

# UNITED NEWSLINE

Information for the members of United Power, Inc.

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## IMPORTANT DATES

Feb. 19	Presidents Day Offices Closed
March 15	Electronic Balloting Opens Ballots Mailed
April 17	Annual Meeting & Director Election

## Reliability & Resiliency

### United Power Among Nation's Best

## Cooperative Achieves Record SAIDI Score for Second Year in a Row

United Power's core responsibility to its members as an electric cooperative is ensuring consistently reliable power, which means the lights stay on and the power continues flowing whenever you need it to be available. Several years ago, the co-op's operations and engineering staff began coordinating the implementation of an innovative system maintenance strategy. It incorporated embedded devices throughout the system and preventative maintenance practices to meet ambitious goals for reliability and resiliency – defined as the ability to rapidly recover from power outages, such as reducing frequency or duration.

Results exceeded expectations. United Power successfully prevented thousands of potential power interruptions before they occurred, dramatically reducing the number of outages members experience and limiting the duration when outages do occur. The strategy has produced sustained improvements in reliability and resiliency year-over-year since it was implemented in 2017, cementing the cooperative's status among the best performing electric utilities in the country.

### By the Numbers

Electric utilities measure system performance and develop improvement plans using a variety of indicators, such as the System Average Interruption Duration Index – more commonly known as SAIDI – and the System Average Interruption Frequency Index, or SAIFI. These indicators, among the many that United Power and other electric utilities use to measure how successful systems are performing, essentially analyze data and calculate outage expectations for an average member.

SAIDI measures the **total outage time** an average member would expect to experience over the course of a year (cumulative duration

of all outages experienced). The national average is approximately 120 minutes. United Power has not produced a SAIDI score above 72 minutes since 2017 and has maintained a score below 60 minutes – less than half the national average – for the past two years.

SAIFI measures the **total number of outages** an average member would expect to experience over the course of a year (frequency of outages experienced). United Power's SAIFI score of 0.65 in 2023 means the average meter experienced fewer than one outage throughout the year. Put another way, many of the cooperative's members did not experience an outage last year.

Other performance indicators are used, as well. One of those indicators measures the system's overall availability rate. The co-op's availability in 2023 was greater than 99%.

"These metrics demonstrate the success of the strategies we are using to improve reliability and resiliency across our system," said Mark A. Gabriel, United Power's President and CEO. "Thank you to our operations and engineering teams, who are responsible for interpreting data from the system and designing the strategies we practice in the field."



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

We are finally nearing the end of the beginning – United Power's journey toward operating as an independent cooperative, focusing on the growing needs of our members.

This journey began many years ago when it became apparent our power supplier was not keeping up with the times and our members were paying a disproportionately large part of the power supplier's overhead. Additionally, we were being throttled by a rule limiting the freedom our members had to increase their share of power supply alternatives. Despite United Power's numerous attempts to resolve these issues outside of the legal arenas, the courts and Federal Energy Regulatory Commission ultimately proved the place for our relief. The freedom to make decisions based on what is best for United Power members is at the heart of this years-long effort.

A few short months before United Power officially celebrates its 85<sup>th</sup> anniversary, the cooperative will embark on the beginning of operations that take advantage of the variety of available power suppliers while also engaging members who want a more active role in their power decisions. The benefit over time will be lower costs and reduced carbon emissions, as dictated by state and federal regulations.

United Power continues to see significant growth in all sectors – residential, commercial, and industrial. We have many new businesses moving into our great communities, including high-tech battery and solar panel manufacturing, data centers, and a railroad logistics center and intermodal shipping facility. In addition, we are working cooperatively with our oil and gas members to help them electrify their operations.

Our future includes new wholesale power contracts that will stabilize costs and immediately reduce our carbon footprint, the utilization of localized battery arrays to control peak power periods, an increasing number of distributed energy resource projects with member partners, and the movement to become a distribution system operator – all while remaining responsive and nimble.

As part of this new beginning, we are buying back our substations, land, and other equipment to ensure local control and decision making. The tremendous engineers and planners at United Power will be better able to plan for growth to support our members when they need it rather than having to wait for a third party to make those planning decisions. Our power supply team has secured sufficient capacity to meet immediate needs with longer term contracts reflecting even lower costs.

The investments made by United Power – and strongly encouraged by the Board of Directors – have made us one of the top-performing utilities of any type in the country. This is reflected in engineering measurements as well as member satisfaction. United Power's outage rate, for example, is in the top quartile in the entire nation. Local control will allow continued focus on making the right infrastructure investments at the right time.

"Here for Good" is our 85<sup>th</sup> anniversary message, reflecting our commitment to the communities we serve. We will maintain our commitment to supporting members and meeting the growing needs for electrification. Our members are making investments every day at the edge of the grid, and United Power will be there to ensure the system is strong, robust, and reliable.

