

UNITED NEWSLINE

Information for the members of United Power, Inc.

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Our Cooperative Roadmap

An Action Plan for the Future of the Co-op

IMPORTANT DATES

FEB. 10	Director Nominations Due Petitions due by 4 p.m.
FEB. 20	Presidents Day Offices Closed
APRIL 12	Annual Meeting & Director Election

Roadmap Provides Steps to Ensure United Power’s Future as an Industry Leader

The rapid progression of the electric industry is requiring utilities to respond proactively and adapt quickly if they want to maintain a competitive advantage. United Power developed Our Cooperative Roadmap (Roadmap) as an ever-evolving action plan, directing the cooperative’s steps to ensure its future as an industry leader in power supply innovation, an early adopter of system enhancing technology, and a desirable electric utility for both new and existing members.

The Roadmap was the result of a coordinated effort by cooperative staff and the United Power Board to identify important focal points and

make them a priority in any decision that has long-term impacts to the cooperative. Staff developed a set of principles that would guide the team in defining, implementing, and evaluating four main areas, known as pillars:

- **Reliability.** Striving to deliver high-quality, uninterrupted service to our members through the design, operation, protection, and maintenance of a failure-resistant and resilient electric distribution system.
- **Affordability.** Continually seeking fair and equitable wholesale rates, manage distribution costs in a highly efficient manner, and responsibly allocate those costs across our membership with stable and transparent rate options.
- **Flexibility.** Demonstrate maximum agility and adaptiveness through forward-looking plans; versatile, innovative programs and business models; and diverse power supply options as we respond to changes in our environment and the needs of our members and community.
- **Responsibility.** Act honestly, ethically, sustainably, and in the best interest of our members and communities as we manage operations and secure resources.

The Roadmap’s four pillars stretch across the core functions of the cooperative, including energy costs, system reliability and resiliency, data safety and security, member programs, and United Power’s commitment to the members and communities it serves.

Flexible, Affordable, & Sustainable Power Supply

United Power is committed to sourcing power supply options that keep rates affordable for its members. That is why leadership filed a notice of intent to withdraw from its wholesale power contract, effective May 1, 2024.

Under the existing contract, United Power is paying between \$11-13 million above market value for transmission costs. The restrictive contract also caps locally sourced power at just 5% of the cooperative’s total load. More local generation would lower costs and expand member options. Cooperative leadership attempted to negotiate a revised “partial requirements” contract before announcing its exit. It would have produced a mutually beneficial outcome – continuing the existing relationship while allowing United Power to explore and purchase lower cost, cleaner power options.



www.unitedpower.com

Report an Outage 303-637-1350
Customer Service 303-637-1300

Along These Lines

A Message from United Power's President & CEO



Mark A. Gabriel

President & Chief Executive Officer

Have Feedback For Us?

Submit your questions, comments, concerns, or general feedback at www.unitedpower.com/CEO.

Our Cooperative Roadmap

Our Cooperative Roadmap contains the cooperative's long-term action plan and key priorities to maintain its strength and competitiveness in the evolving electric industry.

Read Our Cooperative Roadmap at www.unitedpower.com/roadmap.

Looking Back and Looking Ahead

Reflecting on the successes of your cooperative in 2022 and thinking about United Power's future, I recognize the amazing advances we made last year and the phenomenal opportunities before us.

United Power had a very successful year in 2022. We added a record number of new meters, pushing our total meter count to nearly 107,000, and received national recognition on a number of critical fronts, such as our industry-leading reliability. At the same time, the implementation of Our Cooperative Roadmap (Roadmap) has kept the organization moving forward, with new power suppliers on the horizon and a solid direction in the new energy ecosystem. All of this was done in a time of supply chain challenges.

Our members experienced an average power interruption less than half the national average last year. The system averaged fewer than one outage per meter — the national rate is 1.3 — and an average total outage time of just 56 minutes. This is a testament to our investment in the cooperative's infrastructure, how we manage crews, and our focus on targeted system maintenance, which demonstrates United Power's ability to plan and manage assets in expectation of our growing membership and system development.

United Power is also in a strong financial position, with a solid focus on the management of both long- and short-term borrowing. We have developed a method for managing overhead, which improved margins of \$2.5 million this year and \$1.5 million in ensuing years.

