



## **IN A YEAR FULL OF CHANGE, I'M SPENDING A LOT OF TIME**

considering the most important things to me including family, friends, other loved ones, and Utah Power Credit Union. As it turns out, these things haven't changed too awfully much. In fact, these relationships are what have sustained me throughout the many trials and tribulations of 2020.

I recently received a note from a co-worker here at the Credit Union that expressed how I am feeling so well that I got permission to quote it here:

*This year has been trying to say the least. One thing I am sure of is how thankful I am for the Credit Union and my place here. Sometimes it takes something like this year to remind us how lucky we are. With that being said, I look forward to the good-ole days. Where we get to see that people are smiling with their mouths, not their eyes, and we can understand what we are all saying without asking people to repeat it. HaHa.*

Our Annual Meeting of members, typically held in February, is one of the events where we look forward to seeing many of your smiling faces. A date for the 2021 meeting hasn't been set, but it won't be in February. We will keep you posted as it is determined when and how to safely host the meeting.

I am grateful for the trust you place in UPCU and want you to know that our commitment to providing you the best financial products, and the most caring relationships, will never change.

**Ryan Pollick**  
President & CEO

## **Inside Winter 2021**

Welcome: Financial Advisor  
Helper Light Parade  
Annual Meeting



## Holiday Cheer Lights Up Helper

Helper City earned the title of Utah's Christmas Town by hosting an annual holiday festival featuring a light parade on Main Street. A pandemic and freezing temperatures couldn't stop the fun, festive event from coming to town this year on December 4 and 5. Event directors planned carefully, took many precautions, and cancelled several events to ensure the holiday tradition could safely take place.

Local businesses and organizations decorated vehicles and floats to parade down Main Street both nights while spreading holiday cheer. The second night included a large firework display and a visit from Santa Claus.

Utah Power Credit Union employees from Helper, Price, and Huntington volunteered many hours to create a float centered around a railroad, a mine, and power poles. The float won third place in the competition and brought joy to many in the community

## Noteworthy News

### Annual Meeting

The Utah Power Credit Union Annual Meeting is not scheduled for February as it has been in previous years. A new date and additional information for the meeting to be announced.

### Account Information

Keep your account and personal information private. Never give your account numbers, passwords, Social Security Number, and other personal information to anyone. Financial and personal information should not be given through email or over the phone to someone who calls you.

### Shared Branching Update

As of January 1, 2021, Mountain America Credit Union will no longer participate in Shared Branching services. For more information regarding other Shared Branch locations and operating hours, ATM locations, and to learn about UPCU locations and electronic services, such as same-day electronic transfers between institutions and mobile check deposit, visit [www.utahpowercu.org/sharedbranching](http://www.utahpowercu.org/sharedbranching).



## Investment Services

Utah Power Credit Union recently welcomed Jon Nielsen, a Financial Advisor with CUNA Brokerage Services, Inc\*. Over the past ten years, Jon has created retirement, insurance, and investment plans, and he is excited to help Credit Union members.

When working with clients, Jon focuses on three goals: wealth accumulation during working years, security and independence in retirement, and transferring assets in the most advantageous manner.

Jon is passionate about creating a sound financial strategy for the lifestyle members want to live in retirement. He says, "Together, we will work to make sure you are saving enough, have sufficient retirement income and insurance, and have the right mix of investments."

After graduating from the University of Utah, Jon began his career in the financial services industry. When not in the office, he enjoys hiking and four wheeling in the mountains. Stop by to say hello to Jon the next time you are in the Main Office, or if you are interested in learning more about the services Jon offers, call 801-708-8923.

\*Representatives are registered, securities sold, advisory services offered through CUNA Brokerage Services, Inc. (CBSI), member FINRA/SIPC, a registered broker/dealer and investment advisor, which is not an affiliate of the credit union. CBSI is under contract with the financial institution to make securities available to members. Not NCUA/NCUSIF/FDIC insured, May Lose Value, No Financial Institution Guarantee. Not a deposit of any financial institution. FR-3369821.1-1220-0123



## Dividends Declared

The Board of Directors has declared a dividend on earnings for the fourth quarter of 2020 payable January 1, 2021.

