

## Commercial Rate Schedule Summary - Rate 10

### Commercial - Demand Metered < 50 kW - Schedule A-1

Single Phase and Three Phase, 60 cycle A.C. at available secondary voltage, less than 50 kW of demand.

Available to commercial services including lighting and power uses subject to the established rules and regulations of the Cooperative.

A service that has exceeded 50 kW of demand in any one billing cycle will be billed under rate schedule P-1 as applicable.

When monthly demand for an individual commercial service has measured less than 50 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	\$28.00
All kwh are billed at	\$ 0.149 (cents)
Demand Charges per kW over 10 kW per month	\$ 9.25

### Minimum

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

### Billing Demand

The billing demand shall be the maximum kilowatt demand established for any fifteen minute period during the billing month and shall be measured by using standard demand and energy equipment for metering.

### Power Cost Adjustment

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

### Special Conditions

Protection of three phase motors and other equipment shall be the responsibility of the consumer. The Cooperative recommends motor savers or other such devices to protect against damage due to single phasing of three phase distribution lines.

### Security Lights

We no longer install security lights. However, many security lights still exist on our 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.

**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](http://www.anzaelectric.org) by clicking the PAY ONLINE button on the home page. You'll then be directed to the bill payment portal. Use your new account number as both your username **AND** password to gain access to your account (Do not enter dash - only numbers). 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.

## Payment of Energy Bills - Continued

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](http://www.anzaelectric.org). Click the PAY ONLINE button on the home page. You'll then be taken to the bill payment portal. Use your account number as both your username **AND** password to gain access. (Do not enter dash - only numbers). Once you've gained access, you can change your username/password to whatever you'd like by clicking on 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.

The following commands are available:

Command	What command does
<b>BAL</b>	Provides current account balance
<b>HELP</b>	Provides information about the service
<b>JOIN</b>	To start the opt-in process
<b>MENU</b>	Returns a list of the commands
<b>PAY</b>	Payment can be made using a credit card or E-check profile
<b>RESET</b>	To reset the text session to start over again
<b>START</b>	Confirmation for member to opt-in to the service
<b>STOP</b>	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 five years 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. Active accounts eligible for refunds will have their deposits refunded onto their accounts.
- Past due accounts are subject to additional deposits of twice the average bill for that location.

## 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.**

## 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 power outages along with weekly current events. Like our page today! It's a good way to stay current  
[www.facebook.com/anzaelectric](http://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.