Power supply will be one of United Power's primary focuses as we prepare to exit our wholesale power contract next spring. More than 50 potential suppliers responded to our request for proposals issued in conjunction with our exit notice last year. Legal proceedings continue to come down in our favor after an initial decision from the Federal Energy Regulatory Commission aligned with our goals in both our contract termination and stated rate cases. Self-supplied

power and load control from nearly 10,000 rooftop solar systems and 170 battery storage devices is helping support our transition, as well as reducing costs for our members.

As United Power faces an exciting future with new power suppliers and looks to build on last year's successes, this year will require a continued focus on executing the initiatives outlined in our Roadmap. Working more closely with you, our members, is a critical component of our future. We want to ensure we are meeting our members where they are — and aligning United Power's needs with theirs in areas such as load control; demand management; and environmental, social, and governance (ESG) goals.

Specifically, there will be 19 major construction projects this year. Thanks to advanced approval of our annual budget, we are already four months ahead of schedule in land acquisition, procurement, and planning. United Power will continue to use its targeted maintenance strategy to plan future projects and improve reliability.

Further, United Power has been actively pursuing grants from the Inflation Reduction Act and Bipartisan Infrastructure Law to support our Roadmap implementation. These range from energy storage projects and electric vehicle charging infrastructure to wildfire mitigation and grid resilience. Continuing to secure both our physical and cyber systems will be essential in 2023, especially after recent substation attacks in North Carolina and the Pacific Northwest. United Power is establishing a security management plan that includes all its facilities.

Credit for an amazing 2022 and preparation for 2023 goes to our great employees, with the strong support of our Board of Directors. It is their dedication and commitment that has placed us in the top 10% of utilities in the U.S. — and not just cooperatives. It is an honor to work for you and our employees.

As always, please feel free to reach out to me anytime.

Roadmap Pillars Target Core Cooperative Functions

While the cooperative awaits a final determination on its exit fee from the Federal Energy Regulatory Commission, it began accepting and evaluating proposals from prospective power supply providers. United Power hopes to select a supplier, or group of suppliers, and begin contract negotiations later this year. Updates on United Power's power supply journey are available at www.unitedpower.com/powersupply.

Optimizing the Electric Distribution System

Colorado continues to see significant growth and expansion along its northern Front Range, where most of United Power's members live and work. Because of this growth, the co-op must maintain its robust and resilient distribution system to ensure reliable power is available with as few interruptions as possible. We understand this is our members' expectation and it is our priority.

United Power has implemented a new maintenance strategy and deployed hundreds of innovative field devices throughout the distribution system. This combination allows the cooperative to obtain detailed statistical data and identify weaker points on the system to target them for improvement. It also gives the operations team more options for power restoration, sometimes without having to send crews to the field. Over the past several years, United Power's outage times have fallen well below the national average, reflecting the success of this new strategy and field devices.

Member Engagement

Cooperatives like United Power are only as strong as the communities they serve, which is why we are committed to actively engaging with our members and promoting the growth and development of our communities.

United Power is a proud supporter of community events that offer family fun and celebrate each city or town's unique and rich history. We also have a seat at the table of local chambers, where our input helps guide economic development decisions.

The co-op recognizes the leaders who will guide our communities in the future are currently students at local schools. To support future community leaders, we distribute more than \$20,000 in scholarships annually. We also provide students with annual leadership training opportunities in Washington, D.C. and Steamboat Springs.

Achieve Business Agility & Resilience Through IT/OT

Computerized systems allow United Power to see in-depth information about grid performance, provide members with information about consumption habits, and limit outage times.

We are already deploying sophisticated systems, but technology is advancing rapidly. New technology that offers even greater insight may be on the horizon. We are constantly looking for options that enable us to better serve members.

of our offices, or through mail) provide in-depth information on director districts, qualifications, terms, elections, meetings, and officers.

Eligible members interested in running for a seat on the Board of Directors must submit nominations by written petition. Nominations by written petition must state the name and district of the nominee, and must be signed by 15 or more United Power members. Each member's district is printed on their United Power billing statement. **The deadline for director nominations by petition is 4 p.m. on Friday, Feb. 10, 2023.** Petitions are available by contacting United Power's Executive Department at 303-659-0551.

Annual Director Election Four Board Seats Up for Election

Four positions on United Power's eleven-member board are up for election at **the 2023 Annual Meeting which is scheduled for Wednesday, April 12, 2023.** The cooperative plans to host a hybrid event, available for members to attend either in person or view online. One seat in the East, West, South, and Mountain districts will be up for three-year terms.

