



**DixiePower**  
ENERGIZING LIFE

# MEMBER REFERENCE MANUAL



**Beryl**  
*Administration*

866-673-3297

71 East Highway 56  
Beryl, Utah 84714

**Dixie**  
*Engineering & Operations*

866-673-3297

3071 South River Road  
St. George, Utah 84790

**Dixie**  
*Member Services*

866-673-3297

145 West Brigham Road  
St. George, Utah 84790

**Flowell**  
*Member Services*

866-673-3297

495 North 3200 West  
Fillmore, Utah 84631

**Arizona**  
*Warehouse & Kiosk*

866-673-3297

3352 E Old Pioneer Rd  
Beaver Dam, AZ 86432

[dixiepower.com](http://dixiepower.com)

866-673-3297

[mail@dixiepower.com](mailto:mail@dixiepower.com)

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# ABOUT DIXIE POWER

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**OUR MISSION:**  
*Building trust by equitably serving our members and communities with safe, reliable, affordable energy.*

## PRESIDENT & CEO

### DEAR MEMBER

Welcome to the Dixie Power community! We're glad to have you with us.

As a member-owner of our electric cooperative, you're more than a customer — you're a **valued part of our organization**. This means you have a voice in how we operate and benefit from our not-for-profit model.

We've created a member reference manual to help you get familiar with our **services, policies, and your rights** as a member. It also outlines how we follow regulations set by the Public Service Commission of Utah and the Arizona Corporation Commission.

At Dixie Power, we're committed to delivering reliable and affordable electricity, along with outstanding service. If you have questions or need help, feel free to call or stop by your nearest office — contact info is on the front of the manual.

Thank you for the opportunity to serve you!



**LADEL LAUB**  
 President & CEO

## BOARD OF DIRECTORS



**MIKE BROWN**  
 Chairman  
 Escalante Valley



**SCOTT SCHILL**  
 Vice Chair  
 Escalante Valley



**ROBYN SERAGE**  
 Secretary  
 Dixie District 2A



**ROBERT HANSEN**  
 Dixie District 2B



**MARK ANDERSON**  
 Flowell



**JOHN REYES**  
 Arizona



**RICK PEETZ**  
 Pine Valley



**LANCE BROWN**  
 Dixie District 1A



**JEFF WATSON**  
 Dixie District 1B

# OUR HISTORY

## Our Roots: A Cooperative Legacy

Dixie Power has been serving its members for nearly 80 years. Dixie Power is an electric cooperative providing electric utility services to approximately 30,000 members (35,000 meters) in Southern Utah and Northern Arizona. Dixie Power has offices in St. George, Beryl, and Flowell. The mission of Dixie Power is to endorse cooperative core values of integrity, accountability, innovation and commitment to community; to provide our members with safe, reliable, affordable and equitable energy and related services; empowering the members and the communities we serve to succeed and thrive in a volatile economic environment.

## A Merger of Strength

Dixie Power—officially known as **Dixie Escalante Rural Electric Association**—was born from the merger and acquisition of four original cooperatives: **Escalante Valley Electric Association, Littlefield Electric Cooperative, Inc., Dixie Rural Electric Association, and Flowell Electric Association**. This unification created a stronger, more resilient organization to serve a wider area with consistent service and values. The combined service territory of the 4 acquired 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, Sun River, and Flowell; and in Arizona: Beaver Dam, Littlefield, and Scenic.

## Escalante Valley Electric Association

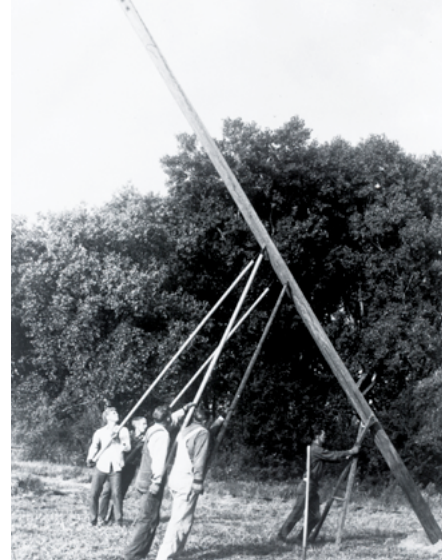
After Southern Utah Power Company declined to serve Escalante Valley in the 1940's because it was not financially feasible, **Parley Moyle**, and his son, **Gordon Moyle**, began soliciting support from area residents to organize an electric cooperative. These residents applied for federal funds and organized the Escalante Valley REA in 1946. Gordon Moyle became the Association's first General Manager.

## Littlefield Electric Cooperative

**Rumell, Louis and Afton Reber** and **Clifford Peterson** organized the Littlefield Electric Cooperative, Inc. in 1946. The organization of this cooperative began in 1940 when a power line was constructed to Mesquite and Bunkerville, Nevada, from Hoover Dam. This line was extended from Mesquite to Beaver Dam and Littlefield at the same time. However, interstate problems kept the power supply from reaching into northern Arizona communities. Finally, through a trade with Arizona Power Authority, the Nevada Colorado River Commission directed Overton Power District to furnish power to Littlefield. Littlefield officially received power in March of 1952. Littlefield Electric Cooperative, Inc. was maintained by volunteer labor by Rumell and Afton Reber until the early 1970's. Finally, residents signed a petition agreeing to have Littlefield merge with Dixie Rural Electric Association in 1974.

## Dixie Rural Electric Association

Dixie REA was organized in 1946 because St. George City Power and Southern Utah Power Company declined to serve homes and farms in the St. George and Washington Fields area. **Evan Woodbury** headed up the organization of Dixie REA which operated independently for about 25 years until it merged with Littlefield REA in 1974. In 1978 the two merged with Escalante Valley REA. **R. 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.



Dixie Power is committed to cooperative principles—integrity, accountability, innovation, and community.



## Flowell Electric Association

Flowell Electric Association was founded as a cooperative in March of 1943, by the local farmers and citizens of Flowell, Utah. It started in 1930, when a small committee began investigating the possibility of obtaining electric power for this area. Due to the efforts and the work of many in this small farming community, a celebration commemorating the turning on of electric lights was held on Christmas Eve of 1945. Each member of the newly formed Flowell Electric Association paid a \$5 membership fee and it started out with 50 members. Since that time Flowell Electric grew over the years and was made up of about 200 residential meters with 85% of the total meters being irrigation accounts. In 1999, Flowell Electric entered into an operating agreement with Dixie Power and ran that way until 2020, when the Flowell members voted to be acquired by Dixie Power. The surrounding towns of Fillmore, Meadow and Kanosh had operating agreements with Flowell Electric which were assumed by Dixie Power.

## Growth and Innovation

Under **R. Leon Bowler's** leadership, membership in the cooperative grew to 10,000. The combined service territory of the three merged REAs included Newcastle, Beryl, Modena, Pine Valley, Bloomington, Bloomington Hills, and Washington Fields, in Utah and Littlefield, Arizona. During the late sixties the Utah Public Service Commission issued certificated areas of operations. This agenda was supported by the Investor Owned Utility (IOU) operating in the area. The IOU had lower power rates at the time and attempted to expand their operating territory by acquiring one certificated area after another using rate differential as a lure, but Bowler declined the sweetheart offers from the IOU, which proved to be in the best interests of the cooperative members. There is not a utility so well supported by its constituency anywhere in the West. Dixie Power was instrumental in converting several square miles of rural area into a number of subdivisions in the Bloomington, Bloomington Hills and Washington Fields areas. In 1996, Dixie Power paid off all of its outstanding loans with the Rural Electric Administration and became fully privately funded with the Cooperative Finance Corporation (CFC). This independent financing source has allowed Dixie Power a great amount of flexibility to more fully serve its members and help the community. Dixie Power has been a participant in funding infrastructure for industrial and commercial business development as well as assisting local area contractors in the development of several subdivisions. Bowler steered the company successfully, forming a large multimillion dollar utility and keeping rates low. He leaves a legacy of superb management skills in the rural electric industry. Bowler retired in 2008 after 55 years in the electrical industry.

