

# UNITED NEWSLINE

Information for the members of United Power, Inc.

## IN THIS ISSUE

- SmartHub Your Taxes.....2
- Why We Plan Outages.....3
- Be Scam Smart.....4
- Safety Coloring Contest.....6
- Ask the Energy Experts.....7

## IMPORTANT DATES

**MARCH 21**     **Deadline for Safety Poster Coloring Contest Entries**  
Page 5

**MARCH 19, 20, 22 & 23**     **Meet the Candidate Forums**  
Page 3

**APRIL 18**     **Annual Meeting & Director Election**  
Page 3



## 2017: A Year of Change and Growth

The team at United Power has been working hard behind the scenes to bring our members the service they expect – from the construction of power lines to the taking of payments – United Power continues to take a hard look at all our processes and practices so we can provide the best experience possible for our members. Let’s take an in-depth look at how United Power has been working to improve your experience as a member, and touch on some of the interesting facts about how we provide service to more than 83,000 homes and businesses.

**GROWTH CONTINUES TO CHALLENGE THE COOPERATIVE...SERVICE WAS EXTENDED TO MORE THAN 3,200 NEW HOMES IN 2017.**

### Building for the Future

Planning for future growth continues to challenge the cooperative. To meet this need we continue to plan behind the scenes for future needs. In 2017 we acquired land for substations and easements to continue to grow our system, built and energized new substations to provide power hubs in growing areas, and inspected a majority of our high voltage lines in our mountain territory using unmanned aerial vehicles (commonly known as drones). The balance between financing a system for future growth and continuing to maintain the system in service is driven by only one concern: providing our members with the best service possible today, and into the future.

### Serving our Members

Members may not think about what goes on behind the scenes at United Power when they turn on the lights or pay their bill, but we do! Last year United Power helped members who phoned in to our call center

more than 151,000 times, and provided in-person service in our offices more than 36,000 times. Energy auditors made over 360 home visits, helping members understand their power consumption and inspecting installations of heating and cooling equipment.

### Putting Money Into Our Members’ Hands

Rebates are a small way to help members offset the cost of energy saving improvements. LED light bulbs continue to be popular with our members, with more the 900 members submitting for reimbursement of more than \$41,000 in rebates. ENERGY STAR® appliance purchases can be smart for members replacing refrigerators or dishwashers, and even with modest rebates United Power distributed more than \$78,000 to nearly 2,000 members. The installation of energy efficient heat pumps – both air source and ground source – provided nearly \$70,000 in rebates for our members. Businesses also benefited, collecting more than \$500,000 for installing energy efficient lighting in 2017.

continued on Page 3



[www.unitedpower.com](http://www.unitedpower.com)

Main Switchboard 303-659-0551  
Report an Outage 303-637-1350  
Customer Service 303-637-1300



## SmartHub is Your Source for Tax Season

You may need your utility billing history in the coming months as you prepare to file your 2017 taxes. Did you know that United Power makes all of these records easy for you to access through our SmartHub online portal?

If you take a home office deduction on your taxes, you may be able to deduct a portion of your utility bills. Also, members who donate to Operation Round-Up by rounding up their monthly bills to the next whole dollar may also be able to deduct their annual contributions to the charitable foundation. Of course, you'll need records of your annual billing history and your charitable donation receipts when you see your tax advisor, and SmartHub is your source for all of this information.

*United Power does not provide legal, tax or accounting advice. This information is provided as a courtesy. Review IRS guidelines before deducting utility bills for a home office and consult your own professional tax advisor on individual tax matters.*

Access all of your billing history, for tax purpose and more, by logging into the SmartHub Billing & Payment portal at [www.unitedpower.com](http://www.unitedpower.com). There you can view and download copies of all of your past bills and payments, and view your electric usage history. You can also print your end of year Operation Round-Up statement—look for it on your January or February bill.

If you are not currently a registered SmartHub user, you simply need your United Power account number and an email address to get started. SmartHub is available online and as a mobile app for Apple and Android. Learn more about SmartHub at [www.unitedpower.com/smarthub](http://www.unitedpower.com/smarthub).

## Greater Visibility for Increased Safety

While you're out and about you may soon notice a new look on United Power's trucks. Here at United Power, we think a lot about the safety of our employees, and of our members. We are always looking for ways to keep our employees safer in the field and on the job. One of our initiatives to increase safety is better visibility—both for our employees and our vehicles.

For our field employees, we recently traded in our blue uniform shirts for more highly visible yellow shirts with reflective stripes. For our trucks, you'll soon see a bigger, bolder look making them more visible out on the road.

