Bluegrass Company

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. ABC Tree Professionals and Carolina Tree Care will be working in the following areas of Union County

Beaver Dam Ln, Beaver Stream Rd, Clubhouse Ct, Foxcrest Dr, Quail Ridge Dr, Golfview Ct, Well Rd, Fairington Oaks Dr, Oregon Oak Ct, Indian Trail-Fairview Rd, Stinson Hartis Rd, Quarterhorse Ln, Third Ave, Second Ave, Carol Ave, Woodhaven Rd, Woodhaven Ln, Kennedy Dr, Rose Dr, Brown Ln, Oak Spring Rd, Strand Dr, Oscar Robinson Rd, Sherin Ln, Younts Rd, Maness Dr, Paula Ln, Wampum Dr, Gary Dr, Peace Dr, Sunnyside Circle, Crowell Ln, Post Office Dr, Matthews-Indian Trail Rd, Smith Farm Rd, Unionville-Indian Trail Rd, Plyler Rd, Tyson Ln, Jacquelyne Dr, Alexis Dr, and Technology Drive, Stevens Mill Rd, Mill House Ln, Green Ash Ln, Shadow Lake Ln, Willowbrook Dr, Lineview Dr, Bent Oak Dr, Hunley Ridge Rd, Hunley Creek Dr, Lawyers Rd, Hyde Park Dr, Stoney Ridge Rd, Greenway Dr, Lake Dr, Fieldstone Dr, Briarwood Ct, Edgefield Ct, Brookgreen Terrace, Fairfield Dr, Brownstone Ct,

Hunley Creek Dr, Lawyers Rd, Hawthorne Dr, Aspen Ln, Redwood Dr, Knollwood Pl, Gold Crest Dr, Deepwood Pl, Shaftwood Dr, Leicester Dr, Chaucery Ln, Millwright Ln, Lineview Dr, Allen Black Rd, Fieldlark Ln, Dovetail Ct, McGregor Dr, Union Rd, Long Rd, Rocky River Rd, Poplin Rd, Sanctuary Ln, Unionville-Indian Trail Rd, Creekside Dr, Winchester Rd, Willis Long Rd, Kiker Brock Dr, Hartis Rd, Secrest Shortcut Rd, Scott Long Rd, Faith Church Rd, St. Joseph Dr, Lake Charles Way, Taft Place, St. Joseph Dr, Southwind Trail Dr, Logan Circle, Arthur St, Esther St, Iris St, Denise Dr, Stevens Rd, Raccoon Run, Bearskin Ln, Hopewood Ln, Salem Church Rd, Goldmine Rd, Prospectors Ct, Rocky River Rd, Price Shortcut Rd, Patton Ave, Seymour St, Temple St, Hice St, Concor Ave, Skyway Dr, Timbercrest Circle, Pepperidge Lane Rd, Hwy 601, Baucom Deese Rd, Ridge Rd, Sikes Mill Rd, Baucom Rd, Fisher Ridge Dr, and Briarcliff Dr

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.



CALLING ALL VETERANS AND ACTIVE DUTY!

Union Power wants to recognize you at our annual membership meeting in October by placing your picture and military service information on our "Wall of Honor." If you are a member of Union Power and are currently serving or are a veteran of any branch of our armed forces, send a picture of yourself in uniform & the info below to the mailing address listed or via email to rhonda.smith@union-power.com.

Union Power Cooperative
Attn: Rhonda Smith
1525 Rocky River Road North
Monroe, NC 28110

Pictures sent via mail will not be returned. Please send copy.
Deadline for submissions: 9/27/10

Name (please print): _____

No. Years Served by Union Power: _____ County of Residence: _____

Branch of Military: _____ Length of Military Service Time: _____

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A Touchstone Energy® Cooperative 

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

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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)

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