## Strategic Leadership in the Modern Era

In 2008, the management reins were passed to **LaDel Laub**, who served as Assistant General Manager for several years prior to becoming General Manager. In 2009, the title of General Manager was changed to President / CEO. Laub has led Dixie Power through many changes:

- 2008 - First Community Solar Field - Sunsmart
- 2009 - Asked for consumer/owners to participate in a grassroots effort to educate Senators on the impact of potential legislation regarding the Carbon Tax/Cap and Trade legislation
- 2009 - Changed the Annual Meeting to three meetings in three locations
- 2009 and 2010 - Trimmed the expenditures to achieve small margins, to keep rates at the same historically low level
- 2012 - Geothermal Generation
- 2013 - Rebranding of Dixie Escalante Rural Electric Association to Dixie Power
- 2016 - New Member Services / Engineering & Operations Facilities to better serve the members
- 2017 - Dixie Solar
- 2018 - Power Contracts Renewed with Deseret Power
- 2019 - Power Contracts Renewed with Quail Creek Hydro



# MEMBERSHIP

[RIGHTS & RESPONSIBILITIES](#)

[NEW MEMBER CONNECTION](#)

[MEMBER PERKS](#)

[ANNUAL MEETING](#)

[SERVICE TYPES](#)

[IF YOUR LIGHTS GO OUT](#)

# STATEMENT OF CONSUMER RIGHTS & RESPONSIBILITIES

The Utah Public Service Commission has implemented regulations that define the relationship between members and their electric cooperative. These rules address areas such as bill payments, late fees, security deposits, complaint resolution, service disconnections, and more. They are designed to ensure that consumers have clearly defined rights and responsibilities.

## RIGHTS - Dixie Power 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 consumer under those rules.
- » Allow you an opportunity for a hearing when other attempts at resolving a dispute have failed.

## RESPONSIBILITIES - You have the responsibility to:

- » Use utility services safely and pay for them promptly.
- » Notify Dixie Power
  - » about payment, service, safety, billing, or other consumer service problems.
  - » about meter reading, billing, or other errors.
  - » when you anticipate a payment problem to attempt to develop a payment plan.
  - » when you are moving to another residence.
  - » about stopping service in your name or about stopping service altogether.
- » Permit access for meter readers and other essential cooperative personnel and equipment.
- » If you cannot resolve the problem with Dixie Power, contact the appropriate state department:

### UTAH

Utah State Division of Public Utilities  
1 (801) 530-7622  
Toll-free Statewide: 1 (800) 874-0904

### ARIZONA

Arizona Corporation Commission  
1 (602) 542-4251  
Toll-free Statewide: 1 (800) 222-7000

# NEW MEMBER CONNECTION

## Eligibility of Service

Residential utility service may be established only after the applicant has fulfilled the following conditions:

- » Complete the application online or in person at one of the Dixie Power offices
- » Payment of any required deposit(s) - *described below*
- » Payment of any outstanding debt related to prior utility service in the applicant's name

A non-refundable connection fee will be charged and included on the first utility bill. This fee is not a deposit and cannot be refunded under any circumstance.

## Deposit

At the time of application for service, a deposit may be required. The deposit can be paid in three equal installments based on member needs. The deposit is held for one (1) year and then applied to your account, 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.

## Reasons for Termination of Service

Utility service may be denied or terminated under the following conditions:

- » Failure to pay a past-due account, combined with the failure to request a deferred payment agreement
- » Failure to pay a deposit where required
- » Failure to make a payment on the deferred payment plan
- » Unsafe conditions exist at the property
- » Falsification of information on the service application
- » Tampering with utility-owned equipment, including but not limited to meters, lines, or other infrastructure.

If service is disconnected due to non-payment, the past due amount and applicable fees must be paid in full before service can be restored. In addition, a trip fee and reconnection fee may apply, and an after-hours fee will be charged if service is restored outside of regular business hours. A deposit will also be required at the time of reconnection if one is not already on the account.

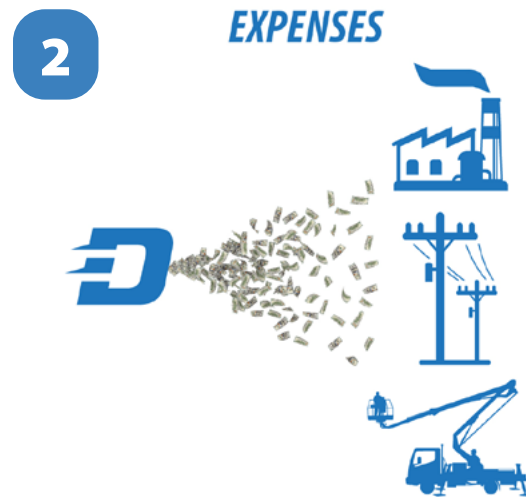
# MEMBER PERKS

## Capital Credits

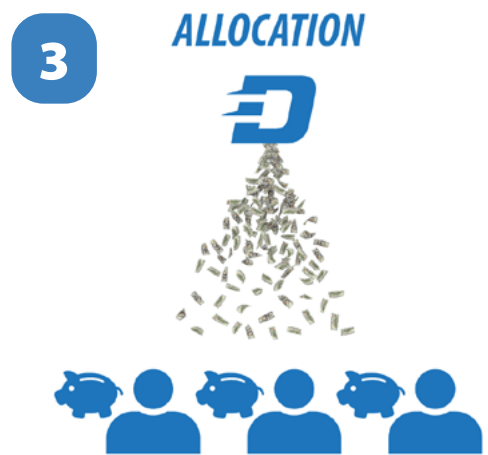
Dixie Power is a member-owned not-for-profit cooperative, so any unused money comes back to you. This is how it works:



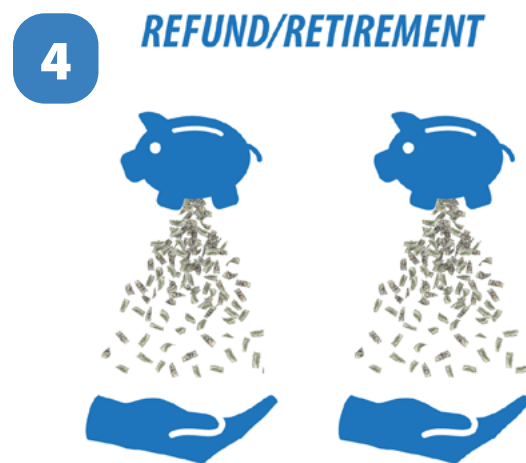
Each month members make payments to Dixie Power based on their energy usage.



Each month Dixie Power has expenses including operations, maintenance, and wholesale power costs.



At the end of the fiscal year (December 31), 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.

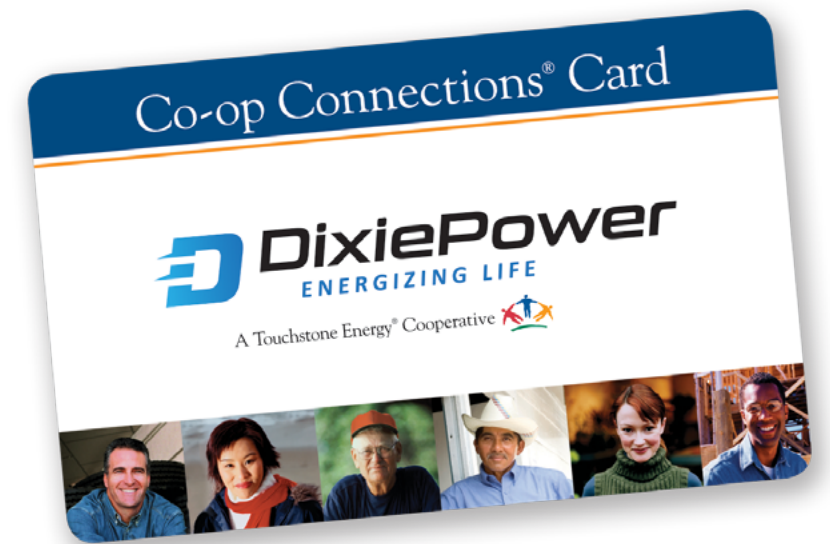


Refunds are presently being made each year on a percentage of total account balance basis, as approved by the Board. If you move off of Dixie Power's system, please keep us updated with your current address for future refunds from your capital credit account.

