

ANZA ELECTRIC COOPERATIVE, Inc.

A Touchstone Energy® Cooperative 

Phone: (951) 763-4333

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Welcome to Anza Electric Cooperative, Inc.

Anza Electric Cooperative, Inc. (AEC)- a member of Touchstone Energy® - *the national brand of rural electric cooperatives* - provides power to the communities of Anza, Garner Valley, Pinyon Pines and parts of Aguanga.

AEC's service area is nearly 700 square miles of high desert with an elevation at roughly 4,000 feet. Anza is located at an almost equal distance from Palm Desert, Hemet and Temecula in Riverside County in Southern California.

AEC is not-for-profit

Rural electric cooperatives such as Anza Electric Cooperative, Inc. (AEC) operate differently than investor-owned utilities (IOUs) such as Southern California Edison or San Diego Gas & Electric. Electric cooperatives are not-for-profit entities, delivering electricity to their membership at the cost of service. IOUs, on the other hand, exist to make a profit, a part of which is distributed to the investors in the form of dividends. These dividends are only available to those who invest in the utility. The remainder of the profit is retained by the IOU.

In the cooperative model, excess operating revenue that a cooperative has left over at the end of the year must be returned to its membership in the form of Capital Credits. The amount returned is in proportion to the member's electric bills. A member with higher bills will earn more capital credits than one with lower electric bills. Since 1989, AEC has returned over 11 million dollars in capital credits to current and former members.

Click on the "Capital Credits" tab on our home page for more information about capital credits.

Our Board of Directors are democratically elected by the members

Anza Electric Cooperative, Inc. is governed by seven directors representing the three districts of the cooperative's service area. AEC's democratically elected Board of Directors is responsible for setting policy for the only electric distribution cooperative in Southern California. Directors are committed to policies that result in a safe and reliable electric system, fair rates, financial responsibility and superior member service.

This institution is an equal opportunity provider and employer.

Each year, eligible AEC members can seek nomination for director positions up for election through the petition process established by AEC's Bylaws.

Each position on the board of directors is held by a cooperative member with each term consisting of three years.

Click on the "Our Board" tab on our home page for information on our Board of Directors

We have High-speed internet

AEC's internet company, ConnectAnza, is working hard to bring high-speed internet to everyone in the service territory. We've only been building since early 2016 and building a utility from the ground up is a very involved and time consuming process but we're determined!

If internet service is not at your current location yet, please visit www.connectanza.org to sign-up for service. We'll be in touch with you as we start connecting services in your area. If your location previously had ConnectAnza internet service please contact the AEC office at 951-763-4333 so your service can be connected.

General Information

Scroll down to find more information about our cooperative, rates, ways to pay your bill, our text/email messaging systems and more. The messaging system is a great way to stay informed during a power outage.

Please look closely *Operation Roundup and consider signing up*. If you participate, your electric bill would be rounded up to the next whole dollar and the pennies go into the *Operation Roundup* fund. It's a great financial assistance program that we can all contribute to with neighbors helping neighbors. Find the sign up form under *Community* on our home page.

To review the cooperative's Bylaws and Articles of Incorporation, please visit our website and go to the *About Us* tab. Search our website for energy saving info and much more.

Anytime you have questions or comments, please reach out to Anza Electric via email at aec@anzaelectric.org or by phone at 951-763-4333.

We look forward to working with you.

ANZA ELECTRIC COOPERATIVE, INC.

Residential Rate Schedule Summary , Bill Paying and More

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.

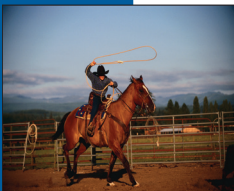
Payment of Energy Bills

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 Representatives 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 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 preceeding 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. 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 \$50 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. Follow the instructions above for account access.

Use Pay-by-Phone system 24/7. Call **844-311-7201** or **951-763-4333, option 1**. 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 set-up information under "Payment of your energy bill" above.

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.

The following commands are available:

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.

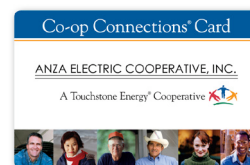
A \$250.00 fee may be charged if the problem is circuit breakers, fuses or wiring that are not the responsibility of the cooperative.

