Welcome to Union Power Cooperative

Dear Member,

On behalf of the Board of Directors and employees, we welcome you as a Union Power member. The Cooperative remains committed to providing you with the reliable and affordable service our members have always depended on.

I encourage you to review this member handbook and visit our website, union-power.com, to learn about the benefits and privileges that come with your Union Power membership. You will also find information there about our subsidiary, Union Services.

Our service rules and regulations, bylaws and a current rate schedule are available on our website, or you can call our office to request a copy.

While co-op membership has many benefits, there are also responsibilities. As a Union Power member, you agree to:

- Comply with all aspects of the service agreement and agree to be bound by the Cooperative’s Articles of Incorporation and Bylaws
- Furnish, without cost to the Cooperative, all necessary distribution easements and rights-of-way

It is our mission to enhance the quality of life of our members and the communities we serve by delivering on our promise to provide safe, reliable electric power and energy services with exceptional value. You are now part of the Cooperative family, and we look forward to serving you!

View our bylaws, service rules and regulations, full rate schedules, and schedule of fees at union-power.com.
About Your Cooperative

Union Power Cooperative is an electric distribution cooperative headquartered in Monroe, NC. We serve more than 77,000 member accounts in Union, Stanly, Cabarrus, Mecklenburg, and Rowan counties. The Cooperative is a not-for-profit organization incorporated in 1939.

Your Board of Directors

Union Power Cooperative’s Board of Directors is elected by the members of the Cooperative and is entrusted to establish policies and procedures. Directors are elected to serve three-year terms and are comprised of representatives from six districts.

Your Annual Meeting

Each year, the Cooperative holds a meeting to elect directors and update you on the business of your Cooperative. You will receive an official notice in the mail to inform you of the date and location of the meeting.

Connect With Us

UnionPowerCooperative
@UnionPowerCoop

Keeping You Informed

We want to keep you informed. Every month, you will receive a copy of our newsletter, Cooperative Review, within Carolina Country magazine.
Capital Credits

**Being a Member Pays!**

Being a member of an electric cooperative entitles you to a share of the margins generated by the Cooperative for the period of time you receive service.

Each year, any margins (revenues in excess of expenses) generated by Union Power are proportionally allocated to you as capital credits and are held in an account in your name. Those margins are then reinvested into the Cooperative for capital expansion, system improvements, and on-going operations and maintenance activities. This reduces the amount of money being borrowed, which helps keep rates as low as possible.

Once the Cooperative has met its financial requirements, and after a period of time, capital credits are returned (paid) to you. Capital credits may be paid to you in the form of a check or applied as a credit on your electric bill.

*Note: If you terminate service, it is your responsibility to maintain a correct mailing address with Union Power for purposes of future capital credit payments.*

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If Your Power Goes Out

To report a power outage, call 800-794-4423. You will need to confirm the phone number on your account or you'll be instructed to enter your account number or meter number, which are located on your billing statement.

If you need to add or update your phone number on your account, visit [union-power.com](http://union-power.com) and click on Update My Account in the Member Center. You may also call our customer service department at 704-289-3145 for assistance.

Click here on our website, [union-power.com](http://union-power.com), to view our outage map.
It Pays to Have Options
We have billing options that fit anyone’s budget.

**Levelized Billing** can normalize seasonal fluctuations by averaging your last 12 months of usage. Your bill amount would increase or decrease slightly each month depending on consumption.

**Budget Billing** helps you budget for your power bill by paying a fixed amount each month. The amount is calculated from your previous usage, with a true-up every November, at which time a new fixed amount is calculated.

You can pay for your electric service online, over the phone, by mail, or by visiting your local office.

**Draft Payments** automatically drafts payments from checking, savings, or credit/debit card on the 1st, 10th, or 20th of each month, depending on your billing cycle.

**Auto-Pay** allows you to manually manage when you pay your bill from your bank or credit card. Visit the Member Center on our website to set this up.

**Pre-Pay** provides you with the flexibility to purchase the amount of electricity you want, when you want. Pay as you go with the option of making payments daily, weekly, or monthly. Get email/text alerts that show daily use and account balances to help you better manage your energy use.

Go paperless by signing up for **E-Bill** and receive an electronically formatted version of your bill via email.
Rate Schedules (Effective April 1, 2019)

General Service Rate*
Applicable to farm, residential, small business, schools, churches and community buildings receiving single-phase service or to residential receiving three-phase service.

Basic Facilities Charge
- Single-Phase (400 amps or less) ................................................................. $30.00 per month
- Single-Phase (>400 amps or 3-phase res.) .............................................. $50.00 per month

Energy Charges
  Summer (bills rendered June - October)
  - All kWh .............................................................................................................. $0.10060 per kWh
  Winter (bills rendered November - May)
  - First 1,000 kWh ......................................................................................... $0.10060 per kWh
  - Over 1,000 kWh ......................................................................................... $0.09540 per kWh

Residential All-Electric Service Rate*
Applicable to residential members, mobile homes or individually metered apartments only.