## Cooperative Connections Card

Dixie Power provides its members a Coop Connections Card through the Touchstone Energy Program. The card can be used for discounts at local and national businesses including hotels, retailers, pharmacies, and more. MyVIP Savings earns you cash back as you shop at several favorite online stores and local businesses.

For more information, visit [connections.coop](http://connections.coop) or contact the Member Services Department.



[CONNECTIONS.COOP](http://connections.coop)

## Dixie Power App

Download the Dixie Power app to easily check your usage and savings, see a snapshot of your account, and pay your bill.



# MEMBER PERKS

## EV Experience

Experience  
an EV vehicle  
**ON US!**



Have you ever wondered what it's like to drive an electric vehicle? Are you considering purchasing one and would like to take an extended test drive a little closer to home? Well, now's your chance!

To help educate our members and bring awareness to our community about electric vehicles, Dixie Power has two Tesla Model 3 EV's. Both cars can be loaned out by Dixie Power to members for a week at a time, to drive **free of charge** and **without mileage restrictions**. The EV loaner program provides members the chance to see how an EV works as their daily vehicle, and think about whether purchasing an electric vehicle makes sense for them.

For some, EV adoption is about eliminating tailpipe emissions and contributing to cleaner air. For others, EV adoption is about a cost savings on maintenance since EVs do not require oil changes and other routine maintenance visits. The retail cost of EVs has come down over the last 10 years, and all of those cost savings to purchase and maintain electric vehicles have led to over 5 million EV purchases in the last 10 years in the USA.

Whatever your reasons for considering an EV purchase, we invite you to take advantage of the EV test drive experience through Dixie Power and find out why EVs are the car of the future and why so many people enjoy driving them.

## HOW IT WORKS

**PICK UP:** Tuesday morning after 8:00 am

**DURING THE WEEK:** Drive the car to your heart's content. Unlimited Miles!

**DROP OFF:** Return the car the following Monday before 2:00 pm

**LIMIT:** One EV Experience per member

[LEARN MORE & APPLY](#)

# ANNUAL MEETINGS

Each year, all Dixie Power members have the opportunity to attend the Dixie Power annual meeting for their district. During this meeting, Dixie Power will conduct business and members will enjoy activities.

## BUSINESS

- » Board of Director's Election: Voting & results
- » Approval of last meeting's minutes
- » Brief financial report
- » Update of events shaping the future of the Cooperative

## ACTIVITIES

- » Dinner provided
- » Entertainment
- » Childrens' games
- » Door-prize drawing of items donated by local suppliers and merchants



*Another great 'date night' out. Music, food, gifts and a great power company!*

*-Dixie Power Member*

## DISTRICT MEETINGS

- » Arizona
- » Flowell
- » Escalante Valley & Pine Valley
- » Dixie Districts 1A, 1B, 2A & 2B

Annual meetings are held in the Spring & Summer, Check these places for more specifics:

- » Annual Meeting Notice (mail)
- » Dixie Power website
- » Instagram
- » Facebook

**We encourage you to be an active, involved, voting member of our co-op. Plan to attend the annual meeting in your district and bring your entire family!**

# SERVICE TYPES

## Business & Residential

When a member applies for service, they must select either residential or business. Rates will reflect the type of service. Service made available to Residential Members of the Cooperative shall be single phase 120/240 volt. If 50% or more of the electrical energy supplied to the premises 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, with applicable state and local tax rates.



## WHAT TO DO IF YOUR LIGHTS GO OUT

Dixie Power provides and maintains electric service to your meter. The meter base, all wiring, and equipment beyond that point are the member's responsibility. For any issues past the meter, please contact a licensed electrician.

If your power goes out, please follow these steps to ensure the problem is not on your side of the meter before contacting Dixie Power.

1



Check the breakers on your electric panel to make sure they haven't tripped. If they have, flip the breaker off and back on again.

2

If all the 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 likely on your property.

3

Report the Outage to Dixie Power in one of the following ways:

- » Call us at 1-866-673-3297
- » Your [online account](#)
- » Dixie Power app  
- » Text "OUT" to 844-922-2429

If you call to report an outage, you will be asked for the following information:

- » Your name, address, and phone number

## Landlords

### LANDLORD TRANSFER

Landlords may have service automatically transferred back into their name when a tenant requests to end service by filling out the **Landlord Rollover Form** available at [dixiepower.com/landlord-rollover-form/](https://dixiepower.com/landlord-rollover-form/)

[LANDLORD ROLLOVER FORM](#)

### LANDLORD REMOVAL

Landlords who sell their property must complete the **Landlord Removal Form** available at [dixiepower.com/landlord-removal-form/](https://dixiepower.com/landlord-removal-form/)

[LANDLORD REMOVAL FORM](#)



[OUTAGE MAP](#)

# RATES & BILLING

PAYMENT OPTIONS

REGULAR RATE

BUDGET BILLING

TIME-OF-DAY

NET METERING



145 W

# BILL PAYMENT OPTIONS

- » **AUTOMATIC ACH DRAFT:** Members can set up automatic ACH draft by logging into their online account, calling our office, or visiting the office in person. Members will need to share their routing and bank account number. Payment is automatically processed from your account on the due date. The bill is sent to you showing it was paid automatically. Members can cancel at any time. A one-time ACH payment can also be made.
- » **ELECTRONIC BILL-PAY:** Bill pay can be set up from your bank or other bill-pay provider. Dixie Power is an Electronic Vendor/Payee - you initiate the payment. Payments are received electronically within 3 days (checks sent by your bill-pay provider take up to 5 days or more). Electronic file is uploaded onto members' accounts. Member must enter correct Payee information in your bill-pay system for payments to be processed electronically. Ensure the Payee information is as follows:
  - Dixie Power OR Dixie Escalante Rural Electric Association** (depending on your bank)  
71 East Highway 56  
Beryl, UT 84714  
Phone Number: 435-439-5311  
Account Number: 6-digit number on your bill.
- » **RECURRING PAYMENT:** Credit or Debit Card. Set up through your online account or call the office with your card number and account information. Payment automatically processes on the due date. The bill is sent to you showing it was paid automatically. Member can cancel at any time.
- » **ONLINE:** Credit or Debit Card. Log in to your online account to set up and change your PIN, view your history, make a payment, etc.
- » **BY PHONE:** Credit or Debit Card, Electronic Check. Call Dixie Power at 866-673-3297, Option 1.
- » **IN PERSON:** Cash, Check, Credit Card, and Money Order. Visit an office near you.
- » **BY MAIL:** Checks and Money Orders. Include payment stub in return envelope.
- » **NIGHT DROP:** Checks and Money Orders. Include payment stub in return envelope.
- » **24/7 KIOSK:** Kiosk accepts credit card, check, or cash payments 24/7. They are located at the Dixie office on Brigham Road, the Flowell office, and outside of the Arizona Warehouse.

## Late or Non-Payment

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 Power as soon as possible and every reasonable effort will be made to arrange a payment schedule. See [page 20](#) for more instructions on payment issues.