To be eligible to become or remain a director, a person must be a United Power member for at least two years immediately before becoming a director and receive electric service from United Power at the member's primary residence in the district he or she represents. United Power's bylaws (available at www.unitedpower.com, any

2023

ANNUAL MEETING & DIRECTOR ELECTION

WEDNESDAY APRIL 12, 2023

The 2023 Annual Meeting will be held as a hybrid event. Members may view the meeting online or attend in person.

MEETING LIVESTREAM

www.unitedpower.com/annual-meeting

IN-PERSON MEETING

Riverdale Regional Park & Fairgrounds
9755 Henderson Road, Brighton, CO 80601

4:30 p.m. In-person Registration, Balloting, & Dinner

6:30 p.m. Online & In-person Meeting Begins

BALLOTING DEADLINES

Balloting in the 2023 Director Election will be conducted by both electronic & paper balloting.

FEB. 10, 2023

Director nominations by petition deadline at 4 p.m.

MARCH 13, 2023

Electronic balloting opens & paper ballots are mailed to members.

APRIL 11, 2023

Mail-in ballots must arrive at the P.O. Box by 11:59 a.m. Electronic balloting closes at 11:59 a.m.

APRIL 12, 2023

In-person voting open from 4:30 - 6:30 p.m.

CANDIDATE FORUMS

In March, United Power will host four candidate forums for members. Forums are free, RSVPs are not required, and light refreshments will be served.

MONDAY, MARCH 13, 2023 | 6:30 p.m.

Riverdale Regional Park
Rendezvous Room, Waymire Dome
View Livestream at www.unitedpower.com

TUESDAY, MARCH 14, 2023 | 7:30 a.m.

Coal Creek Canyon Community Center

THURSDAY, MARCH 16, 2023 | 6:30 p.m.

United Power Carbon Valley Service Center

FRIDAY, MARCH 17, 2023 | 7:30 a.m.

Fort Lupton Recreation Center
Multi-purpose Room 3

Meet the Candidate Forums subject to change or cancellation.

Electricity-Dependent Medical Devices

United Power strives to provide reliable power to its members. However, circumstances may arise that lead to an interruption in power, such as standard maintenance, improvements to our system, or an outage caused by severe weather. When an outage does occur, the cooperative is quick to dispatch lineworkers to safely restore power to its members as quickly as possible.

Unfortunately, some outages can require an extended time to resolve, which can be especially worrisome for members with special medical needs. If you use life-sustaining medical equipment that depends on electricity for operation, such as oxygen generators, kidney dialysis machines, or respirators, it is important to plan for an outage before it happens.

Have a Backup Plan for Prolonged Outages

United Power cannot guarantee scheduled maintenance or an outage will not interrupt your power service. In the event of an outage, we recommend you have a plan for how to respond.

Register with United Power. United Power can place a flag on accounts of members who utilize special medical equipment, allowing the cooperative to contact them in the event of an unplanned outage or before a planned outage.

Have a Power Backup. Outages can occur without warning. Though the cooperative makes every effort to quickly restore power, we cannot always provide a specific time frame for when your power will be restored. If you use medical equipment, consider obtaining a power back-up, such as a battery or generator.

Plan for Evacuation. In a worst case scenario, such as a significant weather crisis like a blizzard or flood, make a plan should you need



to evacuate to an alternate location. These types of weather events can result in outages lasting several days.

How You Can Help

If you do experience an outage or other electrical emergency, always report it. Do not assume United Power knows about your outage. You can report your outage by logging into United Power's online portal available at www.unitedpower.com/smarthub or by calling our outage reporting line at 303-637-1350.

More information about medically necessary devices can be found online at www.unitedpower.com/medical-devices.

READER REWARDS

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Three Winners Every Month!

1st place: \$100 Bill Credit

2nd place: \$50 Bill Credit (two winners)

Submit Reader Rewards Online

www.unitedpower.com



Visit www.unitedpower.com and click on 'News & Community' to enter Reader Rewards online. Answer the question below with your online entry:

When does electronic balloting open?

By submitting this entry, I agree to allow United Power to publish my name in subsequent issues of *United Newslines* if I am selected as a winner. For complete contest rules, visit www.unitedpower.com/newsline.