Basic Facilities Charge
- Single-Phase (400 amps or less) ................................................................. $30.00 per month
- Single-Phase (>400 amps or 3-phase res.) .............................................. $50.00 per month

Energy Charges
  Summer (bills rendered June - October)
  - All kWh .............................................................................................................. $0.09740 per kWh
  Winter (bills rendered November - May)
  - First 500 kWh .............................................................................................. $0.09660 per kWh
  - Over 500 kWh .............................................................................................. $0.09160 per kWh

Pre-Pay Service Rate*

Basic Facilities Charge
- Single-Phase (400 amps or less) ................................................................. $1.08 per day

Energy Charges
- General Service Rate ..................................................................................... $0.09985 per kWh
- Res. All-Electric Service Rate ......................................................................... $0.09487 per kWh

Fees
- Connection Fee ............................................................................................... $25.00
- Minimum Purchase ......................................................................................... $50.00

There are no disconnect or reconnect fees. However, if the account is disconnected and goes inactive for 7 business days, the following fees will be applied again to reconnect service. Disconnects and reconnects are performed automatically so it is up to you to manage your account and make sure that you always have available funds to use. It is highly recommended that you always keep at least a minimum of $10 on your account to avoid having your service automatically disconnected. If your account is disconnected because there is no money on your account, please note that it can take up to 15 minutes to be reconnected once a payment is made. Pre-Pay accounts are not eligible for payment arrangements.
**Commercial Service Rate**

Applicable to members located on or near three-phase lines and receiving three-phase service.

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<thead>
<tr>
<th>Basic Facilities Charge</th>
<th>$75.00 per month</th>
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<tbody>
<tr>
<td>Demand Charges</td>
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<tr>
<td>First 25 kW</td>
<td>$0.00 per kW</td>
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<tr>
<td>Over 25 kW</td>
<td>$7.75 per kW</td>
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<td>Energy Charges</td>
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<tr>
<td>First 3,000 kWh</td>
<td>$0.1111 per kWh</td>
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<tr>
<td>Next 7,000 kWh</td>
<td>$0.0740 per kWh</td>
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<tr>
<td>Next 20,000 kWh</td>
<td>$0.0596 per kWh</td>
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<td>Next 50,000 kWh</td>
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<tr>
<td>Over 80,000 kWh</td>
<td>$0.0528 per kWh</td>
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*Applicable riders, including those associated with the North Carolina Renewable Energy and Energy Efficiency Portfolio Standard (REPS) and the Wholesale Power Cost Adjustment (WPCA), may apply. Visit union-power.com for a full schedule of all Union Power’s Rates and Riders.

**Definitions**

- **Basic Facilities Charge** - Recovers a portion of the Cooperative's fixed monthly cost that occurs regardless of the amount of energy purchased or sold. This includes the meter, meter reading, bill rendering and remittance processing, phone and outage system operation to provide for 24-hour emergency service for power restoration and repairs. The basic facilities charge is included in the energy charge on your bill.

- **Energy Charge** - The costs that vary with the overall amount of electricity consumed. Energy is measured in kilowatt-hours (kWh).

- **NC Sales Tax** - North Carolina sales tax is applicable to all charges, including energy charges, WPCA charges, outdoor lights, etc.

- **Wholesale Power Cost Adjustment (WPCA)** - The correction or modification on a member’s monthly electric bill designed to compensate for monthly fluctuations in wholesale power costs not covered in the basic rate structure.

- **Renewable Energy Portfolio Standard (REPS) Rider** - A state mandated rate adjusted annually to recover the Cooperative's developmental and incremental costs incurred during the year to comply with North Carolina General Statute 62-133.8 and North Carolina Utilities Commission Rule R8-67. The REPS Rider is shown as a separate line item on your monthly bill.

- **Energy Efficiency (EE) Rider** - A monthly fee designed to recover the cost of energy efficiency programs. The EE Rider is a per kWh fee and is added to the energy charge for each applicable rate.
Vegetation Management

Trees and shrubs that grow into overhead power lines, or planted too close to underground electrical equipment, may cause power outages and delay the restoration of power. Union Power personnel need appropriate clearance and access to safely work. For proper planting guidelines or potential vegetation options, visit the Vegetation Management section of our website.

Energy Tools

Our website has a variety of tools to help you better manage your energy use. Check out our energy calculators or our online energy audit tool to find ways you can save energy and money.

UPC Mobile App

Download our mobile app and you can view your bill, make secure payments, and receive alerts, reminders, and push notifications all from the convenience of your mobile devices.