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



## Beryl Administration

866-673-3297

71 East Highway 56  
Beryl, Utah 84714

## Dixie Engineering & Operations

866-673-3297

3071 South River Road  
St. George, Utah 84790

## Dixie Member Services

866-673-3297

145 West Brigham Road  
St. George, Utah 84790

## Flowell Member Services

866-673-3297


495 North 3200 West  
Fillmore, Utah 84631

## Arizona Warehouse & Kiosk

866-673-3297

3352 E Old Pioneer Rd  
Beaver Dam, AZ 86432

# UNDERSTANDING YOUR STANDARD RESIDENTIAL RATE BILL



**Dixie Power**  
ENERGIZING LIFE  
A Touchstone Energy Cooperative  
The power of human connections

71 E Highway 56  
Beryl UT 84714-9700


Office Hours: Mon-Thurs 7:30 a.m. - 5:00 p.m. Fri 7:30 a.m. - 4:00 p.m.  
Phone: (866) 673-3297  
To View & Pay Your Bill Online Visit  
www.dixiepower.com

Statement Date	06/20/2025
Account Number	
Payment Due	07/10/2025

Account Balance Summary	
Previous Balance	159.00
Payment	159.00 CR
Balance Forward	0.00
Current Charges	213.00
<b>Total Due</b>	<b>213.00</b>

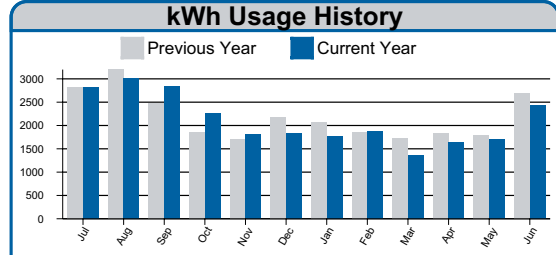
Message from Dixie Power

4 1428



Meter No.	Services From	Services To	Days	Readings Previous	Readings Present	Meter Multiplier	kWh Usage	Service Address
	05/15/25	06/15/25	31	8983	11417	1	2434	

### kWh Usage History



PERIOD ENDING	6/2024	6/2025
Avg Daily Temp	82	83
Avg Daily kWh	87	79
Avg Daily Cost	\$8.10	\$6.87

### Current Service Detail

Service Availability Charge	29.00
Energy Charge	2,434 kWh @ 0.0675 = 164.30
Utah State Residential Tax	3.87
Washington County Tax	3.09
St. George City Tax	0.58
St. George Energy Tax	11.60
<b>Total Electric Charges</b>	<b>212.44</b>
Roundup Amt	0.56
<b>Total Other Charges/Credits</b>	<b>0.56</b>
<b>Total Current Charges</b>	<b>213.00</b>


1.5% INTEREST WILL BE CHARGED ON ALL PAST DUE BALANCES

**KEEP SEND** Please do not staple or paperclip.


Account Number	572023
Total Due 07/10/2025	213.00

PLEASE PRINT CHANGE OF ADDRESS OR PHONE # ON BACK OF REMITTANCE STUB.

Dixie Power  
71 E Highway 56  
Beryl UT 84714-5197

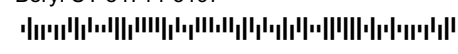


> Pay your bill online at www.dixiepower.com  
> Pay by Phone toll-free number (866) 673-3297, option 1.  
> Dixie Power Online Account Portal gives you account access 24/7.



Scan and Pay

Dixie Power  
71 E Highway 56  
Beryl UT 84714-5197



470200000572023000021300000021620061720255

## ACCOUNT BALANCE SUMMARY

- PREVIOUS BALANCE**  
Your billed amount from the previous billing period.
- PAYMENT**  
Your total payment amount from the previous billing period.
- BALANCE FORWARD**  
Any unpaid balance that has carried forward from a previous billing period.
- CURRENT CHARGES**  
The charges from the current billing period. More detail on this can be found in the Current Service Detail box.
- TOTAL DUE**  
The total amount you are expected to pay to keep your account in good standing.

## CURRENT SERVICE DETAIL

- SERVICE AVAILABILITY CHARGE**  
Fixed service fee for use of Dixie Power infrastructure and equipment. Credits cannot be applied to the Service Availability Charge.
- ENERGY CHARGE**  
*kWh Usage*: The reading at the end of the *current billing period* minus the reading at the end of the *previous billing period*.  
*Energy Charge*: The *kWh usage* multiplied by the *current rate*.
- STANDARD SALES TAXES**  
The state, county, and city all charge sales taxes on electric utility bills.
- ST. GEORGE ENERGY TAX**  
This tax is mandated by the St. George code to generate revenue for the city, which can be used to fund various public services and infrastructure projects. The tax is collected by Dixie Power and then remitted to the city as part of the regulatory framework established by the municipal government. The city of Hurricane also charges a Hurricane Franchise Fee
- TOTAL ELECTRICAL CHARGES**  
The calculation of all of the above charges and taxes.
- ROUND UP AMOUNT**  
Through Operation Round Up, you can round up your bill to the nearest dollar. The collected funds will be donated to local charitable organizations.
- TOTAL CURRENT CHARGES**  
Your Total Electric Charges minus any credits, plus Round Up (if you sign up) and other outstanding charges. This is your TOTAL DUE amount.

# UNDERSTANDING YOUR STANDARD RESIDENTIAL RATE BILL

## ARIZONA

NNNN



71 E Highway 56  
Beryl UT 84714-9700

Office Hours: Mon-Thurs 7:30 a.m. - 5:00 p.m. Fri 7:30 a.m. - 4:00 p.m.  
Phone: (866) 673-3297  
To View & Pay Your Bill Online Visit  
www.dixiepower.com

4 468



Statement Date	07/31/2025
Account Number	
Paid Automatically On	08/20/2025

Account Balance Summary	
Previous Balance	57.50
Payment	57.50 CR
Balance Forward	0.00
Current Charges	54.37
<b>Total Due</b>	<b>54.37</b>

Message from Dixie Power

### ACCOUNT BALANCE SUMMARY

#### PREVIOUS BALANCE

Your billed amount from the previous billing period.

#### PAYMENT

Your total payment amount from the previous billing period.

#### BALANCE FORWARD

Any unpaid balance that has carried forward from a previous billing period.

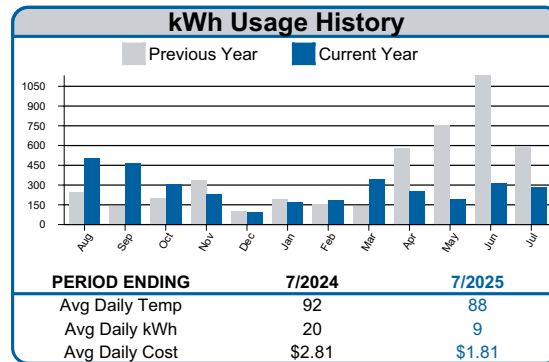
#### CURRENT CHARGES

The charges from the current billing period. More detail on this can be found in the Current Service Detail box.

#### TOTAL DUE

The total amount you are expected to pay to keep your account in good standing.

Meter No.	Services From	Services To	Days	Readings Previous	Readings Present	Meter Multiplier	kWh Usage	Service Address
	06/25/25	07/25/25	30	6180	6461	1	281	



Current Service Detail		
Service Availability Charge		29.00
Energy Charge	281 kWh @ 0.0660	18.55
PCA	281 kWh @ 0.0055	1.55
Peak Season Cost Adj	281 kWh @ 0.00852	2.39
Arizona State Tax		2.88
<b>Total Electric Charges</b>		<b>54.37</b>
<b>Total Current Charges</b>		<b>54.37</b>

1.5% INTEREST WILL BE CHARGED ON ALL PAST DUE BALANCES

### CURRENT SERVICE DETAIL

#### SERVICE AVAILABILITY CHARGE

Fixed service fee for use of Dixie Power infrastructure and equipment. Credits cannot be applied to the Service Availability Charge.

#### KWH USAGE/ENERGY CHARGE

**kWh Usage:** The reading at the end of the current billing period minus the reading at the end of the previous billing period.

**Energy Charge:** The kWh usage multiplied by the current rate.

#### PCA

The Wholesale Power Cost Adjustment (PCA) is based on the cooperative's cost of purchased power and may adjust upward and downward from time to time.

