

Residential Rate Schedule Summary

Single phase, 60 Cycle A.C. at 120/240 volts, less than 15 KW of demand.

Available for all domestic uses subject to the established rules and regulations of the Cooperative.

A service that meets one of the following criteria may have its demand monitored at the cooperative's expense:

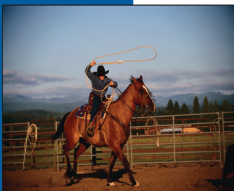
1. Installed transformer capacity of 25 KVA or larger
2. Exceeded 2500 kWh in any one billing period.
3. Load calculation of home has projected use of over 25 KW.

A service that has exceeded 15 KW of demand in any one billing cycle will be billed under rate schedule D-2 or P-1 as applicable.

When monthly demand for an individual domestic service has measured less than 25 kW for twelve consecutive months it will be eligible to be billed at this rate schedule. It shall be the consumer's responsibility to notify the cooperative of this twelve-month period.

A motor with rated capacity in excess of 7.5 hp. will not be allowed on this rate without express consent of the cooperative.

If three phase is not available, a phase converter may be installed with express consent of the cooperative prior to installation and at no cost to the cooperative. At no time shall the combined load of the phase converter and motor exceed the demand of a 7.5 hp. motor.



Monthly Service Availability Charge		\$24.00
Tiered charge per kWh	0 - 400 kWh	0.13 (cents)
	401 - 700 kWh	0.14 (cents)
	701 - 1000 kWh	0.15 (cents)
	1001 - 2000 kWh	0.17 (cents)
	over 2000 kWh	0.188 (cents)

Minimum

The monthly minimum charge under the above rate schedule shall be no less than the service availability charge or \$24.00.

Power Cost Adjustment

The customer's monthly bill may be increased or decreased where the power supplier's actual cost to Anza Electric Cooperative varies from the 2008 base rate of 81.7 mills per kWh sold. An adjustment factor will uniformly be applied to all rate classifications on a kilowatt-hour basis.

Security Lights

We no longer install security lights. However, many security lights still exist on the system. The following monthly costs are for existing lights:

Lights set on existing poles - \$9.00, \$10.00, \$11.00 or \$16.00 per month.
Monthly costs are based on initial construction requirements to install security light.

Payment of Energy Bills

Your monthly energy bill is for electricity you have already used. The bill is due upon receipt but does allow 10 days for payment from the billing date before it is considered delinquent. Failure to receive a bill is not an excuse to neglect payment. Bills can be sent out by mail or email or both.

Should your account become delinquent, it is very important to contact the cooperative office to establish payment arrangements to avoid disconnection. You will receive only one message before your service is disconnected. Please make sure we always have your correct phone number(s).

Interested in receiving an Alert or Reminder? You can receive a text message or email or **both** letting you know when your bill is due; past due or receive payment confirmation along with profile change notification. **It's easy.** Simply ask one of our Member Service Reps to set you up or you can set it up online at www.anzaelectric.org by clicking on the PAY ONLINE button on the home page. You'll then be directed to the bill payment portal. Use your new member number as both your username **AND** password to gain access to your account (Your member number represents the numbers before the "dash." For example, if your account number is 12345-001 you would enter 12345.) Once you've obtained access, click "My Alerts" at the top of the page and make your selection. To change your profile information click on "My Account" at the top of the page and make your username, password and other account changes.

When an electric service is disconnected for non-payment, the balance of the account, a \$25 service charge and a deposit may be required before the service can be restored. These fees may also be charged if a crew is dispatched to collect on a delinquent service or to disconnect a service. There is a \$250.00 fee to reconnect services after normal business hours.

Bill Paying Services

Want to pay your bill online or set up an automatic draft? Online bill payment is available through www.anzaelectric.org. Click the PAY ONLINE button on the home page. You'll then be directed to the bill payment portal. Use your account number as the username and your member number as the password to gain access. For example, if the account number listed on your bill is 12345001 or 12345002, enter 12345001 or 12345002 as the Account No./User ID. Your member number is the number preceding the the 001 or 002 (i.e. 12345). Once you've gained access, you will be prompted to reset your username and password. This can also be done by selecting the "My Account" tab at the top of the page.

Use Pay-by-Phone system 24/7. Call 844-311-7201. The system will recognize your phone number if it is listed on your account. It will then tie it to your account. If you're calling from another number, you will simply need to enter your account number in order to pay.

Pay by Text: To use this program you must have a payment profile set up within the billing system. In order to do that, you will need to go online and set up your payment profile. See the first paragraph above on how to access your account online.

Once the payment profile is set up use short code **352667**. The short code is like a cell phone number, except it's only 6 digits long.

Command	What command does
BAL	Provides current account balance
HELP	Provides information about the service
JOIN	To start the opt-in process
MENU	Returns a list of the commands
PAY	Payment can be made using a credit card or E-check profile
RESET	To reset the text session to start over again
START	Confirmation for member to opt-in to the service
STOP	Allows member to opt out of service

Deposits

- Each applicant is subject to a "soft" credit check used to determine whether a deposit is needed and the amount. "Soft" credit checks don't affect your credit. Some applicants will not be required to pay a deposit because of their good credit rating.
- Be sure to keep your account paid in a timely manner. Deposits equal to twice the average monthly bill may be charged if the account is delinquent three out of six months.
- Deposits are refunded either upon disconnection of the electric service or at the customer's request after one year of service. If the account reflects no delinquencies or returned checks, a "soft" credit check will be done through Online Utility Exchange to determine credit worthiness and possible refund. If the credit report is returned as unfavorable, the deposit will not be eligible for refund. Active accounts eligible for refunds will have their deposits refunded onto their accounts.
- Residential accounts with kWh use greater than 4,000 kWh for a one-month period are subject to a deposit of twice the average bill for that location regardless of credit history.

Reporting an Outage

When reporting an outage or problem with your electricity, be prepared to give your name, location number (as shown on your electric bill), property address, phone number and the nature of the problem. In case of an outage, always be sure to check all your breakers, including your main breaker which is normally located at your electric meter.

Please call 951-763-4333. Our crews are on call 24 hours a day.

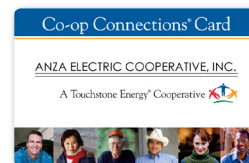
A \$250.00 fee may be charged if the problem is circuit breakers, fuses or wiring that are not the responsibility of the cooperative.

Co-op Connections Program

this program provides health & medical discounts along with retail and service discounts at national & local businesses.

Included with your member packet is a brochure about the Co-op Connections Program. This card-based member benefit program is designed to deliver added value to our members by offering valuable discounts at participating local and national businesses. Just show your card at any of the participating businesses and receive your discount.

There is no sign-up or annual fee. You receive your Co-op Connections card simply because you are a member of AEC.



Facebook

Keep up to date on AEC happenings by liking AEC's Facebook page. Facebook is used to provide updates on the occasional power outage along with weekly current events. Like our page today! It's a good way to stay current. www.facebook.com/anzaelectric

What is an electric cooperative?

Electric cooperatives are private, independent electric utilities, owned by the members they serve. As democratically governed businesses, electric cooperatives follow the 7 Cooperative Principles, anchoring them firmly in the communities they serve and ensuring that they are closely regulated by their members.

The cooperative business model is also unique in that any money made is given back to its members. This is known as capital credits. Since 1989, nearly \$10 million has been paid out to AEC current and former members.