

Cooperative Review

AUGUST 2023



Power at Your Fingertips

Introducing Union Power's New Outage Texting Service

Union Power continuously strives to improve the services we offer our members. Our newest addition, Outage Texting, offers real-time outage alerts and reporting capabilities through text messaging, allowing us to connect with our members on a new level.

How Does it Work?

Members will be auto-enrolled into this program and will have two ways of receiving notifications.

1 If there is a known power outage at your service address, you will receive a text message from Union Power alerting you of the outage.

2 If you experience an outage and have not been notified by text, you can text "OUT" to 1-800-794-4423. Once we receive your text, you will get a message confirming your outage address. Once the address is confirmed, we will text you a confirmation that your outage was reported.

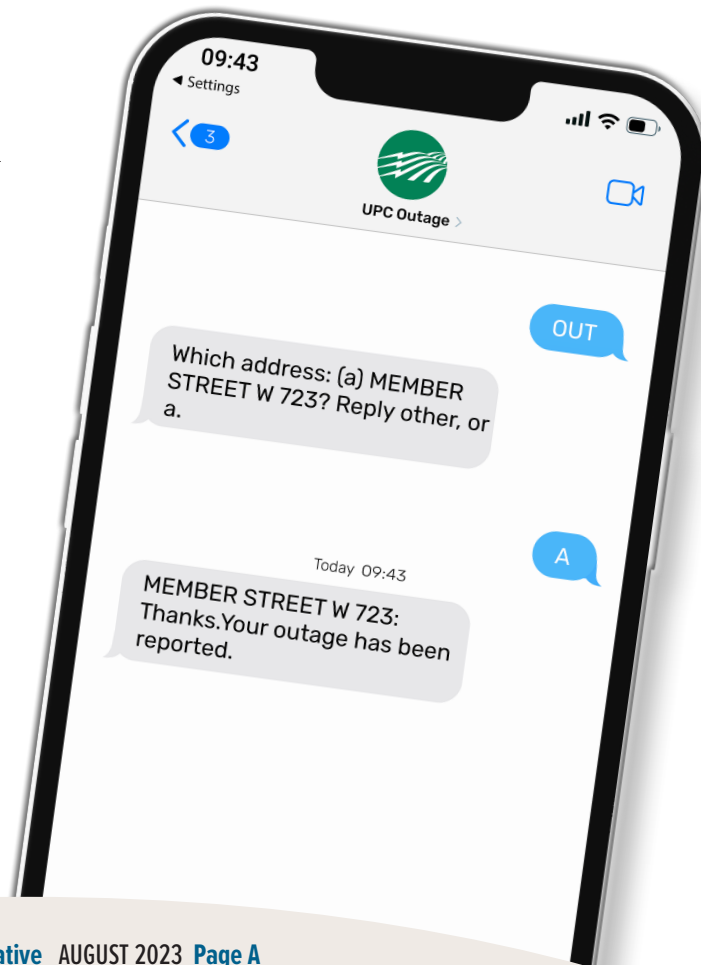
Make sure to save the Union Power Outage number, 1-800-794-4423, as a contact in your phone. This convenient service reduces the need for phone calls, and could help minimize delays.

Update Contact Information

To take advantage of the benefits outage texting offers, it is vital that we have your current contact information updated in our system. The program's success relies heavily on having the correct mobile phone number associated with your account. Each account can list two mobile numbers.

Visit union-power.com/updateinfo to update your contact information, or contact one of our customer service representatives at 704-289-3145. Updating your mobile number ensures you will receive timely outage alerts and enables you to report outages by text.

Manager of Engineering and Operations Support Matt Tepera states, "The service will provide our members with real-time information and a convenient reporting channel, which reflects our commitment to leveraging technology to enhance communication and service delivery."





APPLY NOW



"Teachers, do not be afraid to apply! I have been a teacher for 30 years, and was apprehensive to apply until last year and won. The application process was extremely easy and straightforward. Thank you, Union Power, for the opportunity."

Jeff Starnes

UNION ACADEMY CHARTER SCHOOL

Young Athletes Train with NC Coaches

Thanks to the Touchstone Energy Sports Camp scholarship, Union Power Cooperative sponsored three local students to practice alongside athletes and coaches from top-ranked colleges this summer. Rahiem Davis from Union County attended the Carolina Basketball School from June 17-21. He trained with Hubert Davis, head coach of the Carolina Tar Heels men's basketball team.

Delaney Jordan and Sophie Hodes, both from Union County, attended the Wolfpack Women's Basketball Camp from June 18-22 and trained with Wes Moore, head coach of the Wolfpack Women's basketball team.