Dividends are calculated using the daily balance method and are credited to your account the first day of the following quarter:

**0.65% APY** Regular Share Savings & Individual Retirement Accounts

**0.325% APY** Business Share Savings Accounts

APY = Annual Percentage Yield

## CD Rate

The 12-Month Certificate of Deposit Interest Rate is **0.75% APY**

The 24-Month Certificate of Deposit Interest Rate is **0.80% APY**

## Offices Closed

### January 1

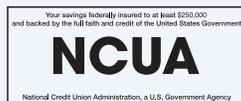
In observance of New Year's Day

### January 18

In observance of Martin Luther King, Jr. Day

### February 15

In observance of President's Day



Our participation in the CO-OP gives you access to 30,000 surcharge FREE ATMS and over 5,000 credit union locations around the world.

## Credit Union Services

- Apple Pay
- ACH Transfers
- ATM Access
- Bill Pay
- CDs
- Cash Advances
- Cashier Checks
- Checking Accounts
- Credit Cards
- Debit Cards
- Direct Deposit
- First-Time Car Buyer Loans
- First-Time Home Buyer Loans
- Home Equity Loans
- IRAs
- Medallion Stamp Service
- Mobile Banking
- Mobile Check Deposit
- Money Orders
- Mortgage Loans
- Movie Discount Tickets
- NADA Blue Book
- Notary Service
- Online Banking
- Safe Deposit Boxes (Main & Price Branches)
- Samsung & Android Pay
- Share Savings
- Shared Branching
- Signature Guarantee
- Telephone Teller

## Our Offices

### Toll Free — All offices

800-833-8897

### Salt Lake (Main)

957 E 6600 S  
SLC, UT 84121  
PH 801-708-8900  
FX 801-716-4670

### Salt Lake (North)

1407 W North Temple, 120 C  
SLC, UT 84116  
PH 801-708-8990  
FX 801-708-8929

### Ogden

1438 W 2550 S  
Ogden, UT 84401  
PH 801-781-6046  
FX 801-629-4334

### Price

370 E 100 N  
Price, UT 84501  
PH 435-637-6159  
FX 435-637-6259

### Huntington

125 S Main Street  
Huntington, UT 84528  
PH 435-687-9535  
FX 435-687-2621

### Balance Rock (Helper)

100 W 200 N  
Helper, UT 84526  
PH 435-472-5531  
FX 435-472-5091

### Vernal

646 E Main Street  
Vernal, UT 84078  
PH 435-789-5449  
FX 435-613-2360

### Moon Lake (Roosevelt)

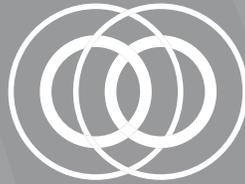
800 W Highway 40  
Roosevelt, UT 84066  
PH 435-722-0149  
FX 435-613-2361

### PowerTrust Casper

4030 Plaza Drive, #5  
Casper, WY 82604  
PH 307-237-6764  
FX 307-237-5159

### PowerTrust Rock Springs

601 College Drive  
Rock Springs, WY 82901  
PH 307-362-1810  
FX 307-362-1289



**UTAHPOWER**  
*Credit Union*

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*2019 Annual Report*

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# Chairman's Report



A big New Year's greeting to each of our Utah Power Credit Union members. I want to start out by expressing the heartfelt appreciation of UPCU for your continued support during this last year. You continue to make timely payments on your loans and utilize the services provided by UPCU in ways that benefit you as members, and sustains the Credit Union as a viable entity. Our goal is to continue to provide you with the financial services you both deserve and require. You need to know that your Credit Union is financially secure and well-managed

by the dedicated employees that serve you on a daily basis. They are prepared to provide you support in all facets of your financial needs and are dedicated to serving you.

Managed growth continues to be a focus for the Board and for the management team. In 2019, the asset level of UPCU grew to just over \$726 million, an increase of 8%, and our membership grew from 26,366 to 27,118, an increase of 2.9%. Both of these ratios are within budgeted parameters and don't require UPCU to expend funds for brick and mortar, allowing us to continue to pay a higher dividend and charge lower interest rates than our competition. Our delinquency rates remain very low, compared to our state and national peers, evidencing the quality and the loyalty of our membership. We are always open

to increasing our membership numbers and encourage our existing members to share our story with immediate and extended family members.