Every day the women and men of United Power work to follow the plan laid out in *Our Cooperative Roadmap*. We always remember our efforts are there to support our members. This new beginning shows we are here for good.

As always, please feel free to reach out with your questions, comments, or concerns. I enjoy hearing from our members and commit to responding personally. Thank you for your continued support.

# Data-Driven Plans Improve System Reliability

## Preventative Maintenance Practices Installed

United Power incorporated a proactive approach to system maintenance in 2017. The strategy relies on analyzing data collected across thousands of miles of line and isolating the worst-performing segments. Targeted maintenance projects are then scheduled to improve the performance for that segment.

One example of this strategy is the co-op's drone maintenance program. The program began in United Power's mountain territory, where accessing poles and infrastructure can be difficult and time consuming due to the rugged terrain and weather. Drones can quickly conduct detailed investigations and document broken, failing, or aging equipment. Drones have saved the cooperative countless hours and prevented hundreds of potential outages. Since completing initial inspections in Coal Creek Canyon and Golden Gate Canyon, the drone maintenance program has been used throughout the entire service territory.

## Advanced Monitoring Technology

Preventative maintenance would not be possible without automated monitoring devices embedded throughout the system that report irregularities and potential concerns. These devices capture important information to help system operators determine the best power restoration process in the event of an outage and can help crews in the field pinpoint the time and location of a fault.

The ability to quickly locate a fault, identify its cause, and restore power to members, often remotely due to redundancies built into the system for this very purpose, has significantly improved the cooperative's outage response and reduced the duration of outages. Identifying problematic areas would be difficult without this information and could create additional delays in power restoration because lineworkers would need to physically inspect miles of line to locate and repair the cause.

## Readying for the Power Supply Transition

United Power will be transitioning to new power suppliers on May 1 as the cooperative exits its existing power supply contract. United Power's robust distribution system is ready to take the cooperative into the future of our new energy supply. This transition will have no impact on the system's reliability.

The added flexibility of additional power supply contracts as the cooperative grows may even improve system performance in the long term with the ability to make proactive infrastructure upgrades.

United Power is already among the best performing electric utilities in the country, and leadership at the co-op is continually seeking to improve its system reliability and resiliency. Whether it is proactive maintenance strategies, automated devices, or other system improvements, the cooperative is always looking for ways to improve and meet member expectations.

# Board District Changes

## New Districts More Fairly Represent Members

United Power Directors, who oversee the strategic direction of the cooperative, serve from four geographic districts to ensure members have equitable representation on the Board. As population growth changes the communities United Power serves, it is important the Board evaluate district boundaries to equally distribute member representation. Last fall, the Board decided it was necessary to adjust these boundaries, and change district names to reflect this adjustment. Directors now serve from new North, Central, and South districts in the plains. The Mountain district is unchanged.

New district boundaries were drawn because population changes have shifted the number

of members represented within the former districts. The cooperative has seen dramatic growth, particularly in the former West district, which includes Erie, Firestone, Frederick, Dacono, and Mead. The new districts boundaries balance the number of members per district.

Your director district is listed in the upper right corner of your United Power statement. Look at your most recent statement to find your updated director district. New district boundaries and more information about directors serving in your district can be found at [www.unitedpower.com/leadership](http://www.unitedpower.com/leadership).

# 2024 ANNUAL MEETING & DIRECTOR ELECTION

## WEDNESDAY APRIL 17

Members may view the 2024 Annual Meeting online or attend in person.

### MEETING LIVESTREAM

[www.unitedpower.com/annual-meeting](http://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 2024 Director Election will be conducted by both electronic and paper balloting.

Ballot boxes will not be available in co-op offices this year. Please vote via mail, electronically, or in person the day of the Annual Meeting.

### FEB. 16

Director candidates announced.

### MARCH 15

Electronic balloting opens and paper ballots are mailed to members.

### APRIL 16

Mail-in ballots must arrive by 11:59 a.m.

Electronic balloting closes at 11:59 a.m.

### APRIL 17

Noon - 4 p.m.

Ballot drop box available at Riverdale Regional Park

4:30 - 6:30 p.m.

Registration and in-person voting open

## CANDIDATES EVENT

Every March, the cooperative provides the opportunity for members to meet candidates vying to serve on the Board of Directors, hear their vision for the cooperative, and ask questions.

The event is free to members and RSVPs are not required. Light refreshments will be served.

### TUESDAY, MARCH 19 | 6 p.m.

United Power Brighton Headquarters  
500 Cooperative Way, Brighton, CO 80603



# 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 routine maintenance, improvements to our system, or an outage caused by severe weather. When an outage does occur, the cooperative dispatches 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 dependent upon electricity, 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. In the event of an outage, we recommend you have a plan for how to respond. Also check the online outage map for updates. The cooperative will update the map regularly with information about the outage and restoration process.