Co-op Connections Program

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

As a member of Anza Electric, you have access to 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 \$11 million has been paid out to AEC current and former members.

Anza Electric Cooperative, Inc. offers many ways to pay your bills.

Pay your bills Multiple Ways

Pay your bill online or set up 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 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.

Call Toll-free 24/7 844-311-7201

The Pay-by-Phone system will recognize your phone number if it is listed on your account and tie it to your account. If you're calling from another number, you will simply need to enter your account number to pay.

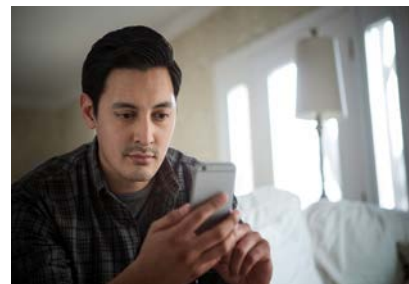
If you have a payment profile set up, the system will ask if you want to use the payment information on file. If a payment profile has not been set up, please follow the instructions above under "Pay your bill online."



Pay by Text

To use the Pay-by-Text 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 has been 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
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STOP	Allows member to opt out of service

Cash payments can be made at the AEC office and payments by check can be made at the AEC office or mailed to P O Box 391909, Anza, CA 92539. *Thank you.*

Anza Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 

Conditions of Service

- Anza Electric Cooperative, Inc. (AEC) and its agents shall at all times have the right to enter and exit member/consumer's property to install, remove, repair or maintain its electric facilities.
- Member/consumers must provide unobstructed ready access for AEC vehicles and equipment to install, remove, repair, or maintain its facilities.
- Member/consumer must allow the use of an AEC lock on gate or other enclosure for the purpose of accessing facilities, unless other arrangements are approved by AEC.
- Member/consumer must allow safe and ready access for AEC personnel free from unrestrained, aggressive animals.
- All meter panels shall be installed at a location upon the member/consumer's property that are easily accessible for inspecting, reading and testing.
- The member/consumer shall, at their own expense, provide a new AEC approved location for a meter whenever the existing meter has become inaccessible for inspecting, reading, or testing.
- The member/consumer is responsible for maintaining the safe operating condition of all electrical equipment on member/consumer's side of the meter including, riser pipe, weatherhead, meter socket, landing lugs and associated wiring as applicable. AEC may deny or terminate service if your electrical facilities are not in compliance with the National Electrical Code or Riverside County Building and Safety codes.
- AEC will terminate electric service to a member/consumer immediately if it is deemed that a hazardous condition exists.
- AEC may terminate electric service to a consumer for non-compliance with the above conditions if the member/consumer has not complied after 15 days of written or verbal notice being given.
- If service is terminated for non-compliance of the above conditions the service shall not be reconnected until proper compliance is made and required fees are paid.
- AEC may limit capacity of large load accounts to keep ALL consumers on and help avoid unnecessary service disruptions during critical peak demand events. All services that are subject to curtailment may experience the following:
 - AEC will issue load curtailment notices in advance of anticipated high temperature events, if possible.
 - Reduction to ½ of rated service capacity for up to 72 hours
 - If the individual service load exceeds the reduced capacity, the service will disconnect until the load is reduced.
 - Reconnect will occur automatically after 30 minutes
- If AEC equipment is tampered with or if power theft is discovered and your service is the benefactor of this, you, as the member/consumer, will be held responsible for all criminal, civil and financial liabilities. AEC is responsible for and will maintain the overhead service drop, or underground service lateral, up to but not including the landing lugs of member/consumer owned service equipment. AEC owns and is responsible for and will maintain all metering equipment, including any meters, switches, and current or potential transformers and associated wiring. All meter sockets integral to the member/consumer owned service equipment remain the property and responsibility of the member/consumer.


I/we have received a copy of my assigned electric rate and have read and understand the information given to me.

**By requesting electric service from Anza Electric Cooperative, Inc.
I/we will adhere to the above conditions.**

Signature _____ Signature of Co-Applicant _____

Date _____ Service Address _____

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About Your Mailing Address

Please review the following information and be sure to check with the local post office about receiving your mail.