Security will always top the list of our priorities. We recognize the responsibility UPCU has to be well-managed and financially secure. All decisions made are weighed against their impact on the financial viability of the CU and the affect of the security of our members' funds held at the CU. We want to hear from you regarding any issues or irregularities you may notice as you review your statements and the entries in your checking and credit card accounts.

Thank you to those who are able to attend our Annual Meeting, held each February, and we encourage each member to schedule now to attend our 2021 Annual Meeting. Your participation and feedback are important to us, and it is always rewarding to see so many of our members in attendance.

I feel it is appropriate to mention the passing of Brent Parkin, one of the members of our Board of Directors. Brent's life was taken last June while kayaking on the Jordan River, the day after he was recognized at our Board Meeting for 25 years of service as a volunteer at Utah Power Credit Union. He was always focused on the best interest of the CU and its members. Brent's dedicated service will be missed, and we extend our sympathies to Brent's wife, Melissa, and the rest of his family.

Here's to the continued success of UPCU, and in turn, to the continued success of each of our members. If we are to be as successful as possible, we need all of you and look forward to new opportunities to serve you in the future. Have a great 2020!

*Russ Johnson*  
Chairman

*Membership Means Financial Power*

## President's Report



2019 was another successful year (in a series of 84!) for Utah Power Credit Union. Assets ended at \$726,236,730, a controlled and stable 7.69% increase from 2018. Deposits increased \$36,155,837, or 6.15%. We funded \$195,305,151 in new loans, another record-breaking amount, and total loans ended at \$364,168,870, an increase of 8.37% over 2018. Net worth ended at 13.53%, loan delinquency at .21%, and operating expense was 1.42%, all of which are exceptional for our industry.

Cost of funds (the composite interest rate paid on all deposits), at 1.19%, continued to be much higher than the peer average of .67%. The average yield on loans also remained low, 3.88%, compared to 4.81% for peers.

In addition to higher rates on deposits and lower rates on loans, \$665,580 (cash!) was given back to VISA cardholders with our new Awards program. If you don't have a UPCU VISA, I encourage you to take advantage of its benefits.

I know many of you have come to expect these industry-leading financial results. We expect them too, and in 2019, the Board of Directors adopted a formal Strategic Plan that outlines specific philosophical, financial, and operating objectives that management and staff will actively

use to ensure UPCU's continued success. I hope that, based on your relationship with the Credit Union, you also expect that the focus and the very core of the Strategic Plan is you—us—the member-owners of this cooperative.

Financial objectives in the Strategic Plan revolve around providing the best value, not earning the most profit. And, the objective is to manage necessary growth so that your ownership is not diluted, which is very different from plans at other institutions that seek to grow, just to...grow. In addition to financial objectives, the Plan outlines our commitment to strengthening our relationship with you, the power company, and the other affiliated employers that are the reason for the Credit Union's existence. So, you should not expect to see UPCU aiming to become the biggest Credit Union or the flashiest. We'll just be here, continuing our hard work for you, your family, and the communities where you live, work, and play.

If you didn't catch the hint in the opening paragraph, 2020 marks the Credit Union's 85th anniversary. This is a milestone that cannot go uncelebrated, and in the coming months you'll hear of ways you can participate in various commemorative festivities.

Thank you for your membership, ownership, and your friendship.

*Ryan Pollick*  
*President & CEO*

## Report of the Supervisory Committee



The Supervisory Committee consists of member-volunteers who are appointed each year by the Board of Directors. Our primary purpose is to ensure that the Bylaws and regulations governing the activities of the Credit Union are followed and administered fairly. We accomplish this by reviewing policies and procedures, and by directing and working with internal audit to provide review of accounting functions and internal data systems.

Our regular meetings include monitoring of the established multi-year audit plan and reviews of examination reports, member complaints, and other Committee member assignments.