#### PEAK SEASON COST ADJUSTEMENT

The PCA adjustment for months June through September. Charged in addition to regular PCA.

#### ARIZONA STATE TAX

The state charges sales taxes on electric utility bills.

#### TOTAL ELECTRICAL CHARGES

The calculation of all of the above charges and taxes.

#### TOTAL CURRENT CHARGES

Your Total Electric Charges minus any credits, plus any outstanding charges. This is your TOTAL DUE amount.

KEEP  
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Account Number	
Paid Automatically on 08/20/2025	54.37

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3



470200000706292000005437000005519072920256

# UNDERSTANDING YOUR BUDGET BILLING BILL


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 ENERGIZING LIFE  
 A Touchstone Energy® Cooperative  
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 Phone: (435) 439-5311 / (435) 673-3297 / (928) 347-5870  
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5 3460  
C-8

Statement Date 10/31/2020  
Account Number  
Paid Automatically On 11/20/2020

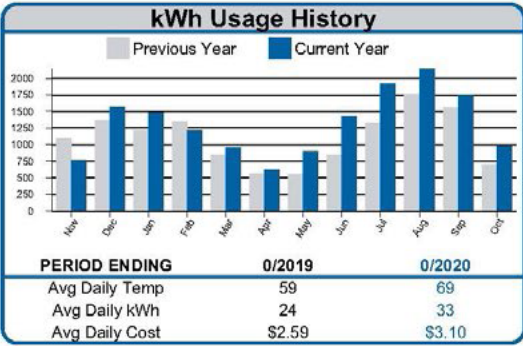
**Account Balance Summary**

Balance Forward	102.00
Payment	102.00 CR
Current Charges	93.00
Actual Account Balance	336.00
<b>Budget Due</b>	<b>123.00</b>

Message from Dixie Power

Meter No.	Services From To	Days	Readings Previous Present	Meter Multiplier	kWh Usage	Service Address
	09/20/20 10/20/20	30	53423 54402	1	979	YOUR ADDRESS

**kWh Usage History**



PERIOD ENDING	0/2019	0/2020
Avg Daily Temp	59	69
Avg Daily kWh	24	33
Avg Daily Cost	\$2.59	\$3.10

**Current Service Detail**

Service Availability Charge	25.00
Energy Charge 979 kWh @ 0.0595	58.25
Utah State Residential Tax	1.67
Washington County Tax	1.33
St. George City Tax	0.25
St. George Energy Tax	5.00
<b>Total Electric Charges</b>	<b>91.50</b>
Roundup Amt	1.50
<b>Total Other Charges/Credits</b>	<b>1.50</b>
<b>Total Current Charges</b>	<b>93.00</b>
<b>Budget Due</b>	<b>123.00</b>


1.5% INTEREST WILL BE CHARGED ON ALL PAST DUE BALANCES

Account Number  
Paid Automatically on 11/20/2020 123.00

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## ACCOUNT BALANCE SUMMARY

### BALANCE FORWARD

Any unpaid balance that has carried forward from a previous billing period.

### PAYMENT

Your total payment amount from the previous billing period.

### CURRENT CHARGES

The charges from the current billing period. More detail on this can be found in the Current Service Detail box and in the explanations below.

### ACTUAL ACCOUNT BALANCE

The actual balance of your account. This amount will likely grow during the high usage months, and decrease during low usage months. This is not the amount you pay.

### BUDGET DUE

The total amount you are expected to pay to keep your account in good standing.

## HOW BUDGET BILLING WORKS

Budget Billing with Dixie Power is a practical tool to simplify your monthly budgeting, though it doesn't reduce the amount you ultimately pay for electricity. Instead, it ensures your bill is a consistent amount each month, based on an average of your usage over the past year.

### HOW DOES THE RECALCULATION WORK?

Your Budget Billing amount is calculated by taking your total billing from the previous year and dividing it by 12 to get a monthly average. Your "Actual Account Balance" is divided by 12 and added to the monthly average to determine your new monthly Budget Billing amount. This average is recalculated annually in October.

### WHAT HAPPENS IF I MOVE?

If you move or add an additional service to your account, you will be removed from budget billing and any deferred balance remaining will be owed on the next billing date. (You are eligible for budget billing again once you have had service at the new location for a minimum of 12 consecutive months)


### HOW DO I QUALIFY FOR BUDGET BILLING?

- Your account must be at a \$0 account balance to be eligible for Budget Billing.
- You have a minimum of 12 consecutive months of billing history at the service address.
- Agree to the Budget Billing terms and conditions.

APPLY FOR BUDGET BILLING

# UNDERSTANDING YOUR TIME-OF-DAY RATE BILL


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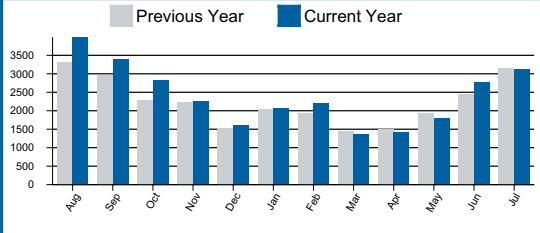
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Phone: (866) 673-3297  
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4 89



Meter No.	Services From	To	Days	Readings Previous	Present	Meter Multiplier	kWh Usage	Service Address
	06/01/25	06/30/25	29	60102	63216	1	406	On Peak
	06/01/25	06/30/25	29	60102	63216	1	2707	Off Peak

### kWh Usage History



PERIOD ENDING	7/2024	7/2025
Avg Daily Temp	90	86
Avg Daily kWh	105	107
Avg Daily Cost	\$7.63	\$8.10

### Current Service Detail

Service Availability Charge	29.00
Energy Charge On Peak	406 kWh @ 0.11002 44.67
Energy Charge Off Peak	2,707 kWh @ 0.0515 139.41
Utah State Residential Tax	4.26
Washington County Tax	3.41
St. George City Tax	0.64
St. George Energy Tax	12.78
<b>Total Electric Charges</b>	<b>234.17</b>
Roundup Amt	0.83
<b>Total Other Charges/Credits</b>	<b>0.83</b>
<b>Total Current Charges</b>	<b>235.00</b>


1.5% INTEREST WILL BE CHARGED ON ALL PAST DUE BALANCES

**Account Number** [Redacted]

**Paid Automatically on 08/01/2025** 235.00

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## ACCOUNT BALANCE SUMMARY

### PREVIOUS BALANCE

Your billed amount from the previous billing period.

### PAYMENT

Your total payment amount from the previous billing period.

### BALANCE FORWARD

Any unpaid balance that has carried forward from a previous billing period.

### CURRENT CHARGES

The charges from the current billing period. More detail on this can be found in the Current Service Detail box.

### TOTAL DUE

The total amount you are expected to pay to keep your account in good standing.

## ON-PEAK & OFF-PEAK INFORMATION

### ON-PEAK READINGS & CHARGES

**On Peak kWh Usage.** Your On Peak kWh usage is calculated by subtracting the previous reading from the present reading.

**Energy Charge On Peak.** Your On Peak kWh multiplied by the On Peak rate. The On Peak rate will always be higher than the Off Peak rate.

### OFF-PEAK READINGS & CHARGES

**Off Peak kWh Usage.** Your Off Peak kWh usage is calculated by subtracting the previous reading from the present reading.

**Energy Charge Off Peak.** Your Off Peak kWh multiplied by the Off Peak rate. The Off Peak rate will always be lower than the On Peak rate.

## HOW THE TIME-OF-DAY RATE WORKS

Our time-of-day rate program charges different rates depending on the time of day you use electricity. The Time-of-Day Rate takes effect between June and September, and the peak period is between 3:30 pm and 7:30 pm. Off-peak rates are about half the rate as On-peak rates.

