



# NEW MEMBER HANDBOOK

## YOUR GUIDE TO CO-OP OWNERSHIP

### CONTACT UNITED POWER

<b>MEMBER SERVICES</b>	303-637-1300
<b>MAKE A PAYMENT</b>	866-999-4485
<b>REPORT AN OUTAGE</b>	303-637-1350

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

### OFFICE LOCATIONS

**Brighton Headquarters Office**  
500 Cooperative Way, Brighton, CO 80603  
Hours: M – F | 7:30 a.m. to 5:30 p.m.

**Fort Lupton Office**  
1200 Dexter St., Fort Lupton, CO 80621  
Hours: M – F | 7:30 a.m. to 4:00 p.m.

**Coal Creek Canyon Office**  
5 Gross Dam Road, Golden, CO 80403  
Hours: M – F: 7:30 a.m. to 4:00 p.m.

### MEMBER-OWNED ELECTRIC SERVICE

Welcome to United Power! As a customer of United Power, you're now a member-owner of a not-for-profit electric cooperative. For 80 years, United Power has been delivering co-op power to homes, farms, businesses and industry along Colorado's northern front range. We're one of the fastest growing electric cooperatives in the country, and we're proud of our record of reliable electric service, the partnerships we foster in the communities we serve, and of our dedication to innovative energy programs.

Your cooperative membership comes with our commitment to providing you with the reliable electric service you depend on, and entitles you to several other valuable member benefits. Our knowledgeable and friendly staff is ready to serve you and we are delighted to have you join the cooperative family as one of our newest members.

### MISSION

To safely and efficiently provide reliable electric power and outstanding service to our members.

### VISION

Powering Lives, Powering Change and Powering the Future—The Cooperative Way.



[www.unitedpower.com](http://www.unitedpower.com) ■ 303-637-1300

Your Touchstone Energy® Cooperative



# ABOUT UNITED POWER

## YOU'RE NOT JUST A CUSTOMER, YOU'RE AN OWNER

### CO-OP PRINCIPLES

Cooperatives are special because we are owned by the consumers we serve and are guided by a set of principles that reflect the best interests of our members:

1. Voluntary and Open Membership
2. Democratic Member Control
3. Members' Economic Participation
4. Autonomy and Independence
5. Education, Training, and Information
6. Cooperation Among Cooperatives
7. Concern for Community



### ROUND-UP FOR GOOD

United Power members can make a big difference in their community by rounding up their monthly electric bills and gifting that small change to our Operation Round-Up program. The average donation is just 50 cents per month, and by pooling your contributions with the donations of other members, you can make a big difference for organizations that provide essential services and programs in your community.

### LEADERS IN INNOVATION

United Power was one of the first utilities in the country to offer a community solar program, and operates the state's largest battery storage project. The cooperative is ranked at the top among utilities nationwide for its cumulative solar installations and integration of renewable projects and is the leader among all Tri-State Generation & Transmission co-ops for the incorporation of distributed generation.

### COOPERATIVE DIFFERENCE

The very name "cooperative" speaks to the nature of our operation. We exist to work cooperatively with our members to provide them with power, but there are so many more ways we serve our members. United Power is committed to helping our members power the communities they call home. You'll find us supporting local fairs and festivals, serving on boards and committees for chambers and non-profits, and providing safety education for students and first responders. We know the real power of our cooperative lies in our connections to you, our members.

### LOCAL MEMBER CONTROL



United Power is self-regulated by a member-elected Board of Directors. The Board of Directors is charged with making the critical operational and policy decisions required to run the cooperative.



Directors are your fellow cooperative members elected by the membership at-large to serve three-year staggered terms. You have a voice in the operation of this co-op by running for a seat on the board, by voting in the annual director election and by attending the annual business meeting.

### MEMBERSHIP PAYS



Being a United Power member means you share in our success. We work hard to keep rates as low as possible, and to provide safe, reliable electricity at the cost of service. When there is money left over after paying all expenses, you are allocated a share of those margins—which we call Capital Credits. We're pleased to report that our financial position has allowed us to return Capital Credit refunds to our members each year for more than a decade.









### SERVICE AREA

United Power provides electric service to over 87,000 meters, representing more than 250,000 residential, agricultural and business consumers. Surrounding Denver on three sides, United Power serves 900 square miles along the north central front range of the Colorado Rockies. The service territory wraps around the north and west borders of Denver International Airport, and includes metropolitan development corridors, including Interstate 25, Interstate 76, State Highway 85 and E-470. The territory also extends west to a non-contiguous service area powering Golden Gate and Coal Creek Canyons.

# PAYMENT & BILLING

A statement for your electric service will be mailed to you each month. United Power offers several convenient payment and billing options. To avoid late fees, always pay your electric bill by the due date. If you have questions about your bill please call a United Power Member Services Representative.

## PAYMENT OPTIONS

-  **Online Payments:** View and pay bills through SmartHub, our online billing & payment portal.
-  **Cash, Check or Credit Card:** Cash, check, MasterCard and Visa are accepted at any office. Credit card and check payments accepted online and by phone.
-  **Pay by Mail:** Return check payments with remittance coupon via US Mail.
-  **AutoPay:** United Power will automatically draft your payment from your bank account or credit card on your billing due date.
-  **Pay by Phone:** Call 866-999-4485 to make a check or credit card payment over the phone 24 hours per day.
-  **MoneyGram:** Cash payments made at any MoneyGram location will post immediately to your United Power account. MoneyGram payments are subject to a small fee.