In 2019, we engaged the services of Eide Bailly LLP to conduct the required annual opinion audit of the Credit Union's financial statements. The Utah Department of Financial Institutions conducted a regulatory exam in 2019. We also reviewed the results of independent

tests and audits completed throughout the year, including Bank Secrecy Act compliance and the Credit Union's information technology internal controls and operations.

We, the Supervisory Committee, report that through the above-mentioned efforts, audits, and testing, our opinion is that the Bylaws and regulations that govern the Credit Union are being followed.

As members of the Credit Union, we all have a strong desire to ensure its continued strength and success. As Supervisory Committee members, we will continue to take our assignments very seriously. If you have any concerns with Credit Union operations, we are available and ready to work with you until any issue is resolved.

### *Supervisory Committee*

*Lloyd Ukena - Chairman*

*Dave Nelsen*

*Jim Bean*

*Jeanine Thomson*

*Cindy Nagasawa-Cruz*

# Minutes of the Annual Meeting | February 19, 2019

The Utah Power Credit Union Annual Meeting of members was held at the Mountain America Exposition Center in Sandy, Utah on Tuesday, February 19, 2019 at 6:00 PM. There were 291 voting members of the Credit Union and a total of 473 in attendance. Chairman of the Board of Directors, Russ Johnson, welcomed members thanked them for their support. He welcomed Gary Hooegeven, President & CEO of Rocky Mountain Power, and Lynn Peterson, President of the retiree association. Minutes of the Annual Meeting held February 20, 2018 were approved.

Chairman Johnson introduced the Board of Directors, the Alternate Directors, and the Supervisory Committee who were present at the meeting.

Susan Simkins, Nominating Committee Chairperson, explained the application process for members interested in running for positions on the Board of Directors. She said that Article Four of the Credit Union Bylaws states that nine members are elected for three-year terms, with an equal number of terms expiring at each Annual Meeting.

Ms. Simkins reported that the nominees for the Board election at this meeting were Claudia Conder, James Favero, Esther Giezendanner, Steve Hastings, Bruce Larsen, Josh Migliori, and Rich Walje. Ms. Simkins noted that Mr. Walje was excused from the meeting. After comments were heard from each nominee, members were asked to vote for three nominees. Ballots were gathered from those registered to vote at the election. Online and absentee ballots were collected prior to the meeting.

Mr. Johnson shared that the Credit Union continued to be strong and healthy. Assets grew to \$675 million, a manageable 5% growth. Utah Power Credit Union was the largest state-chartered credit union in Utah and continued to offer high returns and low loan rates. He gave credit to quality borrowers and the superior collections team for the 0.13% delinquency ratio, which is the lowest in Credit Union history. He said the Board was proud of the dedicated management, staff, and volunteers of the Credit Union, who do more with less.

President & CEO, Ryan Pollick, expressed his appreciation for the overwhelming support exhibited by attendance at the Annual Meeting.

Mr. Pollick said that the Credit Union is a true financial cooperative and shared statistical information which he said illustrated that member-owners of UPCU are fiscally responsible and use the Credit Union for their financial needs.

The average savings balance for peers is \$9,682, UPCU is \$21,539. The average loan balance for peers is \$8,283, UPCU is \$12,293. The average delinquency

for peers is 0.53%, UPCU is 0.13%, and the average loan charge offs for peers is 0.37%, and UPCU is 0.06%. He then highlighted Board action that illustrated cooperative ideals. The cost of funds for peers is 0.60%, UPCU is 1.05%. The average loan rate of peers is 4.72%, UPCU is 3.87%. The Board also voted to return \$2,393,860 to member-owners in 2018 in addition to dividends and interest as a one-time giveback. He said the staff of the Credit Union has over 556 years of combined service and the average number of employees for peers is 169, where UPCU is 58. Assets per employee for peers is \$3.5 million, UPCU is \$11.5 million. Mr. Pollick then invited the Credit Union staff to the front of the room to be recognized for their hard work and dedication.

Mr. Pollick reviewed other financial results for 2018. Deposits increased \$33.5 million, net worth increased \$4.2 million, and there was a \$3.3 million change in market value for investments. Total income increased \$2,750,150 and total expenses were up \$722,416. Dividends and interest of \$7,020,663 was paid during the year. The net worth ratio at the end of 2018 was 13.54%; peers averaged 11.56%.