**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 backup, 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.

**Register with United Power.** Make sure the cooperative is informed about your medical equipment, and check the outage map for



updates. For planned outages, due to scheduled maintenance, United Power alerts members accordingly.

More information about medically necessary devices can be found online at [www.unitedpower.com/medical-devices](http://www.unitedpower.com/medical-devices).

**If you are experiencing a life-threatening medical emergency, please call 911.**

## READER REWARDS

ISSUE 2  
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Three Winners Every Month!  
1<sup>st</sup> place: \$100 Bill Credit  
2<sup>nd</sup> place: \$50 Bill Credit (two winners)

### Submit Reader Rewards Online

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



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

### When are scholarship applications due?

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

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



The best time to vacation on the beach is when the weather in Colorado is frigid. Jack and Phyllis, of Frederick, flew off to the Providenciales, Turks, and Caicos Islands during winter 2021.

### 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](http://www.unitedpower.com/unitedpowerpride).



## 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 utility. 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 cooperative, 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 the 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 or work 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 who meets the qualifications outlined in the bylaws 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. 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 this year's 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. Find how you can cast your ballot on the website at [www.unitedpower.com/annual-meeting](http://www.unitedpower.com/annual-meeting).

Your vote always matters. To learn more about a director candidate, consider attending our Meet the Candidates event. (Details on page 3.) Candidates will be announced in February, and candidate statements will be printed in the March newsletter and available online.

#### 2024 Director Election

This year, four positions on the United Power Board are up for election at the 2024 Annual Meeting & Director Election, scheduled for Wednesday, April 17, 2024. Members may submit their votes electronically, via mail ballot, or in person at the Annual Meeting.

More information about how members may vote in this year's Director Election can be found on the cooperative's website at [www.unitedpower.com/annual-meeting](http://www.unitedpower.com/annual-meeting).

## RECIPES



### Homemade Chicken Soup

1 4 lb whole chicken  
3 qts chicken stock  
6 garlic cloves  
2 sprigs fresh thyme  
1 bay leaf  
1 large carrot, diced  
1 medium turnip, peeled and diced  
1 medium yellow onion, diced  
1 large parsnip, peeled and diced  
2 medium ribs celery, diced

Cut chicken breasts from breastbone and detach chicken legs from carcass. Cover chicken breasts, legs, and carcass with stock in large pot. Add garlic, thyme, and bay leaf.

Heat stock over medium-high heat. Maintain a heat between 150-170° until the thickest part of the chicken reaches 150°, about one hour. Remove chicken breasts and set aside.

Bring soup to a simmer and continue cooking for an hour. Remove all chicken and shred, discarding skin and bones. Discard thyme sprigs and bay leaf. Strain broth if cloudy.

Return all meat, except breasts, to pot. Add carrots, turnip, onion, parsnip, and celery. Cook until tender, about 10 minutes. Season with salt and pepper. Add minced fresh herbs to flavor. Dice breasts and stir into soup.

### Share Your Recipes

Earn a free gift if we publish your recipe.

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

MAIL: United Power Recipes  
500 Cooperative Way  
Brighton, CO 80603

# 2024 Youth Scholarships



United Power proudly supports the educational goals of students served by the cooperative with an annual scholarship program. This year, the cooperative will award a combined \$31,500 in cooperative scholarships for post-secondary and vocational education programs, as well as two \$7,500 lineman scholarship awards to students pursuing a career as a utility lineman.

## Cooperative Scholarships

United Power proudly supports the academic aspirations of local students through its annual scholarship program. Eligibility varies for each scholarship, but awards are generally granted to students who demonstrate academic excellence, leadership, and community involvement.

United Power will award \$31,500 in 2024 to deserving students who are a dependent of a cooperative member.

## Lineman Scholarships

United Power proudly supports the advancement of the lineworker profession through scholarship awards dedicated to students pursuing a career as a lineman.

United Power will award two \$7,500 scholarships in 2024 to deserving students who are a dependent of a cooperative member and who are interested in attending a power line program.

**United Power is now accepting applications. View requirements and eligibility or apply online at [www.unitedpower.com/scholarships](http://www.unitedpower.com/scholarships).**

**Application Deadline:  
March 1, 2024**



## The Power of Change

### Another Record Year for Operation Round Up

Operation Round Up, a program that is driven by United Power members and provides funds to local nonprofit organizations, had another record year in 2023. The Round Up Foundation Board distributed a record-breaking \$187,000.

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, Operation Round Up contributions were up nearly \$15,000 in 2023. This means the foundation was able to award more grants and support even more nonprofits as the growing number of requests stretches these organizations beyond their means.