The new design includes a larger and more prominent United Power logo, so members can more clearly see us when we are working in their communities, or on their property. Incorporated into the design is a reflective vinyl material which will help make our trucks more visible. This will help to protect our workers who often are called out to work at night and during storms where visibility conditions are poor. We want you to know when you're working with United Power and to know when we're in your community—and we want to ensure the safety of our employees who are working hard for you.



### ENERGY SAVERS

#### Take Advantage of the Sun

Open curtains on south-facing windows during the day to allow sunlight to naturally heat your home. Close them at night to reduce the chill you may feel from cold windows.



## A Year of Change and Continual Improvement

### Committed to a Variety of Power Sources

United Power announced the integration of two utility scale battery projects utilizing Tesla batteries. The 4 MW and 0.5 MW systems will be the largest in Colorado. This joins the 16 MW Platteville solar project energized in November, and the 6.5 MW Mead project energized in January, which joins our rich catalog of retail energy production. Additionally, United Power members support the purchase more than 35 million kwh/year of wind power through Tri-State's Green Power Partner's program.

### Building our Membership

New homes in the area continue to create a lot of electrical design work for United Power. Service was extended to more than 3,200 new homes in 2017, and was supplemented by hundreds of additional

services extended to shops and barns at existing members' homes. While oil and gas continue to require additional service, there were also more than 200 commercial sites that were developed in 2017.

### Distributing More to Those in Need

Changes to the Operation Round-Up program helped to put 50% more in direct assistance into the community in 2017. Partnerships formed by the Operation Round-Up board with several local charitable social services organizations made sure that members had quick access to assistance for rent and utility payments. The new structure helped to make sure our members in need not only get help with immediate shelter needs, it helps them access other services like getting signed up for food stamps, access to educational resources, and help with budgeting.

## Why We Plan Outages

Have you ever received a notification from United Power informing you of a "planned outage?" You may have wondered, "What is a planned outage?" and "Why does my electric utility need to perform one?" Occasionally, the equipment we use to bring power to your home needs to be replaced, repaired, or updated. When this happens, as a way to keep our crews and you safe, we plan an interruption to electric service.

We do our best to plan these outages during times when members will be the least inconvenienced. We also try to avoid planning these outages during winter or

summer months. We understand these are peak times of the year when you depend on running your heating and cooling units the most.

While they may sound slightly inconvenient, planned outages are actually beneficial to you. Regular system upgrades are necessary for optimal performance, and they increase reliability. Repairing and upgrading our equipment is also critical to maintaining public safety. If older lines need to be replaced, we plan for it, repair or replace it, and that keeps everyone safe.

Planned outages also allow us to keep you informed of when and how long you will be without power. In most cases, we will notify you in advance, by telephone, before an outage, so you can be prepared.

We will also keep you aware of when line crews will be working in your area. Here at United Power, we want to make sure we are doing everything we can to keep you safe and to keep our system running smoothly. So the next time you hear about a planned outage, know that it is one of the best ways we can provide you with quality electric service.

# 2018

## ANNUAL MEETING & DIRECTOR ELECTION

### WEDNESDAY APRIL 18, 2018

**4:30 p.m.** Registration Opens

**6:30 p.m.** Balloting Closes & Meeting Begins

**Adams County Regional Park & Fairgrounds**  
9755 Henderson Road, Brighton, CO 80601

[www.unitedpower.com/annualmeeting](http://www.unitedpower.com/annualmeeting)

### BALLOTING DEADLINES

#### FEBRUARY 16, 2018

Director Nominations by Petition Deadline at 4 p.m.

#### APRIL 16, 2018

Mail-in Ballots must arrive at the P.O. Box by 6 a.m.

#### APRIL 18, 2018

Ballot Drop-Boxes at offices close at 2 p.m.

#### APRIL 18, 2018

Ballot Drop Box Open from 12 -4 p.m. at the Adams County Fairgrounds

### CANDIDATE FORUMS

Attend a Meet the Candidate Forum to learn more about each of the candidates vying to serve on the Board of Directors. The following events are free to members. Light refreshments will be served. RSVPs are not required.

#### MONDAY, MARCH 19, 2018 | 6:30 p.m.

Adams County Fairgrounds - Waymire Dome  
9755 Henderson Road Brighton, CO 80601

#### TUESDAY, MARCH 20, 2018 | 7:30 a.m.

Fort Lupton Recreation Center  
203 S. Harrison Ave. Fort Lupton, CO 80621

#### THURSDAY, MARCH 22, 2018 | 7:30 a.m.

Coal Creek Canyon Community Center  
31528 Highway 72 Golden, CO 80403

#### FRIDAY, MARCH 23, 2018 | 7:30 a.m.

E.L.F. Grill  
102 8<sup>th</sup> Street Dacono, CO 80514

Dates and locations may be subject to change.