With time-of-day rates you can

- Save money by shifting electricity usage to off-peak hours
- Help support grid stability by reducing demand during peak hours

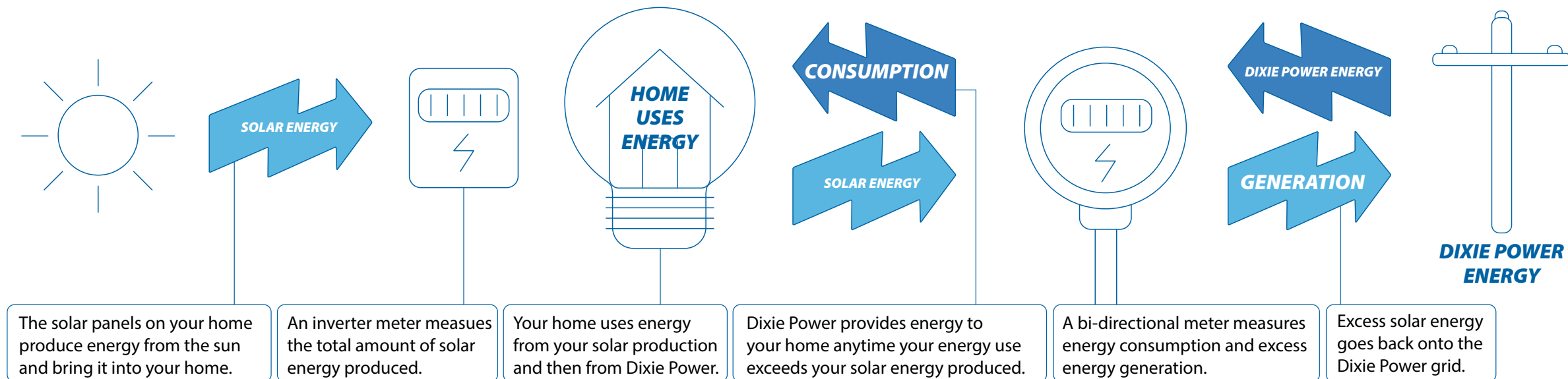
Try the [Time-of-Day Calculator](#) and find out more at [dixiepower.com](http://dixiepower.com) or call our office at 866-673-3297 to enroll.

TRY OUR TIME-OF-DAY RATE CALCULATOR

FIND OUT MORE ABOUT TIME-OF-DAY RATE

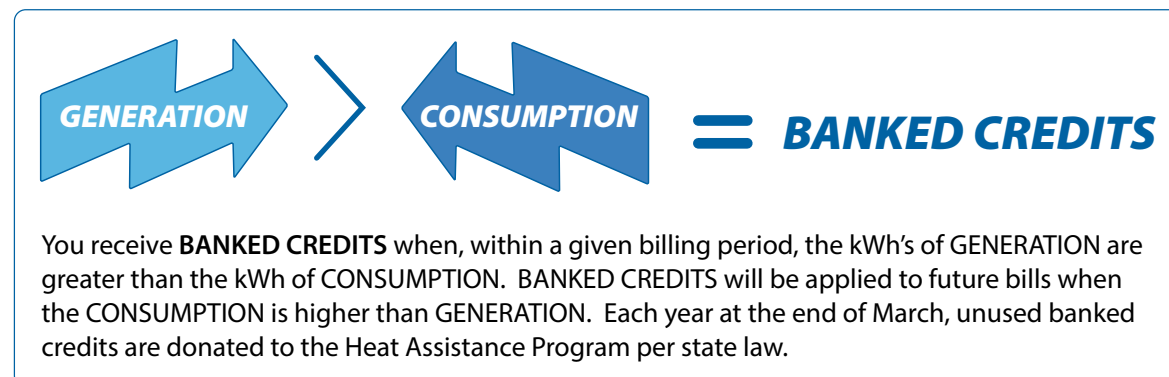
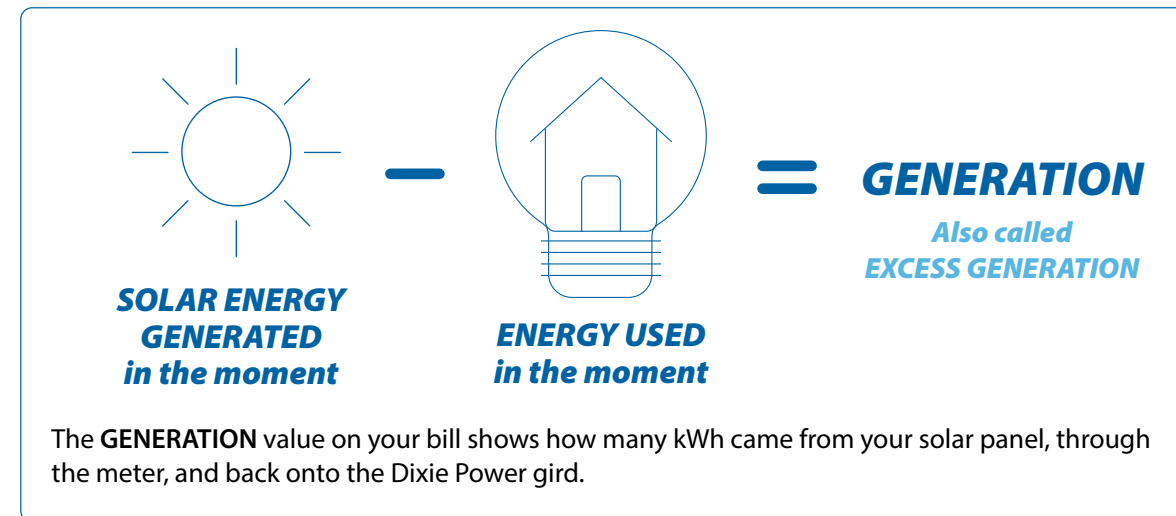
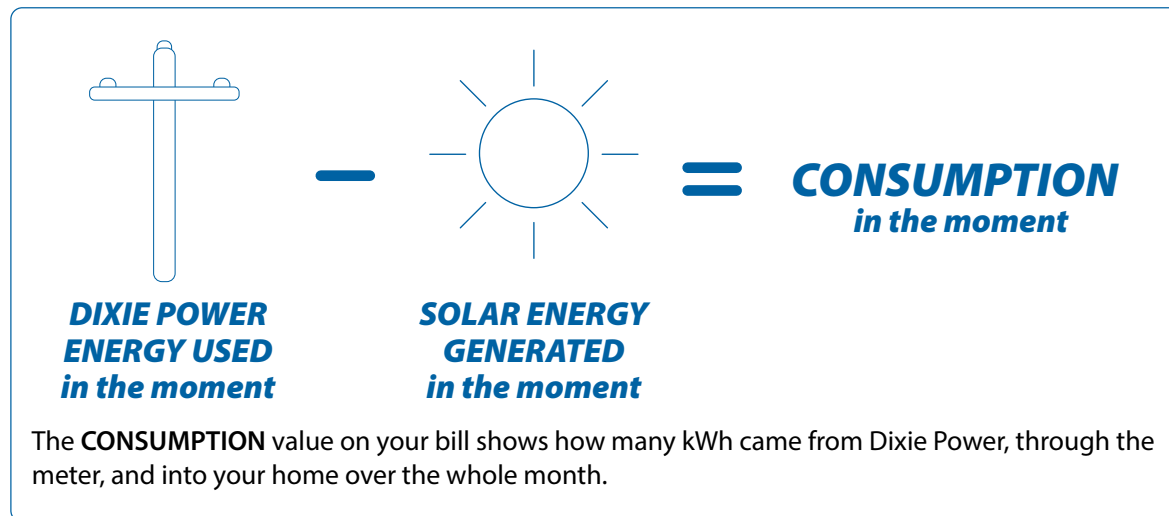
# UNDERSTANDING YOUR NET METERING BILL

## HOW NET METERING WORKS IN THE MOMENT



If you have a solar energy system, net metering allows you to reduce your power bill by generating some of your own electricity. Each second of the day you are consuming energy from Dixie Power, your own solar energy, or both. The meter is constantly reading the kWh coming to and from Dixie Power.

