



Dixie Escalante Electric
www.dixiepower.com



Dear Dixie Escalante Electric Member:

On behalf of Dixie Escalante Electric, I would like to take this opportunity to welcome you to our service area.

By purchasing electricity from Dixie Escalante Electric you are a member-consumer of a rural electric Cooperative, which means that this is your business. As an owner, we want you to have a good understanding of what Dixie Escalante Electric is all about.

This booklet has been prepared to help you know who we are and what we represent. It also covers information relative to your electric service, which we hope you will find useful. We have also described, in summary form, the manner in which Dixie Escalante Electric will apply the Residential Utility Service Regulations which have been set forth by the Public Service Commission of Utah and the Arizona Corporation Commission. Copies of the complete regulations are available at Dixie Escalante Electric Offices and at the Public Service Commission of Utah, Heber Wells Building, 4th Floor, 160 East 300 South, Salt Lake City, Utah 84111 or 1200 W. Washington, 2nd floor, Phoenix, AZ 85007. We appreciate the opportunity to serve you. As we move into a new era of electric power service, you can be assured that we are committed to providing the best and most economical electric service possible.

If you have any questions or concerns, please feel free to call or visit the Dixie Escalante Electric Office nearest you. Telephone numbers and mailing addresses of our Offices are listed on the back of this booklet.

Sincerely,
LaDel Laub
President & CEO

BOARD OF DIRECTORS

Board member term is three years.
Members vote on the Board of Directors,
and the Board sets policies.



Mike Brown
Chairman
Escalante Valley District



Rebecca Jensen
Vice Chairman
Dixie District #1



Don Taylor
Secretary
Dixie District #2



Jack Moyle
Escalante Valley District



Ginger Mathis
Pine Valley District



Robyn Serage
Dixie District #2



Gary Biasi
Arizona District



DeLyle Carling
Flowell District



Mark Anderson
Flowell District

“The Power of Friendly Service”

STATEMENT OF CONSUMER RIGHTS & RESPONSIBILITIES

The Utah Public Service Commission has established rules about member's consumer/Cooperative relationships. These rules cover payment of bills, late charges, security deposits, handling complaints, service shut-offs, and other matters. These rules assure consumers of certain rights and outline consumer responsibilities.

RIGHTS - Dixie Escalante Electric will:

- Provide service if you are a qualified applicant.
- Offer you at least one deferred payment plan within a 12-month period if you have a financial emergency.
- Let you pay a security deposit in 3 installments, if one is required.
- Follow strict procedures, including giving you a 10-day postmarked notice before service is shut off.
- Advise you of any available assistance in paying your bill.
- Continue service for a reasonable time if you provide a physician's statement that a medical emergency exists in your home.
- Give you written information about Commission rules and your rights and responsibilities as a customer under those rules.
- Allow you an opportunity for a hearing when other attempts at resolving a dispute have failed.
- If you have a problem, call Dixie Escalante Electric first. If you cannot resolve the problem, call the Utah State Division of Public Utilities in Salt Lake City – 1 (801) 530-6652, Toll-Free Statewide 1 (800) 874-0904.

You have the **RESPONSIBILITY** to:

- Use utility services safely and pay for them promptly.
- Contact Dixie Escalante Electric about payment, service, safety, billing, or other customer service problems.
- Notify Dixie Escalante Electric about meter, reading, billing, or other errors.
- Contact Dixie Escalante Electric when you anticipate a payment problem to attempt to develop a payment plan.
- Notify Dixie Escalante Electric when you are moving to another residence.
- Notify Dixie Escalante Electric about stopping service in your name or about stopping service altogether.
- Permit access for meter readers.

ELIGIBILITY FOR SERVICE

Residential electric service will be provided by application on line, fax or in person at one of the Dixie Escalante Electric Offices. All outstanding debts for past service which are owed to Dixie Escalante Electric by the applicant must be paid before a service will be connected.