# Don't Fall for the Call

Residential and business members on United Power's lines have reported receiving calls demanding payment for "past due" amounts on electric bills. Many of these families and businesses are Spanish-speaking customers, who are being threatened with disconnection of electric service if they don't make a payment immediately. The caller instructs the customer to make the payments via pre-paid money cards purchased at local gas stations.



In an effort to protect your money and personal information, United Power warns all members of the potential for this scam, and reminds them to stay vigilant. Keep up with the current status of your electric account by referencing your monthly statement, calling United Power's Member Services Department at 303-637-1300, or by logging into your account via SmartHub. Please remember the following information in regards to how United Power conducts business, and if you are ever in doubt, hang up and call United Power at 303-659-0551.

## Be Scam Smart! Know How United Power Conducts Business

### United Power does not collect utility payments at member homes or businesses.

Never give money to people who may be posing as utility workers. If you are not sure about an employee's identification, ask the employee for identification, or call United Power at 303-659-0551.

### United Power never calls members in person to collect overdue electric bills.

Notice of delinquency or disconnection is sent by mail and then United Power will follow-up with our automated phone system. A recorded phone message will instruct you to initiate a payment.

### United Power will never require or demand MoneyPak as the only form of payment we would accept.

In fact, members can save themselves the \$4.95 MoneyPak convenience fee and walk into any United Power office to pay their electric bill with cash.

## READER REWARDS

JANUARY  
2018



### Three Winners Every Month!

1<sup>st</sup> place: \$150 Lowe's Gift Card  
2<sup>nd</sup> place: \$50 Lowe's Gift Card (two winners)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Mail entry form to: United Power • Reader Rewards  
PO Box 929 • Brighton, CO 80601

### Reader Rewards Online

[www.unitedpower.com](http://www.unitedpower.com)

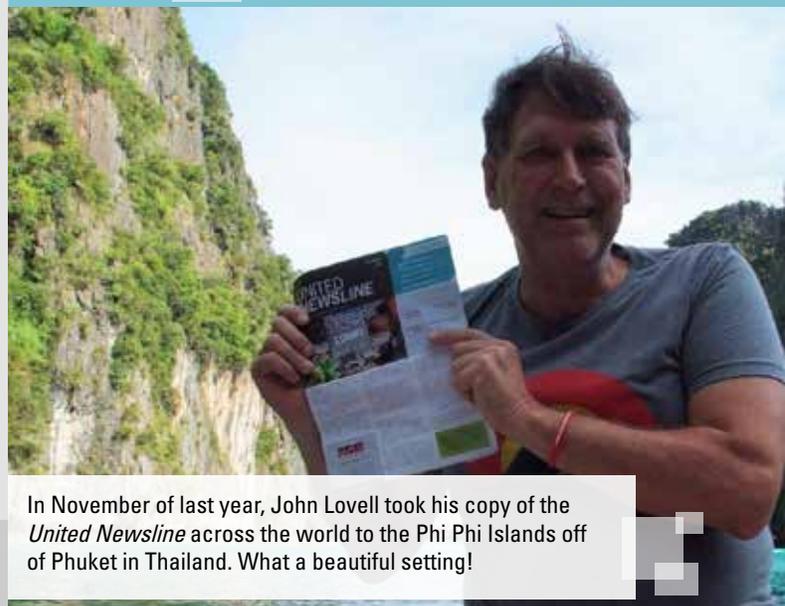


Save a stamp! Visit [www.unitedpower.com](http://www.unitedpower.com) and click on 'Co-op & Community' to enter Reader Rewards online. Answer the question below with your online entry:

### What's the deadline for the Safety Poster Coloring Contest?

By submitting this entry I agree to allow United Power to publish my name in subsequent issues of United Newsline if I am selected as a winner.

## UNITED POWER PRIDE



In November of last year, John Lovell took his copy of the *United Newsline* across the world to the Phi Phi Islands off of Phuket in Thailand. What a beautiful setting!