- If you have recently moved into a home where a mail box exists on the street and you want to receive mail there, you must speak with the Post Office. They need to know you reside there and wish to receive mail for that address.
- Sometimes there is no mail box on the street and the Post Office is unable to deliver mail to the street address. Please check with the Post Office to see if a mail box exists for your home or if other arrangements need to be made.
- If you are going to be receiving your mail at someone else's home or their P.O. Box, be sure that the box holder has notified the Post Office. Otherwise your mail may be returned since your name is not listed as a mail recipient for that address.
- The local Post Office requires that you provide a document showing your name and that address. A copy of Anza Electric's job order to connect the electric service has been approved by the Post Office as sufficient documentation. Please ask for a copy and we'll be happy to provide you with one.

Thank you.

Sign up for Messaging

After a few minutes of sitting in the dark, you want to know what's going on and when you can expect your service to be restored.

To better communicate with our members, Anza Electric Cooperative provides a messaging system that can send you a text message or an email and provide information on any major outage or event that affects our ability to provide you with safe and reliable electricity. While not applicable to individual service outages, you can receive fast, up-to-date information on system-wide outages or those affecting large areas.

Our web site also provides near real-time information when a large or system-wide outage takes place (www.anzaelectric.org) as well as our Facebook page (www.facebook.com/anzaelectric).

We also utilize the messaging system for collection purposes and at times during peak summer/winter hours, as a reminder to turn off unnecessary loads when we reach critical loading.

Information about our annual membership meeting and other special events of interest may be sent through this system as well.

This is a free service; there are no sign-up fees or costs, although normal text and/or data rates may apply to your mobile phone.

Signing up is easy! Here's how:

- To receive text messages only, text the key word ANZA to short code 99000

-OR-

- To sign up on line, find the link on our Home Page under *Messaging*

-OR-

- Give us a call at (951)763-4333 and we'll be happy to sign you up.

A maximum of 3 text messages per month is anticipated, and will usually be less.

Date: _____

Member Name: _____ Member-Sep. No. _____

Telephone No. (For voice messages - **Non outage information**): _____

Mobile No:(For Power outage info. sent via text) _____

Email (For special events and outage info): _____

Anza Electric Cooperative, Inc.

A Touchstone Energy® Cooperative 

Operation Round Up



A community service program from
Anza Electric Cooperative, Inc.

Small Change that changes lives.

We *can* make a difference in our
community. *Can we count you in?*



Your spare change alone may not make a big difference – however, when you combine that spare change with of all your neighbors, it can change lives.

With that concept in mind, Anza Electric Cooperative established Operation Round Up as a way for the 4,000 members to combine their spare change for the benefit of the communities in this area.

The program was set up with the goal of making a big difference with small change. By allowing AEC to round up your monthly electric bill to the next higher dollar amount each month, the extra pennies are contributed to the AEC Operation Round Up fund.

Operation Roundup (OR) was started by Palmetto Electric Cooperative, in South Carolina, in 1989. Since then over 278 electric cooperatives nationwide have chosen to adopt the program.

The concept behind the program is to extend the principle on which electric cooperatives were built over 60 years ago – neighbor helping neighbor and as a Touchstone Energy Cooperative – to follow one of the core principles which is commitment to community. “Small change that changes lives,” is the foundation upon which Operation Roundup is built.

Through AEC’s billing system, those members who volunteer to participate in Operation Round Up agree to have their electric bill rounded up each month to the next higher dollar amount.

For example, a bill of \$73.75 would become \$74.00 and the extra 25¢ would be deposited in a separate account - AEC Operation Round Up fund.

Individually, this is pretty small change; on average, members will contribute about six dollars annually to the program. Imagine what we can do together.

The program will be used to help the less fortunate, the deserving, and fund some worthwhile organizations. Monies collected through Operation Roundup would be forwarded to local charitable organizations for disbursement.



Sign up today and help us change lives.

Complete the form below and return to the cooperative office.

Yes, I would like to participate in Operation Round Up

Name _____
Street Address _____
City/State/Zip _____
Home ph # _____ Cell ph # _____
AEC acct # _____
Email Address _____
Signature _____ Date: _____

GENERATOR WARNING

This information only applies if Temporary or Permanent Generators will be connected to a customer's electrical system.