ANNUAL MEETING

During the course of the year there is an opportunity for all Dixie Escalante Electric members to join together to elect representatives to the Board of Directors, enjoy a great meal and obtain an update of events shaping the future of the Cooperative. During the business portion of the meeting a brief financial report will be given as well as results of the election. Also, there will be a drawing for dozens of door prizes donated by local suppliers and merchants and games for children.

The Annual Meeting is split into three separate segments. The first Annual Meeting will be the Arizona District, held the last Tuesday in March. The second Annual Meeting will be for the Escalante Valley and Pine Valley Districts, held the first Tuesday in June. The third and final Annual Meeting includes Dixie Districts I and II, held the second Tuesday in June. We encourage you to be an active, involved and voting member of your co-op. Plan on attending the annual meeting and bring your entire family.

DEPOSITS

At the time of application for service, a deposit is required. The deposit is held for one (1) year and then returned, with interest, if during that time the account has been kept current and is in good standing. Interest accumulates after the first six (6) months. However, at the end of the six (6) month period, interest is retroactive to the date of payment of the deposit. Deposits are refunded at the time a member moves from the system provided the account has been paid in full.

CONNECT AND DISCONNECT

A connect fee will be billed on your first bill. This fee is not a deposit and is not refundable. Also, when a disconnect is requested there is a disconnect fee charged. Service call fees, including, but not limited to: wages, equipment expense, overhead expense, etc., are charged in an effort to recover the cost to the Cooperative.

Your electric service may be terminated for the following reasons:

- Nonpayment of a past-due account.
- Nonpayment of a deposit where required.
- Failure to comply with terms of a deferred payment agreement or the order of the Public Service Commission of Utah.
- Unauthorized use of, or diversion of, service or tampering with wires, pipes, meters, or other equipment.
- Furnishing false information in connection with obtaining service.

If it becomes necessary to disconnect a service for lack of payment, the account must be paid in full, in addition to a disconnect fee and a reconnect fee, before the service will be reconnected, plus an after hours fee if service is restored after hours. A deposit will be required at this time if there is not one on the account.

BILLING

We have a large volume of meters that we read each month, so we have incorporated a “cycle billing” program.

Cycle #1 meters will be due on the 5th day of each month.

Cycle #2 and **Cycle #3** meters will be due on the 20th day of each month.

Cycle #6 meters will be due on the 1st day of each month.

RESIDENTIAL SERVICE

(Effective November 1998 Billing)

Service made available to Residential customers of the Cooperative under this rate schedule shall be single phase 120/240 volt. If 50% or more of the electrical energy supplied to the premise is used for other than residential domestic purposes, the premises will be classified as non-residential and electric service shall be provided under the appropriate non-residential schedule.


UTAH RESIDENTIAL SERVICE

(Effective November 1998 Billing)

Service made available to Residential customers of the Cooperative under this rate schedule shall be single phase 120/240 volt. If 50% or more of the electrical energy supplied to the premise is used for other than residential domestic purposes, the premises will be classified as non-residential and electric service shall be provided under the appropriate non-residential schedule.

Customer Charge: \$6.00 per month

Energy Charge: First 1500 kWh \$0.0535 per kWh
Additional kWh \$0.0425 per kWh



DIXIE ESCALANTE ELECTRIC
71 E HWY 89, BERRY, UT 84714 • (435) 476-8117
 140 BIRCHMAN RD., TONOPAH, UT 84701 • (435) 475-5287
 ARIZONA • (505) 347-5875

CUSTOMER NAME
ADDRESS
CITY STATE ZIP

Sample Bill

METER / SERVICE DESCRIPTION	PREVIOUS READING	CURRENT READING	METER FEES	DATE - USAGE	CHARGE
METER #	5/17/07	6/16/07		30 DAYS	
CUSTOMER CHARGE					6.00
ENERGY CHARGE	14083	15434		1351	72.28
SALES / ENERGY TAX					7.45
TOTAL FOR:	SERVICE ADDRESS				85.73 *

Customer Charge
 \$6.00 per month - UT
 \$8.00 per month - AZ

Energy Charge
 First 1500 kWh:
 \$0.0535 per kWh
 Additional kWh:
 \$0.0425 per kWh

BILL PAYMENT

Your bill will include a return envelope which will go to our main office in Beryl, Utah. For those who like to drop off payments, you can bring them into the Beryl or Bloomington offices, or put the payment in the drop boxes provided outside.