Members may also enter by mailing the following entry form to:

United Power • Reader Rewards • 500 Cooperative Way • Brighton, CO 80603

Name: _____

Address: _____

Phone: _____

UNITED POWER PRIDE



Barbara Wacker, Commerce City, and her son Craig went deep sea fishing in Galveston, Texas in June. Fishing is a patient game, so it is good to have reading material, like the *United Newslines*, available between bites.

United Power Pride Photos

Snap a photo with the *United Newslines* and you'll receive a \$100 bill credit if we print it. Submit your photo along with your name, address, email, and a description of the photo online at www.unitedpower.com/unitedpowerpride.

RECIPES



Quick & Easy Drop Biscuits

1 1/2 cups all-purpose flour
 2 tsp baking powder
 1 tsp kosher salt
 8 Tbsp unsalted butter, cold & cut into cubes
 3/4 cup whole milk

Preheat oven to 400°. Line a baking sheet with parchment paper.

In a large bowl, whisk together flour, baking powder, and salt. Toss butter into dry ingredients until coated. Blend butter into flour using a pastry blender or food processor until pea-sized. Add milk and stir with fork until mixture comes together into a slightly sticky, shaggy dough.

Use a cookie scoop or 1/4-cup measuring cup, depending on size preferences, to create mounds of dough, and place them on prepared baking sheet.

Bake biscuits until golden brown, about 15 minutes for small biscuits and 20 minutes for large ones. Let cool slightly, then transfer to a wire rack.

Source: *Serious Eats*

Democracy at the Co-op

Member Votes Determine Board Representation

United Power members have the unique opportunity to have a voice in the future of their electric cooperative. Each year, our members' votes in the director election determine who will represent them on the co-op's Board of Directors. As an electric utility, your participation in the annual election is critical to helping the co-op better serve its members.

Every Vote Matters Equally

United Power is a not-for-profit cooperative owned and controlled by the members it serves. When you become a member, you automatically receive the benefits all other members share, including the right to vote for board representation. As a member, your vote is equal to any other member's vote, regardless of what kind of account they have or how large it is. "One member, one vote" is part of the cooperative principle known as Democratic Member Control. Director candidates must also live within United Power's service territory, so you know you will be voting for someone who understands your community's needs. They could even be your friends or neighbors.

Running for a Board Position

The primary difference between an investor-owned utility (IOU) and a cooperative is democratic control. IOUs make decisions to appease stakeholders and shareholders who might not live in the same state, let alone the same community. Any United Power member in good standing is eligible to run for a position on the cooperative's eleven-member Board of Directors. Directors serve three-year terms in one of four geographical districts. Although directors must live in one

of these districts, members vote on an "at-large" basis, explained in more detail next.

Voting in the Election

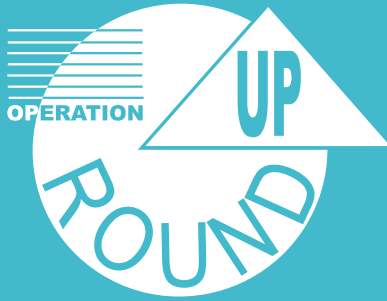
Balloting opens in March. United Power encourages all members to cast their votes in the election. Members may vote electronically through their online account, or via mail ballots, sent to all members in mid-March. Directors represent all members and are therefore elected on an "at-large" basis. This means members may cast a vote for a director in each district and not just their own. Directors serve in geographic districts to ensure adequate accessibility for members and to provide a representative cross-section of United Power's member base in the cooperative's governing body. View the voting policy at www.unitedpower.com.

Your vote always matters. To learn more about a director candidate, consider attending one of our Meet the Candidate events. (**Details on page 3.**) Candidate statements will be available online after Feb. 10.

2023 Director Election

This year, four positions on United Power's board are up for election at the 2023 Annual Meeting & Director Election, scheduled for Wednesday, April 12, 2023. Members may submit ballots electronically, via mail ballot, or drop their ballots at any United Power office.

More information about how members may submit their ballot can be found online at www.unitedpower.com/annual-meeting.



Grants Awarded in 2022

Partner Organizations

In 2022, Operation Round Up distributed \$131,000 to four partner organizations that provide direct assistance to individuals and families in United Power territory. These partner organizations are: **Almost Home** (Brighton), **Carbon Valley Help Center** (Firestone), **Canyon Cares** (Coal Creek Canyon), and **Catholic Charities** (Fort Lupton).

