

# COOPERATIVE

# REVIEW

For members of Union Power Cooperative

## Building a Brighter Future

### How Renewables and Natural Gas Team Up in A Diverse Energy Portfolio

To meet the needs of our local members, now and into the future, Union Power and electric cooperatives statewide are adapting our energy sources and services. As the price of solar and other renewable resources is coming down, integrating more renewables is part of that transition. But outside of cost, renewables still present some challenges – for example, solar does not generate consistent power overnight, under clouds, or in the early or late parts of the day. So how can Union Power enhance reliability with new energy technologies while also keeping electricity affordable and sustainable? It takes a diverse energy portfolio that combines powerhouse “always on” generation sources – like nuclear and natural gas – with the technologies and sustainable resources of the future.

### Matching supply and demand

Co-ops must deliver exactly the right amount of power needed by members at every moment of the day. To do this, the supply of electricity on the grid must match demand at all times. If that balance isn’t met, members could lose power, and the system could be damaged.

### Abundant, low-cost, consistent power

To ensure the needed amount of power is always available, Union Power, through its power supplier, has invested in a diverse energy portfolio that incorporates power from a variety of sources. Emissions-free nuclear power provides more than half of the power we deliver and is a steady, low-cost source that can run almost constantly.

Natural gas is another important piece of the energy-mix puzzle. It provides abundant power at a low cost and with lower emissions than other fossil fuels. It also has the flexibility to be dispatched quickly at any time, day or night.

This makes it an important pair for renewables that may generate power intermittently. As more renewables are added to the grid, cooperatives can quickly ramp up natural gas generation and support those resources to keep the grid stable. It is a critical source of flexible, low-cost generation as renewables grow.



The flexibility of natural gas is also critical for meeting power needs at times when members are using the most power, during peak demand, and when immediate response is needed if capacity dips.

### Innovation for the future

Across the grid, electric cooperatives are working together to add smart new resources, including batteries for energy storage, microgrids, and control technologies that enable all of these resources to work together to provide the most value.

By coordinating new energy resources as they are added to the grid, electric cooperatives can increase reliability and save costs, especially during times of “peak demand” when electricity use is highest and wholesale power is most expensive. Because cooperatives like Union Power are not-for-profit, community-owned organizations that provide power to members at cost, savings directly benefit co-op members.

Looking ahead, cooperatives will continue to work to exceed your expectations by pursuing our vision to build a brighter future with reliable, affordable, and sustainable power and by coupling a diverse energy portfolio with smart energy innovations.



# Suds and Savings

To learn about additional ways to save energy at home, visit [union-power.com](http://union-power.com).

## 10 Ways to Save Energy in the Laundry Room

Your clothes washer and dryer account for a significant portion of energy consumption from major appliances, and let's face it— laundry is no one's favorite chore. There are several easy ways you can save energy (and money) in the laundry room and make the most of your laundry energy use!

Check out these tips for saving on suds:

- 1. Wash with cold water.** Switching from warm water to cold water can cut one load's energy use by more than half, and by using a cold-water detergent, you can still achieve that brilliant clean you'd normally get from washing in warm water.
- 2. Wash full loads when possible.** Your washing machine will use the same amount of energy no matter the size of the clothes load, so fill it up if you can.
- 3. Use the high-speed or extended spin cycle in the washer.** This setting will remove more moisture before drying, reducing your drying

time and the extra wear on clothing.

- 4. Dry heavier cottons separately.** Loads will dry faster and more evenly if you separate heavier cottons like linens and towels from your lightweight clothing.
- 5. Make use of the "cool down" cycle.** If your dryer has this cycle option, you can save energy because the clothes will finish drying with the remaining heat in the dryer.
- 6. Use lower heat settings to dry clothing.** Regardless of drying time, you'll still use less energy.
- 7. Use dryer balls.** Dryer balls, usually wool or rubber, will help keep clothes separated for faster drying, and they can help reduce static, so

you can eliminate dryer sheets.

- 8. Switch loads while the dryer is warm.** This allows you to take advantage of the remaining heat from the previous cycle.
- 9. Clean the lint filter after each drying cycle.** If you use dryer sheets, remember to scrub the filter once a month with a toothbrush to remove excess buildup.
- 10. Purchase ENERGY STAR®-rated washers and dryers.** When it's time to purchase a new washer or dryer, look for the ENERGY STAR® label. New washers and dryers that receive the ENERGY STAR® rating use about 20% less energy than conventional models.

## How Much Electricity Does It Cost to Run My Appliances?

With Union Power's **Appliance Calculator**, it's easy to determine the costs of running your appliances. Use the Appliance Calculator to calculate the estimated annual energy use and cost to operate your appliances. It's simple! Choose your appliance, estimate how many hours it's used per day, and the calculator estimates your annual energy use and cost of the appliance. To access the Appliance Calculator, visit [union-power.com](http://union-power.com).