### United Power Pride Photos

Snap a photo with the *United Newsline* and we'll send you a gift if we print it. Send your name, address, phone number, and a description of the photo to:

E-MAIL: [unitednewsline@unitedpower.com](mailto:unitednewsline@unitedpower.com)

MAIL: United Power—Attn: United Newsline  
PO Box 929, Brighton CO 80601



# ELECTRICAL SAFETY POSTER CONTEST



Your Touchstone Energy® Cooperative

303-659-0551 • 800-468-8809

www.unitedpower.com

**HEY KIDS!** WE NEED YOUR HELP REMINDING OUR COMMUNITY TO BE SAFE AROUND ELECTRICITY. DESIGN A POSTER THAT TEACHES YOUR FAMILY AND FRIENDS WAYS THAT THEY CAN STAY SAFE AROUND ELECTRICITY, SEND IT TO US, AND YOU MIGHT WIN! SIX WINNERS WILL EACH RECEIVE A \$50 CASH PRIZE, AND THEIR POSTERS WILL BE DISPLAYED ONLINE AND IN PRINT - THEY WILL EVEN APPEAR ON BUS BENCHES AT STOPS AROUND THE SERVICE TERRITORY!

**PUT ON YOUR {SAFETY} THINKING CAP, AND SEND IN YOUR UNIQUE SAFETY POSTERS TODAY!**

Electricity helps us power the things we do every day like watch TV, play video games, turn on the lights, use our computers and charge our phones. But the same power that we use to learn, cook, and have fun can be dangerous if not used carefully. That's why United Power is asking kids to help us keep electrical safety a top priority for their friends, families and community.

United Power's Electrical Safety Poster Contest invites kids in grades K-5 to design an electrical safety poster that will be displayed around the community in May for National Electrical Safety Month. The winning posters will be eye-catching and will creatively help us spread the word about the importance of electrical safety.



## CONTEST DETAILS:

- Child must be a dependent of a United Power member.
- Winners will receive \$50 cash awards.
- Six winners will be chosen. One from each grade K-5.
- Winning posters will appear online, in print and on bus benches for the month of May.
- Entries must be submitted on the official contest entry form (on reverse).
- DEADLINE: MARCH 21, 2018



## ELECTRICAL SAFETY TIPS

- STAY AWAY FROM POWERLINES & ELECTRICAL EQUIPMENT.
- USE CARE WHEN PLUGGING & UNPLUGGING.
- NEVER MIX ELECTRICITY & WATER.
- NEVER STICK TOYS OR OTHER OBJECTS INTO ELECTRICAL OUTLETS.
- DON'T OVERLOAD OUTLETS.
- ASK AN ADULT FOR HELP - YOU CAN NEVER BE TOO SAFE!

**DEADLINE MARCH 21, 2018**

Deliver posters to any United Power office, or mail to:

**UNITED POWER SAFETY POSTER CONTEST  
PO BOX 929, BRIGHTON, CO 80601**

# ELECTRICAL SAFETY

# OFFICIAL ENTRY FORM

## POSTER CONTEST

**DEADLINE**  
**MARCH 21, 2018**



Child's Name: \_\_\_\_\_

Parent/Guardian Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ ZIP: \_\_\_\_\_ Phone: \_\_\_\_\_

School: \_\_\_\_\_ Grade: \_\_\_\_\_ Age: \_\_\_\_\_

I understand that by submitting my child's drawing, I give permission for United Power to publish, print, exhibit and otherwise use image without notification, permission or compensation. I authorize United Power to publish my child's name, age, school and grade with published artwork.

Parent/Guardian Signature: \_\_\_\_\_

**CONTEST DEADLINE: MARCH 21, 2018**



**THIS END UP!**

MUST BE DESIGNED HORIZONTALLY TO BE ELIGIBLE. VERTICAL DRAWINGS CANNOT BE USED.

PLEASE KEEP POSTERS INSIDE THIS BOX. DUE TO PLACEMENT LOCATIONS OF FINISHED POSTERS, ALL POSTERS





## Ask the Energy Experts

### Facing the Dog Days of Winter without the High Bills

A member recently called United Power to ask how she could keep a litter of puppies warm in her garage without running up a huge electric bill. Last month she used a space heater to keep them warm, but when she got her bill, she decided to look to the experts to see if there was a better way...and we're so glad she did! Here's what our experts had to offer:

"We get it. Puppies can't always be kept inside, and as much as you want to, you can't snuggle them all day. Luckily, there's a cheaper way to keep them warm! We recommend using a heat lamp instead of a space heater. We're paw-sitive you'll see the savings, and we've run some "ruff" numbers to help you compare."