## BILLING FEATURES

-  **Paperless Billing:** Go paper-free. Receive an email notification in place of a printed statement in the mail. View and pay your bills online through SmartHub.
-  **Budget Billing:** Make your monthly budget easy to manage and pay the same amount each month.



## ONLINE ACCOUNT MANAGEMENT

Manage your electric account 24/7 by computer or smartphone with SmartHub, our free online billing and payment portal.

### Use SmartHub to:

- View bills and make payments
- View your electric usage history
- Report an outage
- Enroll in AutoPay or Paperless Billing

Login to SmartHub at [www.unitedpower.com](http://www.unitedpower.com) or download the SmartHub mobile app from the iTunes or Android Marketplace.



## United Power will NEVER require payment with prepaid debit card.





If you are approached with demands for immediate payment, it is a scam. United Power will never visit or call in person to collect payment and we will never tell you to pay with a prepaid debit card.



# ENERGY PROGRAMS

United Power is dedicated to an "all of the above" energy strategy, integrating renewable resources, using innovative energy strategies, and providing a rich suite of services to help members control their energy consumption. We offer many ways for our members to learn about energy efficiency, rebates to promote the use of efficient technology, and opportunities for members to be part of the energy solution.

## EFFICIENCY PROGRAMS

-  **Rebates for Efficiency:** Choose from a wide menu of rebates to help offset the cost of new, efficient electric appliances and LED lighting.
-  **Energy Expertise:** United Power's Energy Management Team works for you, and they are here to help you determine where you can save energy and money.
-  **Rush Hour Rewards:** Enlist your Nest Learning Thermostat in Rush Hour Rewards to help the co-op reduce peak energy use and you'll earn money back.
-  **Rate Choice:** Choose an electric rate that works best for your lifestyle to maximize your energy savings.

## RENEWABLE OPTIONS

-  **Net Metering:** Generate your own solar power and connect directly to the utility distribution system through an interconnection agreement.
-  **Green Power Partners:** Offset your energy use by purchasing renewable energy without installing your own renewable system.



## POWER PORTAL

United Power's online Power Portal gives you your complete energy picture.

### Use the Power Portal to:

- View detailed interval data
- Monitor your demand
- Evaluate your consumption patterns
- Monitor your renewable energy system
- Diagnose high use events so you can take action to avoid excessive charges


Learn more and login to the Power Portal at [www.unitedpower.com/PowerPortal](http://www.unitedpower.com/PowerPortal).





Your Touchstone Energy® Cooperative 

## REPORT AN OUTAGE

 **CALL 24 HOURS/DAY**  
303-637-1350

 **ONLINE**  
UnitedPower.SmartHub.coop

 **MOBILE APP**  
Download the SmartHub app

## CONTACT UNITED POWER

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## CALL BEFORE YOU DIG

Whenever you do any work that requires digging, such as installing a fence or landscaping, be sure you know where any underground power lines may be located. This one call could save a life!

## FOUR STEPS TO DIGGING SAFELY

- 1. Call 811:** Contact the Utility Notification Center of Colorado BEFORE anyone digs.
- 2. Wait Required Time:** Call at least three days before you plan to dig. Then wait until all underground utilities on your property have been identified.
- 3. Respect and Protect the Marks:** Marks are good while visible, but only for 30 days. If a project is delayed and markings are no longer clear, please request a re-location.
- 4. Dig With Care:** Hand dig 18 inches on both sides of the markers, colored stakes, flags, or painted lines.

# IN THE DARK?

## FIND US FAST

## 24 HOUR OUTAGE RESPONSE

Outages occur for a number of reasons. In the event of a large or wide-spread outage, we prioritize repairs in order to get the largest number of members back on first. Restoring power during inclement weather or after a large accident can be a big job. United Power maintains a 24-hour, 365 day-a-year dispatch center so if you should lose power, be assured we're working as quickly as possible to get your lights back on.

### IF YOUR POWER IS OFF:


1. Check your breaker panel to make sure the outage is not due to a tripped breaker.
2. Check with your neighbors to see if their power is off.
3. Report your outage to United Power by calling our outage line 303-637-1350, or online through SmartHub web and mobile app.

WHEN THE LIGHTS GO OUT,  
**SO DO WE.**


# YOUR SAFETY


## IT'S OUR FIRST PRIORITY

## OVERHEAD POWER LINE SAFETY


 **Always Energized:** Always assume that utility lines are energized and keep far away from them. Don't climb utility poles or trees near power lines.


 **Look Up for Safety:** Be aware of overhead power lines when working with ladders, long tools or farm equipment.


 **Don't Plant Under Power Lines:** Trees may grow into overhead lines and cause outages and safety hazards.


 **Hold On to Balloons:** Metallic balloons conduct electricity and can cause outages and fires if they float into electrical lines and equipment. Never retrieve balloons or other objects caught in power lines.

## UNDERGROUND ELECTRICITY SAFETY

 **Don't Crowd Electrical Equipment:** Don't plant anything within 10 ft. of transformers or meters and keep these areas clear. This is for your safety and allows crews safe access when necessary.

 **Never Play on Electrical Equipment:** Warn children of the dangers of climbing on equipment and to never touch or put objects through the cracks.

 **Never Dig Around Equipment:** Pad-mounted transformers are surrounded by underground power lines. Hitting a high-voltage cable could result in serious injury. Always call 811 before you dig.

 **Report Problems or Hazards:** If you notice damaged equipment, hazards, or exposed wires, contact United Power immediately.