

Cooperative Review

DECEMBER 2023



Helping Those in Need

With the holiday season upon us, it is the most magical time of the year, filled with joy, laughter, and loved ones. The streets are filled with twinkling lights, while the stores are crowded with people buying gifts and food to make the holiday season memorable. While this season can be busy, it is also a time to remember those who might not see this time as joyous.

Especially during the holiday season, it is important we recognize and give back to our community and to those in need. There are local organizations like Heart for Monroe, Common Heart, the Christmas Bureau, Local Angel Trees, Operation Reach Out, local food banks, as well as regional and national organizations such as Good Shepherd, Salvation Army Toys for Tots, and Samaritan's Purse Operation Christmas Child, who work tirelessly to ensure that the less fortunate in our community don't miss out on the holiday spirit. To make this holiday much brighter, their efforts of providing warm meals, shelter, and gifts under the tree to ensure every child has a remarkable Christmas.

However, they can't do it alone. The true spirit of Christmas is about giving, sharing, and spreading love. Every canned food item donated and toy gifted can

Union Power Cooperative



potentially transform someone's festive season.

As a Union Power member, you can make a difference to other members struggling and going through challenging times by contributing to our Power Bucks program. You can

stop by one of our offices or call 704-289-3145 to speak with a Customer Service Representative (CSR) who will apply the Power Buck credit to the member's account of your choice. Power Bucks can be purchased by check or credit card.

Whether you give of your time or resources, you are making a difference that will send a lifelong, heartwarming message. So, this holiday season, consider starting a new tradition. And no matter how you choose to give, at the end of the day, any donation of time, love, and compassion will likely be treasured.



For more information on the Power Bucks program, visit union-power.com/powerbucks.

Thank you for Attending 84th Annual Meeting

From your Union Power family, we would like to thank all members, vendors, and entertainment that made this year's event so remarkable. With the morning's events starting at the beautiful Lee Park Church, we had a record attendance, celebrating the power of membership.

Members began the day with a complimentary breakfast. Creative Food Concepts and Custom coffee from the Blue Ridge Coffee Co.

Members of all ages got to experience our variety of vendors at the Energy Fair & Expo, such as James River Equine, Carolina Country, Apogee Interactive, Union County Bee Keepers Association, and Roaming Spirits. At the energy fair, members got to engage and learn about new technologies, including the EV6 and Niro EV from Union County and the Ford F-150 Lighting from the City of Charlotte.

Another hit this year was the Kids Festival with face painting, bouncy houses, an indoor playground, and Spiderman.

Members heard live bluegrass music performed by the Blue Ridge Band. After the business meeting began, they viewed the presentation by the JROTC. General Manager and Executive Vice President spoke on stage and to close out the morning's events, we had a special presentation.

As this annual event is an important time for everyone who supported us in attending Union Power, we



ending our ng

like to show our gratitude to our
at helped make our 84th Annual Meeting
starting bright and early
more than 800 folks in
membership.

breakfast buffet catered by
n Roaming Spirits Coffee.
various vendor booths in
equipment & Greenworks,
County Ag Extension Agency
Coffee. In addition to our
out various electric cars,
County Kia, Tesla Model 3, and
tte.

where they enjoyed face
and visits from Paw Patrol's Chase and

ed by the Family Sowell band and as the
tation of colors by the Parkwood Air Force
resident Greg Andress addressed the members
with \$2,500 in cash door prizes was given away.
the co-op and its members, we want to thank
Power's 84th Annual Membership Meeting.



In observance of
CHRISTMAS
our offices will be closed
**12.25.23 &
12.26.23**

PAYMENTS CAN BE MADE 24/7 BY PHONE OR ONLINE AT [UNION-POWER.COM](https://union-power.com)

TO REPORT AN OUTAGE, CALL OR TEXT 1-800-794-4423



**TAKE THE
NEXT STEP.**

[COLLEGE SCHOLARSHIPS](#)



APPLY NOW

Keeping You Safe

In this day and time, personal safety has to be a top priority for everyone. At Union Power, we want to inform our members of the value of safety and what to look for as people are posing as utility workers over the phone and in person. Some electric co-op members and customers of other utilities have received telephone calls from scam artists demanding immediate credit card payment to avoid disconnection of service and visiting members' homes posing as an employee of the co-op.

We urge our members to take extra caution if they're asked for personal information or to gain access to their home. **At no time should a Union Power employee need to come into your home to make repairs!**

