UPOWERbrochure.qxd 6/8/06 10:53 AM Page 1

Frequently Asked Questions

What does UPower cost?

The electric rate for this program is basically the same as standard residential service with a slightly higher base charge to help cover the cost of the special meter and equipment required.

What if my balance is zero?

Your electricity will automatically shut off when your balance reaches zero and will register as "$0.00" on your remaining balance display. (Battery backup keeps the display running so that you can "refill.") To restore your power, simply insert a PowerCard with at least a $20 balance into your display.

Can my PowerCard be used on someone else's meter?

No. Your meter, power display unit and PowerCards are coded to work only with each other. That's what makes the system safe. No one else can use your PowerCard with their display unit or meter.

What should I do if I move?

When you move out of your home or apartment, please contact the URE office. The **UPower** service will be available to the next occupant. Typically you will know in advance of the move, so you should manage your purchases and usage accordingly or sell the balance remaining to the next occupant or your landlord.

Refill your electric meter, like refilling your gas tank

UPower **is perfect for people who don't like surprises in their power bills**

...because there aren't any.

You also benefit from

- CONTROL over your account
- CONVENIENCE of "pay as you go" purchases
- INSTANT account information
- TRANSFER of a past due balance
- NO MORE late fees or deposits

Our members are saying...

"I love being able to watch what is going on with the electric. I watch what really uses a lot of electric."

~ Vicki, Plain City

"I'm so pleased with this new service I can't say enough. ***NO surprise bills, no late fees.*** *You know how much you are using at any given time. My kids are more aware of what uses more or less electric. No more yelling about stuff left on."*

~ Treva, Marysville

Save money and control your payments

UPower is not just another payment program. It offers you control of your purchases.

Knowledge is power and the constant information available to you with the **UPower** display will help you to make decisions about your energy consumption that can save you money – as much as 10% off your typical URE bill.

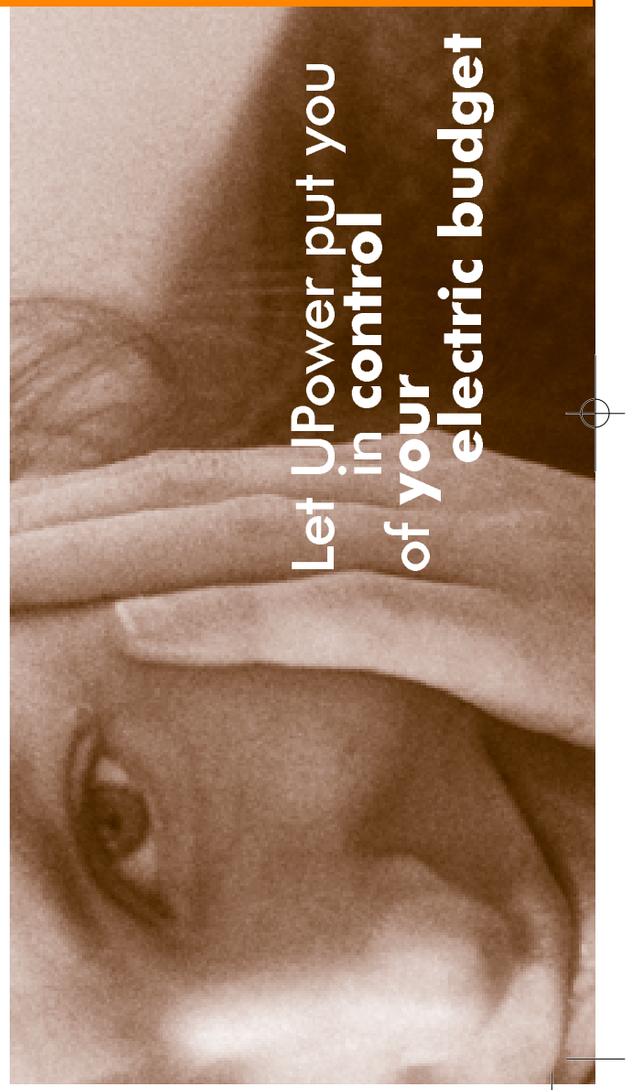
To get started immediately or learn more about **UPower**, please contact our member services department at 642-1826 or (800)642-1826 or visit our website at www.ure.com

UPower
Purchases You Control
A Service of Union Rural Electric

Union Rural Electric Cooperative, Inc.
15461 US Route 36 E • PO Box 393
Marysville, OH 43040-0393
(937) 642-1826 • 800-642-1826
www.ure.com

Your Touchstone Energy Cooperative

UPower
Purchases You Control
A Service of Union Rural Electric



An innovative new service to help you control your electricity costs

With **UPower**'s convenient pay-as-you-go metering, you have control of your purchases because you choose when and how much energy to buy.