Non-partner Grants Awarded

- Brother's Redevelopment – Brighton Help for Homes project to paint homes for low-income seniors and/or disabled homeowners
- United Way of Weld County – Diaper Bank services
- Almost Home – Thanksgiving meal boxes
- CASA of Adams & Broomfield Counties – volunteer program assistance
- Methodist Church of Ft. Lupton – Thanksgiving turkeys and hams
- Whispering Pines Food Pantry – food and pantry essentials
- Crescent Park Community Fire Protection Association – wildfire training



ENERGY SAVERS

Throw it in the Slow Cooker

You'll use a fraction of the energy to prepare foods in a slow cooker. Slow cookers use less energy than traditional ovens because the heating element utilizes a low current and relies on trapped heat to cook food.

The Power of Change

Record-Setting Year for Operation Round Up

Operation Round Up, a foundation that is driven by United Power members and provides funds to local nonprofit organizations, had a record year in 2022. The foundation's board of directors distributed a record-breaking \$165,000.

Members who choose to participate in the voluntary program have their monthly billing statements rounded up to the next whole dollar. The amount most members give averages approximately \$6 per year. Throughout the year, the foundation's board, which is made up entirely of fellow United Power members, meets to distribute funds to partner organizations and consider grant requests from nonprofits that serve individuals and families in the cooperative's service territory.

Thanks to an increase in member enrollments, Round Up contributions were up nearly \$20,000 in 2022. This means the

foundation was able to award more grants and meet even more needs as the growing number of requests stretches nonprofits beyond their means.

Your donations, even just a little change, make a world of difference to individuals and families in need in your communities. Round Up helps ensure funds go where the need and impact will be the greatest. If you are interested in enrolling or would like to increase your contribution, visit www.unitedpower.com/round-up.

Special thanks to the following individuals and businesses for their generous contributions in 2022:

Mark Williams, Michael Krebs, Stephen Whiteside, Carla & Deborah Stapleton

InBank, Western United Electric Supply, Tri-State G&T

Update Your Contact Info

Make Sure You're Receiving Notifications

United Power uses recorded phone messages to let members know when a preplanned outage has been scheduled in their area for maintenance work. As new software becomes available, the cooperative may have more options to send member communications.

Electronic communications are tied to individual member accounts and use the phone numbers and/or email addresses the cooperative has on record. If your contact information isn't up-to-date, you may be missing important notifications from United Power.

You can check your contact information and make necessary updates using the free online payment portal, SmartHub. To set up an online account, go to www.unitedpower.com/myaccount. Contact information can also be updated by calling the member services team at 303-637-1300.



Why United Power Plans Outages

Members may occasionally receive a recorded message from United Power informing them of a “preplanned” outage in their area. You may be curious what a planned outage is and why the cooperative needs to perform them. Sometimes repairs must be made to crucial parts of the electric grid to maintain system reliability. Some repairs can be made without interrupting power, but others would not be possible or might be too dangerous for lineworkers while power is flowing.

Regular system upgrades are necessary for optimal performance. While the interruption of power may sound like an inconvenience, the short outage ensures greater long-term reliability.

The cooperative’s engineering and operations teams are constantly reviewing the system and identifying areas in need of improvement or where upgrades can minimize outages while increasing both reliability and security.

Aside from the safety of both our members and our crews, and better overall system performance, there are a few more things you should know about preplanned outages. When one of these outages is



necessary, the cooperative makes upgrades that affect as few members as possible. Rarely do preplanned outages impact more than a handful of members. In rare instances when a larger number of members may be impacted, there will be more advanced notice. Preplanned outages are also scheduled for small windows – usually no more than five hours – when most members are away from home.

United Power also sends members prerecorded phone messages informing

them of work happening in their area. It is important to differentiate these calls from preplanned outage notices. A notice of work in your area does not always mean you will experience a power interruption.

In order to receive notices about work in your area or preplanned outages, your contact information on file with the cooperative must be up to date. As new software becomes available, you may also have more options for how to receive important updates from United Power. However, any notice the co-op sends will be tied to the information on your account. If the information on your account, such as phone numbers and email addresses, is not current or is incorrect, you could be missing these important notices.

You can update your contact information using United Power’s free online account portal, SmartHub, available to members at www.unitedpower.com/smarthub, or by calling a member services representative at 303-637-1300.