Mr. Pollick reported that the Credit Union was included in the Top 200 Healthiest Credit Union in the United States, ranked #7 out of 5,573, by DepositAccounts.com. Baur Financial gave the Credit Union a 5-Star Rating and included the Credit Union as One of The Strongest Financial Institutions in the Country. USACreditunions.com recognized the Credit Union for the Lowest Auto Loan Rate in Utah.

Mr. Pollick reported that the Board of Directors modified the Credit Union's mission statement – "Create Financial Power with Our Members by Providing Excellent Value and Lifelong Relationships." He asked members to spread the word to family about membership in the Credit Union.

Susan Simkins announced that nominees Esther Giezendanner, Steve Hastings, and Bruce Larsen were elected to the Board of Directors to fill the three expiring terms. Board members and senior management answered questions raised by members present at the meeting.

Prize drawings were held, and cash envelopes were given to all present at the meeting. On motion, duly seconded and unanimously voted, the meeting was adjourned at 7:20 PM.

Crystal Dorrell, Acting Secretary

## Year-End Balance Sheet

<b>ASSETS</b>	<b>2018</b>	<b>2019</b>
Cash & Cash Equivalents	14,673,165	8,324,189
Investments - Net	310,171,764	336,145,198
Loans - Net	332,637,309	364,168,870
Buildings & Land - Net	6,778,796	6,567,964
Furniture & Equipment - Net	753,236	594,357
NCUSIF Placement	5,103,681	5,299,513
Accrued Loan Interest Receivable	580,898	645,812
Accrued Investment Interest Receivable	2,125,912	2,415,871
Accounts Receivable & Prepayments	443,360	325,708
Shared Branching & PowerTrust CUSO	610,132	610,132
Other	1,126,792	1,139,117
<b>Total Assets</b>	<b>675,005,045</b>	<b>726,236,730</b>
<b>LIABILITIES &amp; EQUITY</b>	<b>2018</b>	<b>2019</b>
Deposits	587,718,520	623,874,357
Borrowed Funds	-	-
Dividends & Interest Payable	1,531,426	1,479,179
Accounts Payable	190,904	155,962
Accrued Expenses	536,160	521,823
Other Liabilities	1,149,113	1,563,125
Retained Earnings	71,169,706	76,611,532
Regular Reserves	20,253,202	21,629,300
Unrealized Gains/(Losses)	(7,543,986)	401,451
<b>Total Liabilities &amp; Equity</b>	<b>675,005,045</b>	<b>726,236,730</b>

### Key Financial Ratios

Loans/Assets	50.14%
Capital/Assets (Net)	13.53%
Income/Assets	3.61%
Expense/Assets	1.42%
Loan Delinquency	0.21%

## Year-End Income Statement

<b>INCOME</b>	<b>2018</b>	<b>2019</b>
Interest Income – Loans	12,341,600	14,202,722
Interest Income – Investments	6,626,095	7,755,110
Fees	918,227	952,389
Other Income	2,710,979	2,384,326
<b>Total Income</b>	<b>22,596,902</b>	<b>25,294,546</b>
<b>EXPENSE</b>		
Salaries, Benefits	4,658,917	5,062,386
Travel, Meeting & Training	122,487	137,218
Office Occupancy	865,027	938,009
Office Operations	488,481	504,172
Data Processing	392,308	375,319
Shared Branching & PowerTrust CUSO	446,902	488,086
Marketing Promotions	60,160	61,632
Loan Servicing	319,621	339,733
Debit/Credit Card	1,213,146	1,601,416
Provision for Loan Loss	85,000	180,000
Regulatory, Audit & Professional Services	171,363	199,856
Other Operating Expense	168,411	207,315
<b>Total Expense</b>	<b>8,991,824</b>	<b>10,095,142</b>
Gains/(Losses)	(17)	(139,461)
*Dividend/Interest Expense	9,414,523	8,444,309
 <b>NET INCOME</b>	 <b>4,190,539</b>	 <b>6,615,635</b>