The campers got to experience life as young college student by staying overnight in a college dorm, building relationships with other campers and coaches, and training with professional basketball coaches while learning fundamental skills to help them excel on the court. Sophie said, "I had an amazing experience and

am grateful for the opportunity of learning from the pros. I made many new friends, experienced living in a college dorm, and played basketball on the same court that the NC State Women's Basketball team plays on."

As part of Union Power's commitment to supporting youth and education in our community, Union Power Cooperative is one of 26 Touchstone Energy cooperatives

in North Carolina that collectively awards more than 50 sports camp scholarships to students statewide each year. The scholarships were awarded based on financial need, overall grades, and extracurricular activities for rising sixth and seventh graders submitting applications and essays. The application process will open again on Jan. 1, 2024.



Delaney Jordan



Sophie Hodes



Rahiem Davis

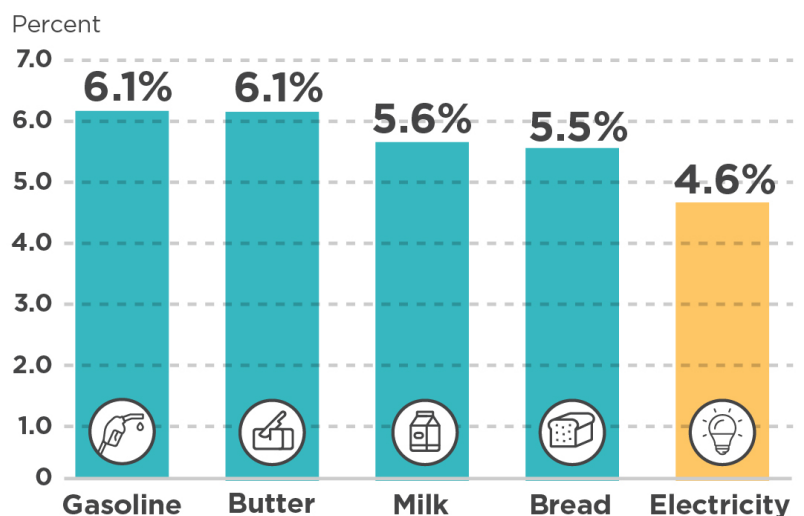


Visit union-power.com/educational-programs for eligibility requirements.

ELECTRICITY REMAINS A GOOD VALUE

Inflation has led to increasing costs in many areas of our lives, but the cost of powering your home rises slowly when compared to other common goods.

Average Annual Price Increase 2017-2022



Source: U.S. Bureau of Labor Statistics Consumer Price Index

Youth Tour—Washington, D.C.

An Experience of a Lifetime

This summer, North Carolina's Electric Cooperatives sent 44 students to Washington, D.C., to represent their local electric cooperative. For the first time since the pandemic, Union Power's Youth Tourists attended the tour in person without restrictions.

Since 2019, Youth Tour has been canceled or held virtually online due to the pandemic. Union Power Communication Specialist Emily Aldridge states, "Youth Tour emphasizes the importance of civic engagement and the fact that politics touch every aspect of life. We hope the experiences and skills that delegates gained during the trip will benefit them on their journey to becoming our next great leaders."

Rising seniors Gabriella Gagnon from Cuthbertson High School, Naomi Udenze from Central Academy of Technology and Arts (CATA), and Ryan Porter from Forest Hills High School participated in the 2023 Youth Tour from June 18-23. The three tourists joined other North Carolina delegates from across the country to explore historical monuments and museums, meet elected officials at the U.S. Capitol, participate in

networking events, and learn about our nation's history and the importance of civic engagement.

Students who applied to participate in the Youth Leadership Council (YLC) were chosen on the first night of the tour. The YLC is a student-driven group with the opportunity to build leadership and public speaking skills to enhance their knowledge of the energy industry and cooperative business. Students gave a two to three-minute speech based on the cooperative's seven principles. Once the students presented their speeches, their peers voted on who they thought could represent North Carolina cooperatives. The student selected by their peers will be responsible for representing their Youth Tour class and appearing at various meetings across the state and country.





SAVE THE DATE



SPH

ANNUAL MEETING

10.07.23



Energy Efficiency Tip of the Month

Did you know ceiling fans can make a room feel 4 degrees cooler? To save energy through ceiling fan use, remember to raise your thermostat a few degrees while fans are turned on. Ceiling fans can help improve comfort year-round. In the summer, operate ceiling fans in a counterclockwise direction. Reverse the direction to clockwise during winter months and set fans on a low speed so warm air can circulate from the ceiling to the lower levels of the room.

Remember, ceiling fans cool people, not spaces. Be sure to turn them off when you leave the room.