Smart Rewards & Thermostat Rebates

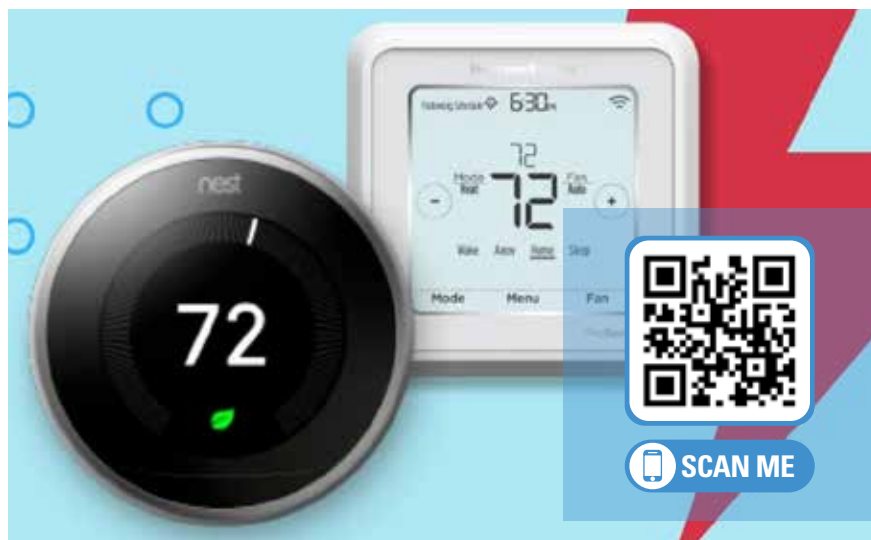
United Power members with a qualifying smart thermostat from Honeywell or Nest can earn money back this summer by enrolling in Smart Rewards. Through Smart Rewards, your smart thermostat will automatically shift energy use to help us reduce load on the electric grid. When you help us save, we will pass those savings along to you at the end of each summer. For every summer you remain enrolled, United Power will credit you \$25.

Enrolling your smart thermostat in Smart Rewards can help United Power shift use and save energy when it’s most expensive. When demand peaks, United Power must either purchase more expensive power or encourage members to shift their energy use.

Getting Started is Easy. Here’s How it Works:

Any qualifying smart thermostat can be enrolled in Smart Rewards through your thermostat’s app or online. United Power provides enrollment links and a list of qualifying device models on its website at www.unitedpower.com/smart-rewards.

Members enrolled in Smart Rewards will receive push notifications during peak events, which will only occur weekdays between 12 p.m. and 9 p.m. and last no more than four hours. Your thermostat will automatically adjust and return to normal at the end of the event. There will never be more than three events in a week. Members will see their credits on billing statements at the end of each cooling season, typically in October.



Rebates on Qualifying Smart Thermostats

Don’t own a smart thermostat? Members qualify for exclusive rebates on qualifying Honeywell and Nest smart thermostats.* For more information on smart thermostat rebates, eligibility, and qualifying devices, go to www.unitedpower.com/thermostat.

**Smart Rewards enrollment is required to qualify for smart thermostat rebates.*

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United Power encourages its members to participate in director elections.

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Round Up Annual Report

Round Up distributed \$165,000 to local nonprofits in 2022.

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Why We Plan Outages

United Power crews perform regular maintenance to prevent outages.

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Smart Rewards

Learn how you can save with your smart thermostat through Smart Rewards.

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STAY CONNECTED WITH YOUR CO-OP

email.....UnitedNewsline@UnitedPower.com
online.....www.unitedpower.com
f.....facebook.com/UnitedPower
t.....twitter.com/UnitedPowerCoop

Member Services..... 303-637-1300
Outage Line..... 303-637-1350

CONGRATS READER REWARDS WINNERS

1st Place: Cody Mortus, Lochbuie
2nd Place: Seifu Tulu, Commerce City
 Scott Kostner-Nicholson, Broomfield

See your name? Call 303-637-1325 within two (2) months of the issue date to claim your Reader Rewards.

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 Elizabeth "Beth" A. Martin
 Mark A. Gabriel
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Information for the members of United Power, Inc.

UNITED
NEWSLINE

500 Cooperative Way, Brighton, CO 80603

Your Touchstone Energy® Cooperative