Here are the different payment options available to customers of Dixie Escalante Electric:

- Cash, Checks and Money Orders are accepted at each office
- Checks and Money Orders can be mailed or left in the drop box at the Bloomington office, or in the night drop slot at the Beryl office. A return envelope is provided with each bill
- Automatic ACH draft from your checking/savings account
 - Attach a blank, voided check to ACH sign-up form
 - Automatically processed from your account on the due date
 - Bill is still sent to you showing it was paid by ACH for your records
 - Can be cancelled at any time by customer
- Electronic Internet Bill-Pay from your Bank or other Bill-Pay Provider
 - Dixie Escalante is an Electronic Vendor/Payee - you initiate payment
 - Payments are received electronically within three days (checks sent by your bill-pay provider take up to five days or more)
 - Electronic file is uploaded onto customer's accounts
 - Must enter correct Payee information in your bill-pay system for payments to be processed electronically. If you are already paying this way, take a moment and create a new Payee with the following information:
 - Dixie Escalante Electric
71 E Highway 56
Beryl, UT 84714
Phone Number: 435-439-5311
Account Number: 6-digit number on your bill
- Credit and Debit cards from VISA or Mastercard are accepted in each office, by phone, and on the internet through our secure website
 - You need to call the office to get a temporary PIN to access your account
 - Go to www.dixiepower.com and input your account number and PIN
 - You can then change your PIN, view your history, make a payment, etc.
- Recurring Credit or Debit cards from VISA or Mastercard
 - Call the office with your card number and information to set up
 - Automatically processed on the due date
 - Bill is still sent to you showing it was paid by credit card for your records
 - Can be cancelled at any time by customer

In order to establish and keep a good credit record, your bill should be paid on or before the stated due date. Payment after the due date will result in the addition of a 1.5% per month late fee charge. Please include the bill stub along with your payment to ensure that prompt payment is credited to the proper account. If special circumstances prevent prompt payment, contact Dixie Escalante Electric as soon as possible and every reasonable effort will be made to arrange a payment schedule.

A \$25 returned payment fee will be charged to the account for any funds returned by the bank.

BUDGET BILLING

If you would like to level out your electric payments, we have a Budget Billing plan that might be the answer for you. Budget Billing allows you to have a bill for the same dollar amount each month. The amount to be billed each month is computed by taking the previous year's usage and dividing by 12 to obtain a monthly average kWh consumption. Charges for this average are then computed at the current rate structure. This average amount is recalculated yearly in October and the actual account balance is also used in the calculation to true up the account at that same time. To sign up for this program you will need service for at least one year at the address requesting the Budget Bill. Applicants may also elect to cancel the Budget Billing plan at anytime, the actual account balance would then be due on the next bill.

ROUND UP PROGRAM

You have the opportunity to participate in an innovative program to financially assist worthwhile activities within our community. The Round Up program works in a very simple and easy fashion. For example, if your month's electric bill is \$58.73 you would pay \$59.00 with 27¢ going directly to the fund. By participating you will contribute an estimated \$6.00 per year -- a small amount to help worthy causes within our community.



Funds collected from the Round Up program can assist local non-profit, charitable organizations such as Doctor's Volunteer Clinic, Habitat for Humanity of Southwest Utah, Dixie Care & Share, Iron County Care & Share, Salvation Army, Coins for Kids, Enterprise Little League, New Castle Cemetery, Dove Center, Dixie Area Detention, Washington & Iron County Children's Justice Centers and more.

DEFERRED PAYMENT AGREEMENT

If you are unable to pay a past-due account balance, you have the right to continue to receive electric service under a deferred payment agreement.

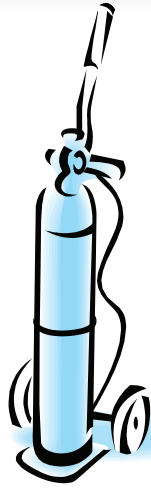
A deferred payment agreement is a written agreement between you and Dixie Escalante Electric which obligates you to pay your current bills and the past-due balance of your account on a monthly basis. You may set the monthly payment but the total past-due amount must be paid within 12 months.