Below are calculations and explanations for the values you will see on your net metering bill.



## BILL SAMPLES & EXPLANATIONS

See the following pages for bill examples for each of these scenarios:


- CONSUMPTION
- GENERATION, resulting in BANKED CREDITS
- Applied BANKED CREDITS (when banked credits are applied to a bill)

[FIND OUT MORE ABOUT OUR SOLAR PROGRAM](#)

# UNDERSTANDING YOUR NET METERING BILL

## CONSUMPTION

NNNN



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To View & Pay Your Bill Online Visit  
www.dixiepower.com

Statement Date	07/25/2025
Account Number	
Paid Automatically On	08/15/2025

Account Balance Summary	
Previous Balance	58.41
Payment	58.41 CR
Balance Forward	0.00
Current Charges	112.34
<b>Total Due</b>	<b>112.34</b>

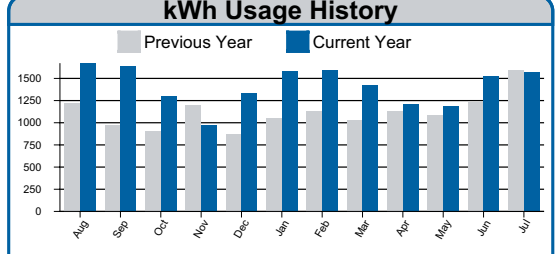
Message from Dixie Power

5 1179  
C-3



Meter No.	Services From	Services To	Days	Readings Previous	Readings Present	Meter Multiplier	kWh Usage	Service Address
	06/20/25	07/20/25	30	28571	29722	1	1151	Consumption
	06/20/25	07/20/25	30	26526	26942	1	416	Generation

### kWh Usage History



PERIOD ENDING	7/2024	7/2025
Avg Daily Temp	92	89
Avg Daily kWh	50	52
Avg Daily Cost	\$3.62	\$3.74

### Current Service Detail

Service Availability Charge		29.00
Energy Charge	1,151 kWh @ 0.07602	87.50
Generation Energy Credit	416 kWh @ -0.0343	14.27 CR
Utah State Residential Tax		2.04
Washington County Tax		1.63
St. George City Tax		0.31
St. George Energy Tax		6.13
<b>Total Electric Charges</b>		<b>112.34</b>
<b>Total Current Charges</b>		<b>112.34</b>
1.5% INTEREST WILL BE CHARGED ON ALL PAST DUE BALANCES		
Total Energy Credit		0.00


**KEEP**

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Account Number	
Paid Automatically on 08/15/2025	112.34

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Beryl UT 84714-5197



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## ACCOUNT BALANCE SUMMARY

- PREVIOUS BALANCE**  
Your billed amount from the previous billing period.
- PAYMENT**  
Your total payment amount from the previous billing period.
- BALANCE FORWARD**  
Any unpaid balance that has carried forward from a previous billing period.
- CURRENT CHARGES**  
The charges from the current billing period. More detail on this can be found in the Current Service Detail box.
- TOTAL DUE**  
The total amount you are expected to pay to keep your account in good standing.

**SERVICE AVAILABILITY CHARGE**  
Fixed service fee for use of Dixie Power infrastructure and equipment. Credits cannot be applied to the Service Availability Charge.

## SOLAR NET METERING


- CONSUMPTION/ENERGY CHARGE**
  - Consumption - kWh Usage:** The consumption reading at the end of the current billing period minus the consumption reading at the end of the previous billing period.
  - Energy Charge:** The kWh usage multiplied by the current rate per kWh.
- GENERATION ENERGY CREDIT**
  - Generation:** The generation reading at the end of the current billing period minus the generation reading at the end of the previous billing period.
  - Generation Energy Credit:** The generation reading times the current rate per kWh. The energy credit rate is lower than the energy charge rate because excess energy is credited at the rate paid to our energy supplier for energy (avoided cost). This credit is lower than the retail rate because solar generation doesn't cover other costs included in the per kWh charge, like infrastructure, labor, and administrative expenses.

## BILL CALCULATION

<i>CONSUMPTION</i> (Energy Charge)		<i>GENERATION</i>		<i>SERVICE AVAILABILITY CHARGE</i> (fixed)		<i>TAXES</i>		<i>TOTAL ELECTRIC CHARGES</i>
← 1,151 kWh	−	416 kWh →	+	+	+	+	=	
\$87.50		\$14.27 CR		\$29		\$10.11		\$112.34

# UNDERSTANDING YOUR NET METERING BILL

## GENERATION




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Statement Date	05/25/2025
Account Number	
Paid Automatically On	06/16/2025

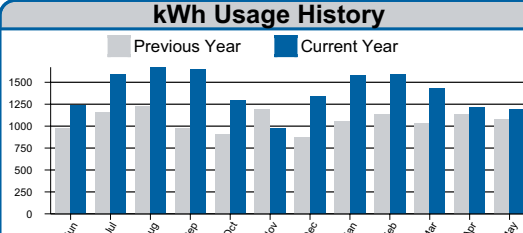
Account Balance Summary	
Previous Balance	31.87
Payment	31.87 CR
Balance Forward	0.00
Current Charges	31.88
<b>Total Due</b>	<b>31.88</b>

5 1182  
C-3



Meter No.	Services From	To	Days	Readings Previous	Present	Meter Multiplier	kWh Usage	Service Address
	04/20/25	05/20/25	30	27350	27645	1	295	Consumption
	04/20/25	05/20/25	30	25033	25931	1	898	Generation

### kWh Usage History



PERIOD ENDING	5/2024	5/2025
Avg Daily Temp	70	69
Avg Daily kWh	36	40
Avg Daily Cost	\$1.06	\$1.06

### Current Service Detail

Service Availability Charge	29.00
Energy Charge	295 kWh @ 0.0675 = 19.91
Generation Energy Credit	898 kWh @ -0.0343 = 30.80 CR
Banked Revenue	10.89
Utah State Residential Tax	0.58
Washington County Tax	0.47
St. George City Tax	0.09
St. George Energy Tax	1.74
<b>Total Electric Charges</b>	<b>31.88</b>
<b>Total Current Charges</b>	<b>31.88</b>
1.5% INTEREST WILL BE CHARGED ON ALL PAST DUE BALANCES	
Banked Energy Credit	7.06
<b>Total Energy Credit</b>	<b>17.95</b>


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Account Number	
Paid Automatically on 06/16/2025	31.88


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2



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### SOLAR NET METERING

#### CONSUMPTION/ENERGY CHARGE

**Consumption - kWh Usage:** The consumption reading at the end of the current billing period minus the consumption reading at the end of the previous billing period.

**Energy Charge:** The kWh usage multiplied by the current rate per kWh.

#### GENERATION ENERGY CREDIT

**Generation:** The generation reading at the end of the current billing period minus the generation reading at the end of the previous billing period.

**Generation Energy Credit:** The generation reading times the current rate per kWh. The energy credit rate is lower than the energy charge rate because excess energy is credited at the rate paid to our energy supplier for energy (avoided cost). This credit is lower than the retail rate because solar generation doesn't cover other costs included in the per kWh charge, like infrastructure, labor, and administrative expenses.

#### SERVICE AVAILABILITY CHARGE

Fixed service fee for use of Dixie Power infrastructure and equipment. Credits cannot be applied to the Service Availability Charge.

### BANKED REVENUE & ENERGY CREDIT

#### BANKED REVENUE

**Banked Revenue:** The Generation Energy Credit minus the Energy Charge. This happens when your solar energy system generates more energy than you used.

