

# set up alert notifications to avoid unwanted ‘surprises’ on bills

Did you know that you can set up alert notifications to make you aware of high usage on your account? Our **High Energy Usage Alert** could come in handy if you have a heat pump or well pump malfunction that could drastically increase your monthly electric bill. No one wants a surprise like that!

## Don't Let Your Energy Usage “Creep Up” Without Knowing About It

With the holidays and winter weather just around the corner, we all know that seasonal fluctuations in temperature and other things like hosting guests and cooking can increase electric bills. “The value of the High Energy Usage Alert is that it catches something you might normally miss—like that malfunctioning heat pump, *before* it runs your monthly electric bill sky high,” says Hal Setser, the Co-op’s vice president of marketing and energy services.

## Daily Usage and Dollars

The High Energy Usage Alert notifies members when their daily energy usage exceeds the dollar amount that they have set up. “Members will need to be familiar with their monthly bills and how many kilowatt-hours (kWh) they use per month on average,” says Setser. “Once members know that amount, the next step is to calculate how much their daily usage equates in dollars by dividing their average

monthly bill amount by 30 to get the average dollar cost per day.”

Setser adds that it is important for members not to set the threshold so close to the average usage that they might receive alerts too often. For example, a member whose average electric bill for the month is \$150 pays approximately \$5 per day for electricity. The Co-op recommends that this member set the dollar threshold for his notification alert at \$7 to \$8 (this is \$2 to \$3 more than the normal daily usage, or between 40 and 60 percent). **“But it is important for each member to set the threshold amount calculated on the actual daily usage for his or her individual account,”** Setser adds.



## What Happens if I Receive an Alert?

If high usage alert notifications are received consistently for a few days, and seasonal temperature fluctuations can be ruled out, it is time for the member to investigate further. These are the top three things that can typically cause a spike in usage and should be checked by a licensed technician:

- Heating/cooling systems
- Electric water heaters
- Well pumps/water system leaks

Why not take time now to set up alert notifications on your account? You can select one or all four options - text, email, push and voice notifications.

## Set Up Alerts from Smart Phones or Mobile Devices:

- Download the UPC Mobile App by looking for our name, “Union Power Cooperative” or the app name “UPC Mobile” in the App Store or in the Android Market
- Once you’ve successfully installed the app on your device, enter your Union Power account number and password
- **For Android devices:** Click on the Account Info tab (first tab) to turn on Notifications.
- **For IOS devices:** Under Options, click on the Account Info tab (first tab) to turn on Notifications
- Click Customize to name/register your device
- Once you’ve done this, you will receive a “push” from any alert you have set up – you can also set up alerts for email, text message and voice by clicking on the Alerts tab

Union Power offers convenient tools such as our High Energy Usage Alert to help you save money and energy. Visit our website, [union-power.com](http://union-power.com), and click on **Your Energy Advisor** for even more ways to save!