[union-power.com/energysavingscalculators](http://union-power.com/energysavingscalculators) and select the **Appliance Calculator**.

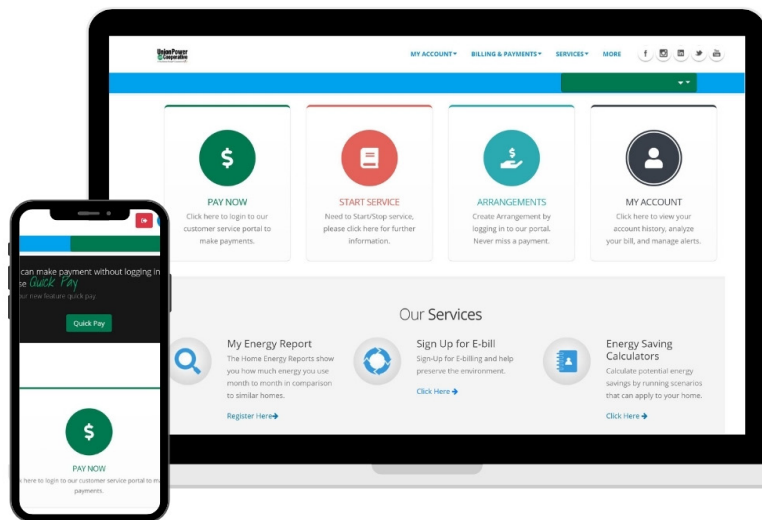
Please note: The Appliance Calculator is an estimated cost of appliances. Actual costs will vary between homes. For the most accurate estimate of your home's energy use, we recommend you complete an online energy audit or speak with one of our energy specialists at 704-289-3145.

# Check Out Our New Member Portal

At Union Power, we're all about providing exceptional customer service, so our goal is to continuously improve the way we serve our members. That's why we've made new updates to the member portal that offers a better, more streamlined member experience. Check it out!

Our new member portal features:

- A responsive design that offers support for all mobile devices.
- A new feature called "Quick Pay" that allows members to pay without logging into the portal.
- A new billing ledger feature that allows for easier viewing of account-related activities such as bills/payments, etc.
- The ability to quickly switch between multiple accounts for viewing account-related information.
- New security enhancements.



Visit [union-power.com](https://union-power.com) and explore our new member portal today!

## It Pays to Have Options

As your electric cooperative, we believe that our members should have total control over how they choose to manage their electric bills. That includes giving you options to choose from when it comes to paying your bill each month, which is why we offer smart and convenient solutions for your payment needs.

### Try Our New Payment Kiosk

Our payment kiosk, located at our Monroe office drive-thru, is the newest addition to the numerous options members can use to pay their electric bills. This easy-to-use touch-screen kiosk can accept payments of any size and directly applies your payment to your account. All you need is your phone number or account number, and you're set!

Here are some additional benefits of using our new kiosk:

- Provides an excellent alternative for members who haven't signed up for automated drafts and members who prefer to make in-person cash payments.
- Provides the convenience of 24/7 access to bill payment services for members who need to make payments outside of our regular office hours.
- Allows transactions to be conducted quickly, eliminating the inconvenience of waiting in long lines.



As usual, you can still pay your electric bill online, over the phone, through the Union Power Cooperative mobile app, by mail, or by visiting our local office.



## Pump Up Your Swimming Pool's Energy Efficiency this Summer

**T**he warm days of summer are quickly approaching, and many swimming pool owners are looking forward to taking a refreshing dip in their backyard oasis – but they are also dreading the dip that operating a swimming pool will make in their wallets. As your electric cooperative, we're here to help! Owning a pool doesn't necessarily have to be expensive, time-consuming, or a huge waste of energy.

Take a minute to soak up these tips to improve your pool's energy efficiency:

- 1. Install an energy-saving pool pump and operate it efficiently.** Having an energy-efficient pool pump is another important part of the equation when considering pool maintenance options. Using a smaller, higher efficiency pump and operating it less frequently can help lower pool energy costs.
- 2. Consider using a pool pump with variable speeds—**  
**Since pool pumps are vital to performing so many pool functions, your pump's speed is the first place to look for energy savings.** The speed at which a pump operates has a significant impact on the amount of energy it consumes. There are three types of pumps: single-speed, two-speed, and variable-speed. All have electric motors that power them, so it's important to understand how they function.
  - **Single-speed pool pumps operate at only one speed to power all pool functions – even those that do not require as much power.** Single-speed pumps, by design, can't change their flow rate, so they must be sized to perform the most demanding tasks.
  - **Two-speed pool pumps operate at either full-speed (100%) or half-speed (50%).** Because there are only two speed choices, it is difficult to fine-tune the flow rates required for maximum energy savings. However, when running at half-speed, a pump can provide significant energy savings while still having the ability to run at full-speed when more water flow is needed.
- 3. Keep filters clear of debris.** Clogged filters force pool pumps to work even harder to circulate water. At first glance, a filter may not seem like an obvious spot to seek energy savings – that's because the filter itself is not the energy guzzler; the culprit is the energy demands the filter makes on your pool pump. With this in mind, your choice of filter and its maintenance makes a difference in your quest for an efficient pool.
- 4. Set your pool pump on a timer:** We recommend putting pool pumps on timers with run times of 8-10 hours a day, depending on pool size. Also, set your pump and system to run during the late evening/early morning hours.
- 5. Use a pool cover when your pool is not in use.** Swimming pools lose energy in a number of ways, but evaporation is by far the largest source of energy loss. Covering a pool when it is not in use is an effective way to reduce water loss through evaporation and save up to 50%–70% on your pool heating costs.

Want to learn more about how you can save energy this summer? Dive into our energy resources to ensure your summer isn't flooded with high energy bills by visiting [union-power.com](http://union-power.com).

# The Power is in Your Hands

**T**he impact of the COVID-19 pandemic on our lives continues to be felt around the world with each passing day. While many of us have been relatively fortunate, we all know friends, family, neighbors, and colleagues whose lives have changed in critical ways that promise to have much longer-lasting effects. And because there are still so many people who are struggling as a result of the pandemic, our ability to help in any way we can is a powerful opportunity to make a positive impact in the lives of others.

As Union Power members, you have the unique ability to give the gift of power through our Power Bucks program. Power Bucks allow you to purchase kilowatt-hours of electricity for a family member, friend, or neighbor who is a Union Power member and needs assistance with paying their electric bill. If you are looking to brighten someone's day with the gift of power, call 704-289-3145 to speak with a customer service representative (CSR) who will apply the Power Bucks credit to the member's account. The member's next bill will show a credit for the amount of Power Bucks purchased.

We believe there's power in community, and we are better when we support each other and work together.



Thank you all for being a huge part of who we are and helping to brighten someone's day by giving them the gift of power!

## Get a Qualifying Trane System Installation and Choose Your Rebate:



☐ 5 Year or Greater Extended  
Labor Warranty  
**\$300 Rebate**

**OR**



☐ RGF REME HALO®  
(H or LED)  
**\$300 Rebate**

**OR**



☐ CleanEffects  
Air Cleaner  
**\$500 Rebate**



**704-283-9047**  
**savewithunion.com**

See your independent dealer for complete program eligibility, dates, details and restrictions. Special financing offers OR instant rebate from up to \$500 valid on qualifying systems only. All sales must be to homeowners in the United States. Void where prohibited.

**HURRY!**  
**OFFER ENDS**  
**JUNE 15!**

# We're Ready for Storm Season. Are You?

Summertime brings many of our favorite activities like cooking out with family and friends, afternoons on the water, and simply slowing down a bit to enjoy life. But the arrival of summer also brings the potential for hurricanes and severe weather that can have major impacts like fallen trees, downed lines, and widespread power outages. These potential weather events can cause destruction to our electrical system, but Union Power crews are ready and standing by to respond should power outages occur in our area.

When major storms knock out power, our line crews take all necessary precautions before they get to work on any downed lines. We encourage you to practice safety and preparedness to protect your family during major storms and outages.

Providing safe and reliable power is our top priority here at Union Power. However, we can never predict Mother Nature's plans, and sometimes circumstances beyond our control cause members to lose power. But we believe that there's power in planning. Advance planning for severe storms or other emergencies can reduce stress and anxiety caused by the weather

event and lessen the impact of the storm's effects.

No matter what this summer has in store, Union Power is ready to respond, and we encourage you to be ready, too.

Here are some proactive steps you can take:

1. Stock your pantry with a three-day supply of non-perishable food, such as canned goods, energy bars, peanut butter, powdered milk, instant coffee, water, and other essentials (i.e., diapers and toiletries).

2. Confirm that you have adequate sanitation and hygiene supplies, including towelettes, soap, and hand sanitizer.



## Report an outage

If widespread outages occur, our objective is to get power flowing again to as many members as safely as possible in the shortest time. If you experience an outage, please report it through our outage line at 1-800-794-4423.