H₂ Oh! Maximizing Energy Efficiency

Reduce Hot Water Use for Energy Savings

Water heaters play a critical role in powering daily life, from washing your hands to cleaning dishes. Over time, these activities can increase energy consumption, so it is no surprise that electric water heating is typically the second-largest energy expense in a home. Becoming more aware of how you use your water heater and making a few adjustments can help you conserve hot water and save on water heating costs.

According to the Department of Energy, the tips below can help you conserve hot water and reduce your water heating expenses:

1 Install low-flow faucets and showerheads
Replacing old faucets and shower heads can help reduce the amount of water flow. According to the Department of Energy, you can purchase a low-flow fixture for \$10 to \$20 a piece to achieve water savings of 25%-60%. When purchasing a new showerhead or faucet, look for the WaterSense label.

2 Lower the thermostat
Before adjusting the water heater's thermostat, cut off the power from the breaker or disconnect it. For most households, 120°F is sufficient and is usually the factory setting. Lowering your water heater thermostat can increase the longevity of your water heater, reduce mineral buildup, and eliminate the risk of scalding water and corrosion in your water heater and pipes.

3 Insulate your water heater
Insulating water heater pipes can reduce standby heat loss by approximately 45%, leading to 7-16% savings in water heating costs. This small change allows the water to arrive at the faucet 2° to 4° warmer, which means you won't have to wait as long for the water to heat up, saving water and money simultaneously. If your home has older water lines, consider replacing them with newer, efficient PEX pipes.

4 Check the size of your water heater
Make sure your water heater is sized appropriately for the size of your family. Most homes of 1,000 to 2,000 square feet come with a standard 40-gallon water heater. If you have four or more family members living in your home, you may need to upsize the water heater.

5 Consider upgrading your water heater
If your water heater is over 10 years old, newer models, particularly with the EnergyStar® rating, are designed for superior energy efficiency.



Try our water heater calculator by visiting union-power.com/energysavingscalculators to estimate your annual savings.



**Know what's below.
Call before you dig.**

At Union Power, safety is our top priority, which extends to our members. We strongly advocate the importance of calling 811 before embarking on any digging project, no matter how small. Understanding the importance of calling before you dig is necessary for being a homeowner. Striking a utility line can cause serious injury or death, in addition to disturbing services to an entire neighborhood.

If you are planning to plant a tree, install a fence, or begin a construction project, the law requires you to notify 811 three days before digging. It's a free service that alerts utility companies about your planned digging activity, who will send locators to mark the approximate location of underground lines, allowing you to dig safely and confidently without disturbing power, heat, water, telephone, sewer, gas, and cable lines.

So, before you plunge that shovel into the ground, take a moment and Dial 811. It takes just a few minutes but can save you countless hours of unnecessary hassle and potentially avoid serious consequences.

**Union Power
Cooperative**

Right-of-Way Clearing

During the next month, you may see our tree-trimming crews in your neighborhood: Vendors: Lewis Tree Service, Lucas Tree Experts, and Xylem Inc.

Cabarrus County: Barrier Store Rd, Cauble Rd, County Line Rd, Cox Rd, Crayton Rd, Mauney Rd, Mission Rd, Smith Lake Rd

Rowan County: Duck Pond Rd, New London Rd, River Rd, Stokes Ferry Rd

Stanly County: Alonzo Rd, Austin Rd, Baldwin Rd, Barbee's Grove Rd, Barrier Store Rd, Brownhill Rd, Bull Hill Rd, Campground Rd, Deerfield Ln, Doo Little Ln, Edwards Rd, Eight St, Fish Camp Rd, Griffin Hill Dr, Guy-Verne Rd, Hatley Rd, Hazard Rd, Herlocker Rd, Herrin Grove Rd, Hill-Ford Rd, Jacob Rd, Lakewood Rd, Lewis Rd, Liberty Hill Church Rd, McLester Rd, Misty Ln, Nance Rd, NC Hwy 138, NC Hwy 8, Pine Bluff Rd, Richard Sandy Rd, Ridgecrest Rd, St Martin Rd, Stogner-Little Rd, Sun Rise Ln, Trailblazers Rd, Wilson Ln

Union County: Army Rd, Fish Rd, Hwy 205, Old Kennedy Ford Rd, Olivia Ct

For more information about Union Power's vegetation management program or tree pruning practices, please call Wil Ortiz at 704-289-3145 (ext. 3323) or Carrie Lorenz-Efird (ext. 3291). Also, visit union-power.com/vegetation-management/crew-locations for monthly right-of-way clearing updates and information on our programs.



As a Union Power Cooperative 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; and Furnish, without cost to the Cooperative, all necessary distribution easements, and rights-of-way.



A Touchstone Energy® Cooperative

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

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1-800-922-6840

**24-Hour Outage
Reporting & Account Info**

1-800-794-4423