Your donations, even just a few cents, make a world of difference to individuals and families in need in your communities. The Round Up Foundation Board 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](http://www.unitedpower.com/round-up).**

## 2023 Grants Awarded Partner Organizations

In 2023, Operation Round Up distributed \$127,000 to four partner organizations providing direct assistance to individuals and families in the United Power territory: Almost Home (Brighton), Carbon Valley Help Center (Firestone), Canyon Cares (Coal Creek Canyon), and Catholic Charities (Fort Lupton).

## Group Grants Awarded

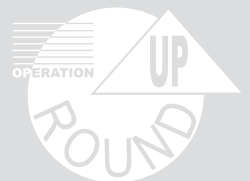
The Round Up Foundation Board reviews applications and awards grants to other local nonprofits in addition to partner organizations. Grants totaling approximately \$60,000 were awarded to the following nonprofits:

- Almost Home
- Brother's Redevelopment
- CASA of Adams & Broomfield Counties and CASA of Jefferson & Gilpin Counties
- Fort Lupton Food and Clothing Bank
- Graceful Oaks Youth Ranch
- Habitat for Humanity of St. Vrain Valley
- Holistic Homestead
- Methodist Church of Fort Lupton
- Richard Lambert Foundation
- Warm Hands Initiative
- Whispering Pines Food Pantry

## Special thanks to the following individuals and businesses for their generous contributions in 2023:

Asplundh, Cooperative Response Center, EnerVision, GridLiance, Guzman Energy, IMA Financial Group, InBank, United Power, Ward Electric, Western United Electric Supply

Trista L. Fugate, Dale McCall, Stephen Whiteside, Mark Williams







## 2024 Rebates & Programs

### Members Qualify for Exclusive Programs and Rebates on Energy Efficient Purchases

United Power provides members access to exclusive rebate opportunities for the purchase or installation of energy efficient equipment as part of their cooperative benefits. Members may also qualify for innovative energy programs that allow them to take advantage of emerging technology like battery storage or electric vehicle charging.

The cooperative has revised its rebates for 2024. Members can receive rebates on heat pump installations and select electric water heater upgrades. The cooperative is debuting a new rebate on electrification wiring to help support members converting from fossil-fueled electric heating and cooling or water heating. Energy efficient rebates are also available for qualifying outdoor power equipment and select smart thermostats from Honeywell.

You must be a member and receive permanent electric service from United Power to be eligible for rebates. Information about product qualifications is available on the cooperative's website at [www.unitedpower.com/rebates](http://www.unitedpower.com/rebates).

### New and Existing Programs

The cooperative launched an all-new battery storage pilot program in the fall that incentivizes members with qualifying equipment for helping provide power to the local grid. Learn more information about this exciting new opportunity at [www.unitedpower.com/battery](http://www.unitedpower.com/battery).

Members with an electric vehicle may also enroll in United EV, which provides equipment at a low monthly rate. More information about the program is available at [www.unitedpower.com/unitedev](http://www.unitedpower.com/unitedev).

## Save with Smart Rewards



United Power members with qualifying smart thermostats 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.

### How it Works

Qualifying smart thermostats 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:

[www.unitedpower.com/smart-rewards](http://www.unitedpower.com/smart-rewards).

Members will receive 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 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.

### Smart Thermostats Rebates

Members may also qualify for exclusive rebates on qualifying Honeywell smart thermostats with enrollment in Smart Rewards. For more information on rebates, eligibility, and qualifying devices, visit the United Power website at:

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

## Update Your Contact Info

### Make Sure You Receive Co-op Notifications

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

Electronic communications are tied to member accounts and use the phone numbers and/or email addresses the cooperative has on record. If your contact information on record is not up-to-date or has been entered incorrectly, you may be missing out on important notifications.



You can check your contact information and make necessary updates through your online account. If you do not have an online account, visit [www.unitedpower.com/myaccount](http://www.unitedpower.com/myaccount) to register. Contact information can also be updated by calling the member services team at 303-637-1300.

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United Power members qualify for exclusive rebates and programs.

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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

**1<sup>st</sup> Place:** Adam Freehling, Firestone

**2<sup>nd</sup> Place:** Lorna Grein, Fort Lupton  
Robert R. Postovit, Brighton

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

**Board of Directors**  
Elizabeth "Beth" A. Martin  
James Vigesaa  
Chair  
James Vigesaa  
Vice-Chair  
Tamera Waitemath  
Secretary  
Keith Alquist  
Treasurer  
Stephen Whiteside  
Asst. Sect./Treasurer  
Ginny Buczek  
Brad Case  
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Information for the members of United Power, Inc.

# UNITED NEWSLINE

500 Cooperative Way, Brighton, CO 80603

Your Touchstone Energy® Cooperative