## Stay up-to-date on the progress of an outage

To keep up with the outages on our system, visit [outage.union-power.com](https://outage.union-power.com) to view our outage map. The map is updated in real-time, has around-the-clock access to outage information, and shows the number of customers affected by outages. If you don't see your outage on our map, be sure to give us a call to report it. We also post updates on widespread outages to our Facebook, Twitter, and Instagram accounts.

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*We encourage you to practice safety and preparedness to protect your family during major storms and outages.*

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3. Ensure your First Aid kit is stocked with pain relievers, bandages and other medical essentials, and make sure your prescriptions are current.

4. Set aside basic household items you will need, including flashlights, batteries, a manual can opener, and a portable, battery-powered radio or TV.

5. Organize emergency supplies, so they are easily accessible in one location.

6. Identify the safest spots in your home, designate a meeting place, and write down emergency contact information. Also, identify evacuation routes.

In the event of a prolonged power outage, turn off major appliances, TVs, computers, and other electronics. This will help avert damage from a power surge and help prevent overloading the circuits during power restoration. That said, do leave one light on so you will know when power is restored. If



you plan to use a small generator, make sure it's rated to handle the amount of power you will need, and always review the manufacturer's instructions to operate it safely.

After the storm, avoid downed power lines and walking through flooded areas where power lines could be submerged. Also, allow ample room for crews to safely perform their jobs, including on your property.

# YOUR POWER OUTAGE PANTRY

We do our best to avoid power outages, but unfortunately, Mother Nature occasionally has different plans. Stay ahead of the storm by stocking your pantry with a variety of non-perishable items.

*Set these items aside for extended outages only, and your storm prep will be a breeze!*

- BEANS
- CANNED FRUIT
- CANNED TUNA
- CANNED VEGETABLES
- CEREAL
- DRIED FRUITS
- DRIED MEATS/JERKY
- GRAHAM CRACKERS
- PASTA
- RICE
- SPAM
- OATMEAL



*Don't forget to stock up on disposable goods, like paper plates, napkins, plastic cutlery and cups.*

# Right-of-Way Clearing

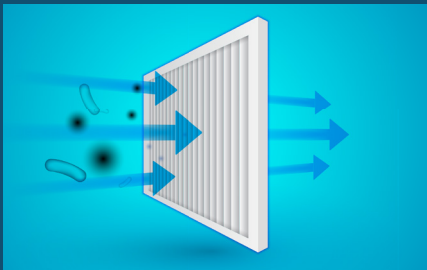
During the next month, you may see our tree-trimming crews in your neighborhood: ABC Professional Tree Services, Asplundh Tree Expert LLC, and Lewis Tree Service.

**Mecklenburg County:** Allen Munn Ln, Ardlwy Park Way, Clear Crossing Ln, Cornflower Commons Dr, Davis Rd, Lake Rd, Surface Hill Rd, Tompkins Rd, Truelight Church Rd, Truewood Dr, Versage Dr, Wexford Dr, Willow Bend Ln, Wilson Grove Rd, Wood Hollow Rd

**Union County:** Arant Rd, Belk Mill Rd, Bernard Simpson Rd, Brookstone Terrace, Brown Ln, Bud Plyler Rd, Cox Rd, Dudley Rd, Duncan Keziah Rd, E Independence Blvd, Edd Rorie Rd, Ervin Thomas Rd, Eubanks Rd, Foxworth Dr, Granite Ct, Hargette Rd, Hillcrest Church Rd, Hollow Tree Ln, Jack Davis Rd, Landsford Rd, Maness Dr, Medlin Rd, N Rocky River Rd, Old Waxhaw Monroe Rd, Pageland Hwy, Perrette Rd, Plyler Rd, Price Dairy Rd, Quail Run Rd, Rape Rd, Red Maple Dr, Ridge Rd, Roanoke Church Rd, Rocky Meadow Way, Rose Dr, S Rocky River Rd, Sizemore Rd, Stack Rd, Stonington Dr, Technology Dr, Tyson Rd, W Unionville-Indian Trail Rd, Walters Mill Rd, Walters Rd, Weddington Rd, West CJ Thomas Rd, Wildwood Rd, Willoughby Rd, Willoughby Woods Dr, Winchester Rd, Wind Carved Ln, Wolf Pond Rd, Woodhaven Ln, Woodlawn Ln, Younts Rd



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) and Carrie Lorenz-Efird (ext. 3291). Visit [union-power.com](https://union-power.com) for monthly right-of-way clearing updates.



## Energy Efficiency Tip of the Month:

A dirty filter causes your air conditioner to work harder than necessary. Remember to change your air filter every month (or every two months) to prevent dust buildup, which can lead to even bigger problems.

Source: [energy.gov](https://energy.gov)



A Touchstone Energy® Cooperative 

The Cooperative Review newsletter is published monthly for the members and friends of Union Power Cooperative.

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