Just purchase power on your **UPower** PowerCard and transfer the balance to the easy-to-use power display in your home.

The display gives you all the information you need to manage your electricity budget. Watch the figures to see exactly how much individual appliances are using and how much each degree on your thermostat can save.

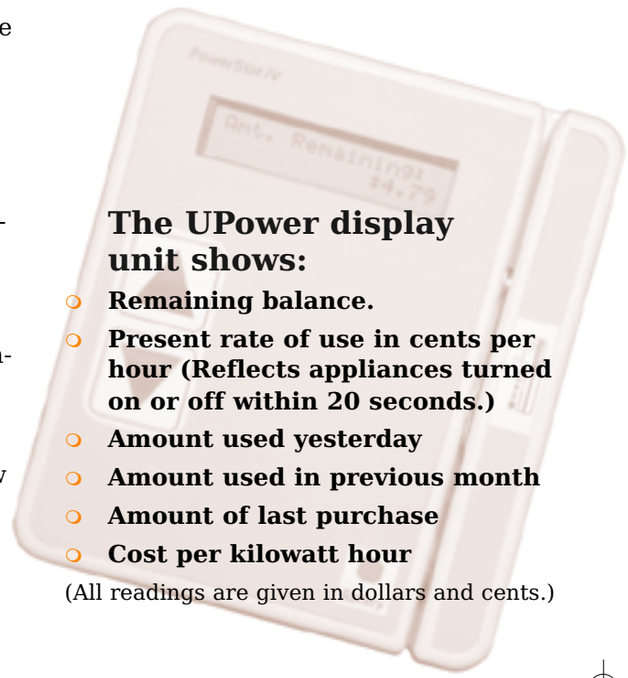
With this kind of knowledge, you can make choices that will save you money, too. Similar programs throughout the country have shown members reduce electric usage by as much as 10%.

It's convenient, too. When the monitor calculates you have no more than four days worth of power remaining, the display chirps and the screen will flash you so you have time to act. How much electricity you buy is up to you (from $10 to $500).

It's easy to make the switch to UPower

It only takes a $20 initial power purchase to get started and a $20 refundable deposit on the display. You can even transfer past due balances up to $200 to your **UPower** account and pay a percentage of them off each time you purchase power.

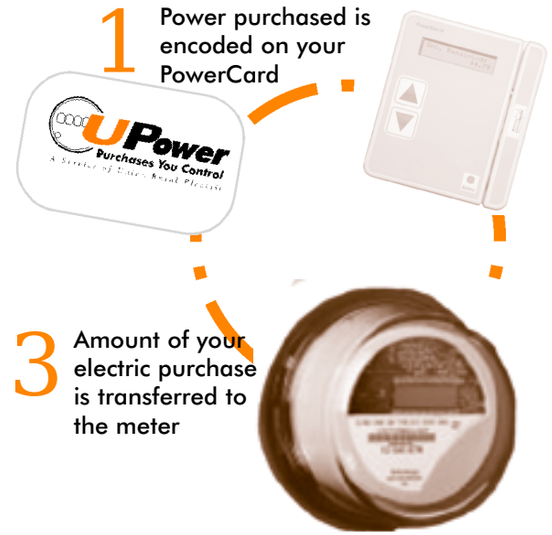
You will be issued two PowerCards and a power display, which you can pick up at our office or we can leave them when your pay-as-you-go meter is installed. You don't even need to be home when we visit for installation.



The UPower display unit shows:

- **Remaining balance.**
- **Present rate of use in cents per hour (Reflects appliances turned on or off within 20 seconds.)**
- **Amount used yesterday**
- **Amount used in previous month**
- **Amount of last purchase**
- **Cost per kilowatt hour**

(All readings are given in dollars and cents.)



Power at your fingertips

The power display unit allows you to precisely monitor your electricity usage through six different customer friendly readings.

Press the arrow buttons to switch to the reading you want to view. After several minutes at rest, the display automatically reverts back to your remaining balance.

With this information, you can make choices about your electricity use that can save money. In addition, members who choose this service save even more with no late, disconnect or reconnect fees.

Power when you need it

Purchase energy at our office during normal office hours.

Insert your activated PowerCard in the slot on your display unit with the magnetic strip facing the right-hand side.

Quickly slide the card through the slot starting at the top and moving downward.

You will hear a tone, and the numbers on the display should change to show the dollar amount you just transferred from your card.

Press the Select Display button two times to see the new remaining balance.

After you have transferred the balance from the card to the display, keep the card and bring it back to add more energy as you need it.

To qualify for **UPower** you must be a residential member of URE. Renters may need landlord approval. Households with occupants on life support equipment are not eligible. Other restrictions may apply.