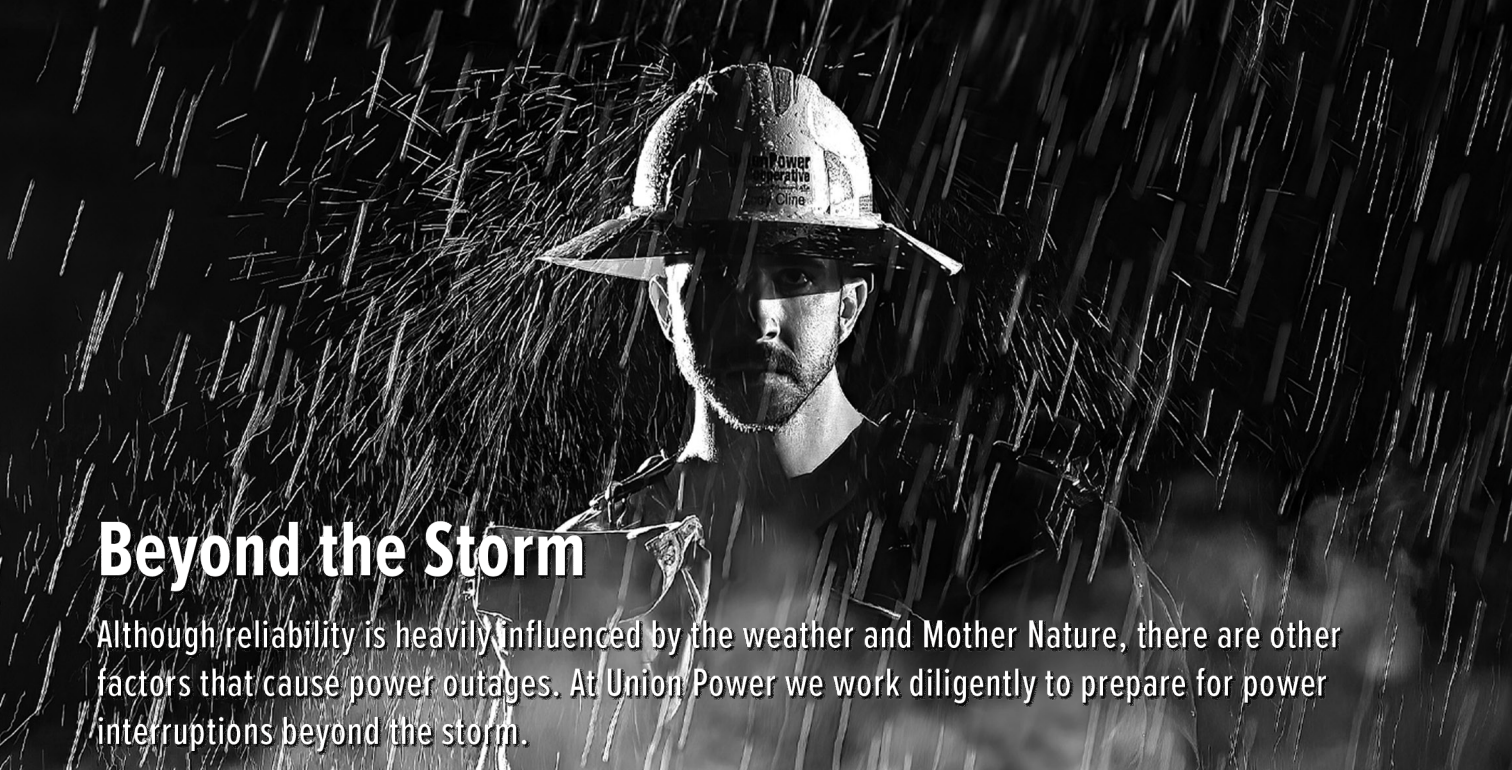
Remember these tips:

- Always ask for company identification. All Union Power employees and employees working for companies contracted by Union Power carry a company-issued photo identification and can provide this information immediately.
- If you are not certain a telephone call is coming from Union Power, do not provide any personal or banking information. Remember, you can always hang up and call Union Power's customer service department at 704-289-3145 to verify it was someone from Union Power calling you.
- Union Power employees, on occasion, may be dispatched to a customer's home for unscheduled routine maintenance. If a visitor or caller cannot or is unwilling to provide their name or employee identification, please call Union Power's customer service department and report it to local law enforcement.

How to identify if the Union Power employee is legitimate:

- All Union Power trucks have Union Power logos on the doors or front tag.
 - Uniforms are khaki-colored shirts and navy-blue pants or jeans. The shirts will have the Union Power logo and the employee's name.
 - Ask for photo identification
 - Any member can call the Cooperative office at 704-289-3145 to verify that an employee has been dispatched to their residence.
- As this day and time is becoming scarier and scammers are more advanced, Union Power is committed to ensuring that our members have the knowledge and tools to stay safe if they are confronted with a scam.