Section 1. Chapter 5 (commencing with Section 119075) is added to Division 104 of the Health and Safety Code, to read:

CHAPTER 5 ELECTRIC GENERATORS

119075.

- (a) The Legislature intends to prevent electricity generated by permanent or portable electric generators from backfeeding into a utility electrical distribution system by the enactment of this chapter.
- (b) Any portable electrical generator that is capable of being connected temporarily to a customer's electrical system, which is normally supplied by an electrical cooperation or state or local public agency, shall be connected only after opening the customer's main switch to isolate the customer's electrical system from that of the electrical corporation or state or local agency.
- (c) Any electric generator, other than a generator designed to run in parallel with the system of the serving utility and approved by that utility, that is capable of being permanently connected to a customer's electrical system shall be connected only by means of a double throw switch so as to isolate the customer's electrical system from that of the electrical corporation or state or local agency.

119080.

- (a) Every manufacturer of a portable or permanent electrical generator that is capable of being connected either permanently or temporarily to a commercial, industrial, or residential structure's electrical system, shall include a warning statement in the generator's instruction manual and a legible warning label on the generator which states the requirement of Section 119075 and explains the electrical hazards of backfeed into a utility's distribution system. The same warning information shall be included in all advertisements offering portable electric generators.
- (b) No person or public agency shall sell, rent to another person or public agency, or offer for sale or rent to another person or public agency a portable electrical generator unless the legible warning label is on a visible surface of the generator.

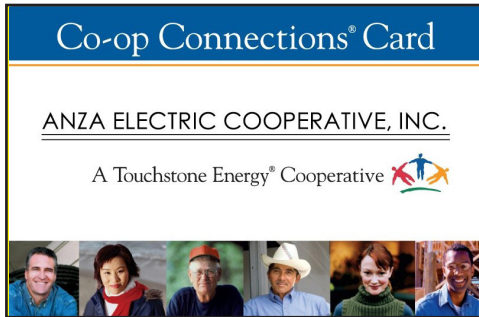
119085.

- (a) Every public utility or utility district shall notify all electrical service customers of the electrical backfeed hazards of portable and permanent electric generators.
- (b) Any owner, renter, or lessee who possesses an electric generator shall notify the utility of the presence of the generator on the premises.

119090 (a) Any person who violates Sections 119075 to 119085, inclusive is guilty misdemeanor, and subject to a fine of not more than five hundred dollars (\$500) or not more than six month's imprisonment.

If you have any questions about the above – please call:

ANZA ELECTRIC COOPERATIVE, INC. – (951) 763-4333



Start Saving
Today

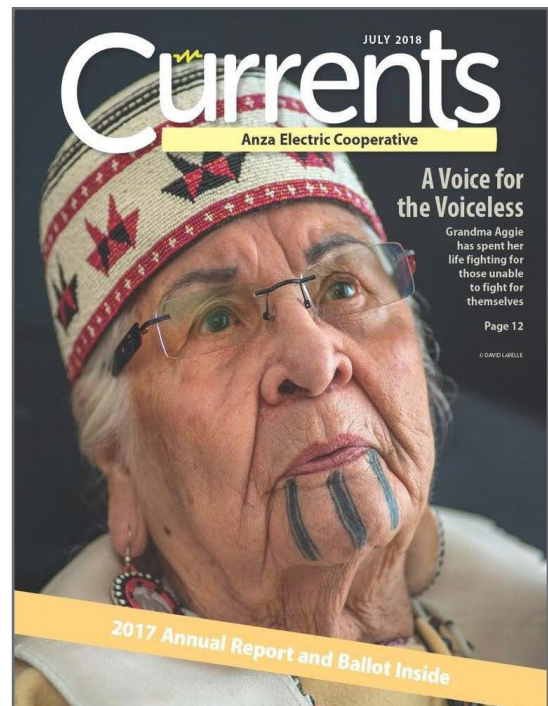
Co-op Connections

As a co-op member, you will receive a Co-op Connections card giving you discounts on local and national deals.

visit www.connections.coop for more info

Stay current with “Currents”

Every other month you will receive AEC’s Currents magazine in your mail box, email or both. Each issue is full of Co-op news, local stories and more, including our annual report and election materials when applicable.



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