### Statistical Information

Number of Members	27,118
Number of Loans	16,925
New Loans Disbursed	195,305,151
Average Rate on Loans	4.11%
Average Rate on Investments	2.42%

\*2018 Includes one-time member giveback of \$2,393,860

# Credit Union Volunteers & Staff

## BOARD OF DIRECTORS

Russell Johnson, Chairman  
Stephen Hastings, Vice Chairman  
Esther Giezendanner, Secretary  
Blake Dowding  
Larry Ellertson  
Bruce Larsen  
Jason Moffat  
Susan Simkins  
Chris Spencer  
Joe Juliano, Alternate

## SUPERVISORY COOMITTEE

Lloyd Ukena, Chairman  
Jim Bean  
Cindy Nagasawa-Cruz  
Dave Nelsen  
Jeanine Thomson

## MANAGEMENT

Ryan Pollick  
Chris Brems  
Crystal Dorrell  
Danette Fox  
Chris Koch  
Russell Payne

## MAIN OFFICE

Alisha Abramovitz | Service & Relationships  
Becky Baggett | HR  
Jared Bryner | Loans  
Aaron Cleverley | Technology  
Melanie Copelan | Mortgages  
Henry Cummings | Service & Relationships  
Jonni Edivk | Service & Relationships  
Carolyn Eiden | Financial Support  
CJ Frampton | Technology

Michael Gerber | Service & Relationships  
Kyle Hastings | Internal Auditor  
Maureen Hatch | Loans  
Gale Hickman | Loans  
Scott Holbrook | Accounting  
Michelle Lester | Mortgages  
Brenda Martinez | Service & Relationships  
Sue Mecham | Accounting  
Melanie Morrison | Mortgages  
Jackson Mostoller | Service & Relationships  
Katlin Nielson | Loans  
Tracy Nieves | Accounting  
Kathy Quinn | Financial Support  
Bonnie Taylor | Financial Support  
Rachel Teran | Marketing  
Stacy Witzel | Service & Relationships  
Zachary Wilhelmsen | Technology

## NORTH TEMPLE

Kathy Giatras | Manager  
Emily Hulsey | Service & Relationships  
Gwen Lee | Loans  
Gina Petroni | Service & Relationships  
Rena Woodard | Mortgages

## OGDEN OFFICE

Robyn Skeen | Manager  
Amy Gonzales | Service & Relationships

## HUNTINGTON OFFICE

Faith Grindley | Service & Relationships  
Jennifer Hollar | Service & Relationships  
Shantelle Kay | Service & Relationships  
Miranda Lofley | Loans  
Noula Lowe | Mortgages  
Collene Lyons | Loans  
Becca Sitterud | Service & Relationships

## PRICE OFFICE

Ann Milano | Manager  
Brandi D'Ambrosio | Service & Relationships  
Colleen Davis | Loans  
Mindy Fausett | Mortgages  
Amy Gluesing | Service & Relationships  
Denise Hansen | Service & Relationships  
Sarah Leautaud | Service & Relationships  
Brandy Martinez | Service & Relationships  
Sherrie Vlamakis | Service & Relationships

## BALANCE ROCK OFFICE

Barbara Metelko | Manager  
Andrea Hofer | Service & Relationships  
Amanda Larsen | Service & Relationships  
Caleb Nelson | Service & Relationships

## MOON LAKE (ROOSEVELT) OFFICE

Andrew Ercanbrack | Manager

## VERNAL OFFICE

Ashlin Bowden | Service & Relationships  
Nicole Murray | Service & Relationships

## POWERTRUST CUSO | ROCK SPRINGS

Pam Schumacher | Manager  
Natasha Jensen | Service & Relationships  
Kristina Kelsey | Loans  
Jade Pacheco | Service & Relationships  
Debra Tomich | Service & Relationships  
Meghan Torrontegui | Assistant Manager

## POWERTRUST CUSO | CASPER

Crystal Bratvold | Manager  
Shannon Garriott | Service & Relationships  
Mikayla Hedstrom | Service & Relationships  
DeNeile Miller | Service & Relationships