If you default on the terms of a deferred payment agreement, Dixie Escalante Electric will have the right to terminate electric service.

RESTRICTIONS ON TERMINATION

When someone living in your residence is seriously ill, as confirmed by a physician's statement, Dixie Escalante Electric will not terminate service or will restore terminated service for the period set forth by the physician or one month, whichever is less. The person whose health is threatened may petition the Commission for an extension of time.

Dixie Escalante Electric will not terminate service to your residence if someone living in the residence is known to be using an iron lung, respirator, dialysis machine, or other life-supporting equipment, without prior approval of the Commission. Upon your filing written notice with Dixie Escalante Electric, meter boxes will be identified where such equipment is used.



NOTICE OF INTENT TO DISCONNECT ELECTRIC SERVICE

At least ten calendar days before proposed termination of your electric service, you will be given written notice by first class mail. The ten day time period will be computed from the date the notice is postmarked.

DISPUTED BILL

If you have a dispute concerning your bill, please contact us and we will do our best to resolve the question. If the dispute is not resolved at this time you may request an informal review by contacting the Utah Division of Public Utilities at 1-800-874-0904. They will investigate the problem and notify you and Dixie Escalante Electric of their finding within five days of your review request. If the matter has still not been resolved, the Division of Public Utilities may initiate formal investigative proceedings. During the informal or formal review, no termination of service will take place provided any amounts not disputed are paid when due.

If the dispute is not resolved for Arizona, the customer shall file a written statement of dissatisfaction with the Arizona Corporation Commission, 1200 W. Washington, 2nd Floor, Phoenix, AZ 85007.

THEFT OF ELECTRIC ENERGY

Whenever a meter or service is found that has been intentionally altered so as not to properly register the kilowatt-hours used, it will be considered theft of energy. The service will be disconnected immediately. The user of the service will be required to fully compensate Dixie Escalante Electric prior to reconnect. Legal action may also result.

CAPITAL CREDITS

Dixie Escalante Electric is a member-owned non-profit corporation. At the end of the fiscal year (December 31st), when the books are closed, any margin outstanding, over operational costs, is returned to the membership on the basis of dollars paid for that year. This amount is then allocated to a capital credit account for each member and reflects the investment of the membership into the plant facilities of the Cooperative. Refunds are presently being made each year on a percentage basis as approved by the Board. If you move off of Dixie Escalante Electric's system, please keep us updated with your current address for future refunds from your capital credit account.

NEWSLETTER

DIXIE ESCALANTE HIGHLIGHTS is the official publication of the Cooperative. The purpose of HIGHLIGHTS is to communicate to the members information concerning their electric Cooperative, and to offer suggestions and ideas regarding the safe, efficient and economical use of electric energy.

YOUTH SCHOLARSHIP PROGRAMS

Dixie Escalante Electric offers scholarships to high school Seniors and Juniors.

Seniors: Applications for Senior Scholarships are mailed out to the members and available on the website each November. Senior students are required to submit an essay on "What are Cooperatives and What are the Advantages of Being a Member of Dixie Escalante Electric Cooperative?"

Juniors: Applications for the Youth Leadership Conference for high school Junior students are in the Winter Newsletter and on the website. The conference's purpose is to familiarize students with the formation and operation of electrical Cooperatives, to develop leadership skills, to strengthen self esteem, and to reinforce electrical safety knowledge. Additionally, students will have an opportunity to compete for college scholarships and a chance to attend the NRECA Youth Tour held in Washington D.C. Qualifications: Student must be a high school Junior during the winter quarter of the current school year. Parents must be members/customers of Dixie Escalante Electric.