A heat lamp running 24 hours per day will run you about \$13.55 for the month. Compare that to a 1,500 watt space heater running 24 hours per day, which will set you back more than \$116 for the month. Plug in that heat lamp instead to save over \$100 per month. Now that's a lot of puppy chow!

Our Energy Experts even went the extra mile to recommend this energy efficient puppy set-up. It involves a plastic wading pool, a couple sheets of Dow Blue Board or Owens Corning Pink insulation board, and an incandescent heat lamp. Here's how to create a warm set-up for your pups:

- Use a plastic wading pool to keep the puppies contained. The plastic cleans easily and keeps those old towels and blankets from absorbing water or snow melt from the garage floor.
- Place the sheets of insulating board on the ground between the pool and the floor to keep the cold from conducting from the concrete floor through the plastic pool.
- Secure a 175 watt/120 volt incandescent heat lamp 5'-10' above the puppies. At 175 watts, it will not sunburn the puppies and they will gather under or move away depending on their need for warmth.



HEAT LAMP

.175 kW heat lamp
x 24 hours per day
<hr/> 4.2 kWh/day
x 30 days
<hr/> 126 kWh/month
x \$0.10751
<hr/> <b>\$13.55/month</b>



SPACE HEATER

1.5 kW space heater
x 24 hours per day
<hr/> 36 kWh/day
x 30 days
<hr/> 1,080 kWh/month
x \$0.10751
<hr/> <b>\$116.11/month</b>



### Heat Lamp Safety

Care should be taken when using a heat lamp to ensure the safety of your animals and your property. Follow these safety tips when using a heat lamp:

- Clean any cobwebs or dust from the area around the lamp and dust off bulbs.
- Keep wires out of reach so animals can't nibble or get caught up in cords.
- Double secure the lamp to ensure the lamp doesn't fall on the animals below it.
- Never put water under a heat lamp, or near electrical outlets.
- Use a heat lamp cage to prevent anything from coming into direct contact with the bulb.
- Hang lamps high to keep them away from bedding or any hay or straw material.
- Check lamps for frayed wires before using and don't use lamps with faulty cords.



### Ask the Energy Experts!

We're here as your source of information and power...and love talking kids, cars, furry creatures and fun new endeavors. So anytime you're facing an energy dilemma, put our Energy Experts to work. Send your questions to [unitednewsline@unitedpower.com](mailto:unitednewsline@unitedpower.com).

# Inside This Issue

FEBRUARY  
2018



Your Touchstone Energy® Cooperative



## A Look at Last Year

Our accomplishments from last year and the ways we're looking ahead.

Page 1



## A Bold, New Look

Our trucks are getting a facelift for your safety and ours.

Page 2



## 2018 Safety Poster Coloring Contest

Back for another year, United Power is holding a coloring contest for kids to help us remind the community of the importance of electrical safety. Details and the official entry form are inside.

Page 5

## STAY CONNECTED WITH YOUR CO-OP

**email**.....UnitedNewsline@UnitedPower.com

**online**.....www.unitedpower.com

**f**.....facebook.com/UnitedPower

**t**.....twitter.com/UnitedPowerCoop

**Main Switchboard**.....303-659-0551

**Member Services**.....303-637-1300

**Outage Line**.....303-637-1350

## CONGRATS READER REWARDS WINNERS

**1st Place:** Mark & Lauribeth Raemer, Golden

**2nd Place:** Helen Kuhn, Dacono

Rosie O'Grady-James, Lochbuie

See your name listed as a winner? Call 303-637-1248 to claim your Reader Rewards.

<b>Chief Executive Officer</b>	John Parker	<b>Board of Directors</b>	James Vigasaa
<b>Chief Operating Officer</b>	Bryant Robbins		Susan Petrocco
<b>Chief Financial Officer</b>	Laurie Rydwell		<i>Vice-President</i>
<b>Public Affairs Officer</b>	Troy Whitmore		Beth Martin
<b>Newsline Editors</b>	Heidi Storz		<i>Secretary/Treasurer</i>
	Laurel Eller		Ursula J. Morgan
			<i>Asst. Sec./Treasurer</i>
			Keith Alquist
			Ginny Buczek
			Tim Erickson
			Brian McCormick
			Richard Newman
			Dave Rose
			Tamra Waternath

Information for the members of United Power, Inc.  
© 2018 United Power, Inc.

# UNITED NEWSLINE

P.O. Box 929, Brighton, CO 80601

500 Cooperative Way, Brighton CO 80603

Your Touchstone Energy® Cooperative



PRSR1 STD  
U.S. POSTAGE  
PAID  
Ft. Collins, CO  
Permit No. 266