Beyond the Storm

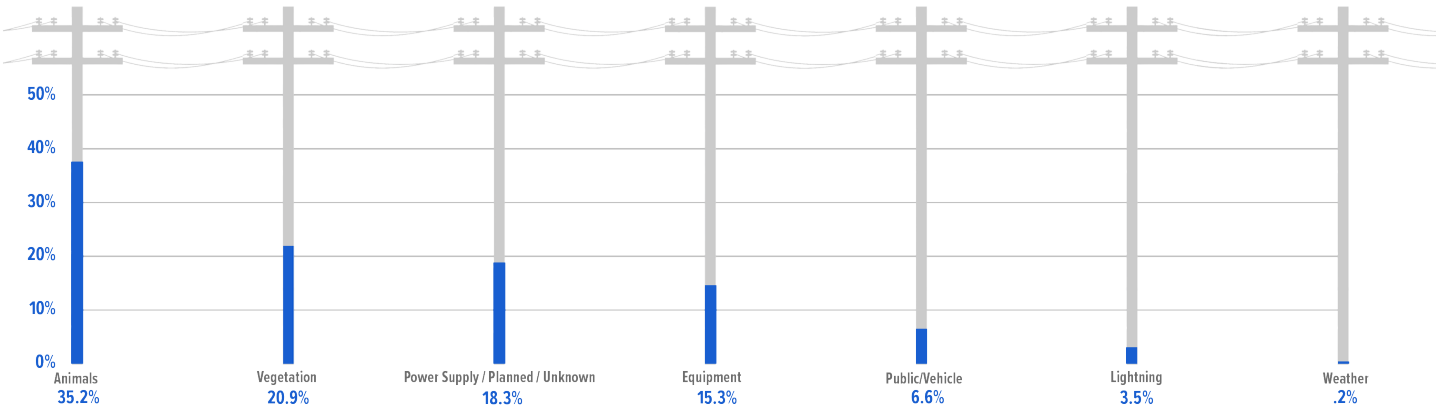
Although reliability is heavily influenced by the weather and Mother Nature, there are other factors that cause power outages. At Union Power we work diligently to prepare for power interruptions beyond the storm.

As reliability and service is important, here are some other measures the co-op is taking to reduce power interruptions:

- Wildlife protection, such as squirrel guards, are placed on all new applications and where outages have occurred. Fifty percent of our active overhead transformers have wildlife protection to reduce animal-caused outages.
- Our dispatchers help assist with reported outages called in or texted by our members. Dispatchers relay this information to the on-call crew, who ensure our members' power is restored.
- Geographic Information System (GIS) provides updated maps that relay accurate information to our

- billing data and dispatch center. GIS helps with outage predictions.
- Power “blinks” are investigated before they can become a potential problem that leads to sustained outages.
 - System and contingency planning is important. Building and maintaining substations and adding circuits help minimize the number of members who experience loss of power during a sustained outage.
 - AMI (Advanced Metering Infrastructure) helps pinpoint outages quickly for faster restoration.
- All of these measures help us add value to you, our members, by providing you with safe and reliable power with exceptional value.

CAUSES OF POWER INTERRUPTIONS



Change the Channel to Savings

With Union Power's TV Calculator

There's nothing like settling down after a long day with your favorite TV show or movie. But have you ever wondered how much energy your television is consuming? Union Power's calculator is a great tool to help you understand how much energy your TV consumes within the week. By entering basic information about how many TVs are in your home and how many hours you watch TV, our calculator has got you covered!

Once you understand how much electricity a TV uses, you can decide how much effort you want to put into energy conservation. Even though modern TV's energy costs are low compared to other home appliances, it always helps to conserve energy when and where possible. With that in mind, here are a few energy efficiency tips to help minimize your TV energy use:

- **Control the brightness in your settings.** Dimming the brightness can reduce energy consumption and enhance your viewing experience, especially at night. Some of today's TVs have a self-acting mechanism that automatically controls the TV's brightness depending on the room's brightness.
- **Turn off all TV's when nobody is watching.** It's the simplest, most effective way to reduce energy use.
- **Check the efficiency rating.** When shopping for a new TV, check the federal ENERGY STAR® website,

energystar.gov, to see if your proposed model meets their energy conservation standards. On average, ENERGY STAR®-certified TVs are 25% more energy-efficient than conventional models, allowing the device to sleep, idle, and turn on while saving energy.

- **Unplug or Use a Power Strip.** Even when the TV is turned off, it is still consuming energy. Unplugging the cord from the outlet or connecting it to a power strip that you can turn off can help prevent energy waste.

- **Contact** one of our Energy Specialists for assistance.

So, the next time you cozy up for a movie night with the family, visit union-power.com/energysavingscalculators and be the star of energy savings by using our TV calculator, because every bit counts!



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 Tree.

Stanly County: Joy Rd

Union County: Agr Nance Rd, Bexley Pl, Braswell-Rushing Rd, Castleford Dr, Clontz Long Rd, Country Wood Rd, Haigler Gin Rd, Haigler Rd, Hwy 200, Hwy 601, Indian Trail-Fairview Rd, Kate Rd, Love Mill Rd, Lymington Ct, Rothwell Dr, Rushing Benton Rd, Sikes Mill Rd, Thompson Rd, Unionville Brief Rd, Unionville Rd, W Lawyers Rd, Yarmouth Rd

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.



Energy Efficiency Tip of the Month

Get smart with a better way to heat and cool your home! Smart thermostats are Wi-Fi enabled and automatically adjust heating and cooling temperature settings in your home for optimal performance. Smart thermostats learn your temperature preferences and establish a schedule that adjusts to energy-saving settings when you're asleep or away. For maximum energy savings, look for smart thermostat models with the ENERGYSTAR® label.

UnionPower
Cooperative

A Touchstone Energy® Cooperative

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

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