DIXIE ESCALANTE KITE FESTIVAL

The festival is held in April and is designed to promote reading as a habit and encourage students to engage in family-oriented physical activity. Qualifying students earn a high-quality kite for their reading efforts. As

an adjunct to the primary mission of the kite festival, contributions are made to the Washington County School Foundation for distribution to schools most actively involved in the kite festival based on attendance. In addition to kite flying, there are food booths, entertainment, rides and even booths with kites for sale. There is plenty to do and see for everyone!



IF YOUR LIGHTS GO OUT

Dixie Escalante Electric is responsible for maintaining electric service from our power provider to your electric meter. Members are responsible for all aspects of electric service from the meter to structures and/or equipment on their property.

What you can do before you call...

Check carefully to make sure that the problem is not on your side of the meter before you call.

- Check the breakers on your electrical panel to make sure they haven't tripped.
- If all breakers are in the "on" position at the breaker box, including the main breaker, check to make sure that all of your power is off. If some circuits work and some don't, the problem is probably on your property.
- If all your power is off, check with a neighbor to see if they have power.
- Call Dixie Escalante Electric to see if an outage has already been reported.

Please be ready to give the dispatcher . . .

- Your name, address, and phone number
- Whether your neighbors have service
- Time power went off

HISTORY OF DIXIE ESCALANTE ELECTRIC

Dixie Escalante Rural Electric Association was formed when three separate rural electric Cooperatives, Escalante Valley Electric Association, Littlefield Rural Electric Association and Dixie Rural Electric Association, merged into one strong entity. Leon Bowler, who had been serving as General Manager of both Escalante Valley REA, and Dixie REA assumed the reins of General Manager of Dixie Escalante Rural Electric Association in 1978 after the merger. Under Bowler's leadership, membership in the Cooperative has grown to 14,000. After 55 years of service, Leon Bowler retired.

In April 2008, LaDel Laub became and is currently President and CEO. The combined service territory of the three merged REAs includes, in Utah: Newcastle, Beryl, Modena, Pinto, Pine Valley, St. George area south of the Virgin River, Washington Fields, Elim Valley, Sand Hollow, Dixie Springs, and in Arizona: Beaver Dam, Littlefield and Scenic.

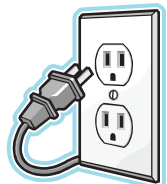
TERMS

kW: The kW is expressed in terms of kilowatts. 1kW is 1,000 watts.

kWh: The term kilowatt-hour is used to express the amount of energy a customer uses. A kilowatt-hour is equal to 1kW or 1,000 watts being consumed for one hour.

Volt: The electrical pressure is called voltage and is measured in units of volts.

Amps: When voltage is applied to a conductor (wire that allows electrical energy to pass through) and an electrical load is connected, an electrical current is created. The electrical current is called amperage and the units are called amperes or amps.



CONSERVATION TIPS

Dixie Escalante Electric suggests that you use all the electricity you need but need what you use. Conserving energy in all forms just makes sense so here are a few ideas to help conserve energy in your home.

1. A really easy way to increase the efficiency of a freezer is to fill it up. If you have seasonal variations in how much is stored in your freezer, use milk jugs filled within a couple inches to the top with water and pack them in those empty spaces. The advantage of this is to cause the compressor to run less frequently. Start and stop cycles are reduced so the freezer doesn't run as often.
2. Replace standard incandescent light bulbs with the compact fluorescent bulbs. They use one fourth the amount of energy for the same light output.
3. Each degree you adjust your thermostat will result in a 3% energy savings. It is suggested to keep your home temperature settings at 72 degrees in the winter and 78 degrees in the summer.

The Member Services Department of Dixie Escalante Electric has more conservation suggestions and can help you with your specific energy questions.

We provide you with three easy ways to contact us:



Visit Us on the Web: www.dixiepower.com

Fax Us: (435) 439-5352 **Beryl**
(435) 673-3315 **Bloomington**

Write Us or Phone Us: **Headquarters Office - Beryl**
Dixie Escalante Electric
71 E. Hwy 56
Beryl, UT 84714
(435) 439-5311

Branch Office - Bloomington
Dixie Escalante Electric
145 W. Brigham Rd.
St. George, UT 84790
(435) 673-3297

Littlefield, AZ
(928) 347-5870

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