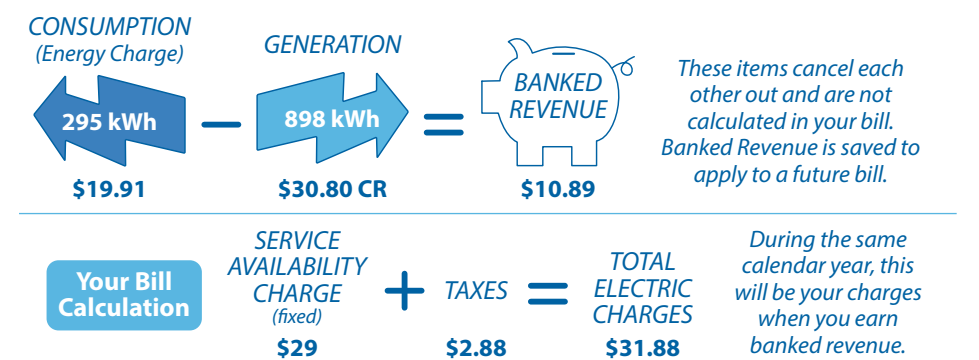
**Banked Energy Credit:** Banked Revenue from your previous bill.

**Total Energy Credit:** Banked Revenue (current bill) plus Banked Energy Credit (previous bill). This amount will roll over as a credit on your next bill.

#### TOTAL ELECTRIC CHARGES

The total charges for the billing period after banked credits are applied. Whenever you generate more than you consume and earn Banked Revenue, your bill will be a fixed amount of the Service Availability Charge plus the Taxes.


### BILL CALCULATION



# UNDERSTANDING YOUR NET METERING BILL

## APPLY BANKED CREDITS

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Statement Date	06/25/2025
Account Number	
Paid Automatically On	07/15/2025

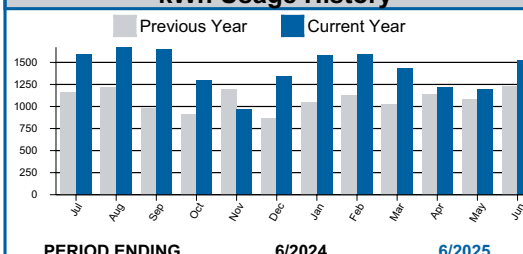
Account Balance Summary	
Previous Balance	31.88
Payment	31.88 CR
Balance Forward	0.00
Current Charges	58.41
<b>Total Due</b>	<b>58.41</b>

5 1190  
C-3



Meter No.	Services From	To	Days	Readings Previous	Present	Meter Multiplier	kWh Usage	Service Address
	05/20/25	06/20/25	31	27645	28571	1	926	Consumption
	05/20/25	06/20/25	31	25931	26526	1	595	Generation

### kWh Usage History



PERIOD ENDING	6/2024	6/2025
Avg Daily Temp	85	84
Avg Daily kWh	40	49
Avg Daily Cost	\$1.03	\$1.88

### Current Service Detail

Service Availability Charge	29.00
Energy Charge	926 kWh @ 0.0675 = 62.51
Generation Energy Credit	595 kWh @ -0.0343 = 20.41 CR
Banked Revenue	17.95 CR
Utah State Residential Tax	1.06
Washington County Tax	0.85
St. George City Tax	0.16
St. George Energy Tax	3.19
<b>Total Electric Charges</b>	<b>58.41</b>
<b>Total Current Charges</b>	<b>58.41</b>
1.5% INTEREST WILL BE CHARGED ON ALL PAST DUE BALANCES	
Banked Energy Credit	17.95
Total Energy Credit	0.00


**KEEP SEND** Please do not staple or paperclip.

Account Number

Paid Automatically on 07/15/2025
58.41


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## SOLAR NET METERING

### CONSUMPTION/ENERGY CHARGE

**Consumption - kWh Usage:** The consumption reading at the end of the current billing period minus the consumption reading at the end of the previous billing period.

**Energy Charge:** The kWh usage multiplied by the current rate per kWh.

### GENERATION ENERGY CREDIT

**Generation:** The generation reading at the end of the current billing period minus the generation reading at the end of the previous billing period.

**Generation Energy Credit:** The generation reading times the current rate per kWh. The energy credit rate is lower than the energy charge rate because excess energy is credited at the rate paid to our energy supplier for energy (avoided cost). This credit is lower than the retail rate because solar generation doesn't cover other costs included in the per kWh charge, like infrastructure, labor, and administrative expenses.

### SERVICE AVAILABILITY CHARGE

Fixed service fee for use of Dixie Power infrastructure and equipment. Credits cannot be applied to the Service Availability Charge.

## BANKED REVENUE & ENERGY CREDIT

### BANKED REVENUE

**Banked Revenue CR (Credit):** Banked Revenue rolled over from a previous bill is applied when your consumption is greater than your generation.

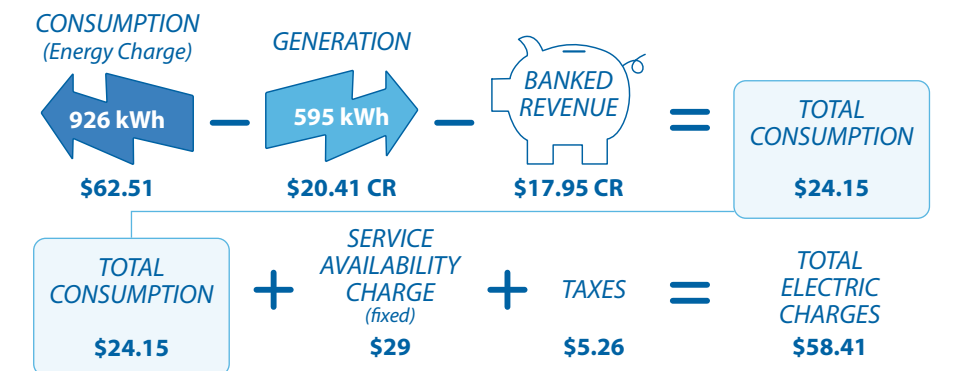
**Banked Energy Credit:** Banked Revenue rolled over from your previous bill.

**Total Energy Credit:** Banked Revenue (earned on previous bill) minus Banked Revenue (applied on current bill). Any amount not applied to this bill will roll over to the next bill.

### TOTAL ELECTRIC CHARGES

The total charges for the billing period after banked credits are applied.

## BILL CALCULATION



# ENERGY & COST CONSERVATION

## Use the electricity you need, but need what you use.

Conserving energy in all forms lowers your cost and supports grid stability. Below are a few ideas to help you conserve energy in your home along with estimated annual cost & energy savings.

CONSERVATION METHOD	AVERAGE ANNUAL COST SAVINGS	AVERAGE ANNUAL ENERGY SAVINGS
Install Heat Pump**	\$500	3,000 kWh
Seal Air Leaks	\$150	1,000 kWh
Use Plug-in Heater*	\$120	700 kWh
Air Dry Laundry	\$100	300 kWh
Use Energy-Efficient Appliances	\$100	500 kWh
Install LED Light Bulbs	\$75	600 kWh
Install Smart Thermostat*	\$70	600 kWh
Wash Laundry in Cold Water	\$60	500 kWh
Adjust Thermostat + - 1 degree	\$50	400 kWh
Unplug Phantom Devices	\$50	400 kWh
Use Smart Power Strips	\$40	300 kWh
Use Ceiling Fans Instead of A/C	\$35	250 kWh
Lower Water Heater Temperature	\$30	200 kWh
Fill Freezer	\$20	100 kWh

\* See right for available rebates and heater program information. \*\*Builders can apply for heat pump rebates.

## Dixie Power Member Rebates

### Smart Thermostat Rebate

To qualify for the Smart Thermostat Rebate program, you need to meet the following criteria:

**Membership:** Be a Dixie Power Member with a current residential service.

**Rate Plan:** Be signed up on the Time of Day Optional Rate. This rate plan is designed to encourage energy efficiency and conservation.

**Product Purchase:** Your Smart Thermostat should be Energy Star certified and listed on the Approved Smart Thermostats list at the time of purchase.

**Timeline:** Submit application within 180 days of purchasing the Smart Thermostat.

**Limit:** The rebate will be capped at the product cost or \$150 per unit, whichever is less. Limit 2 per household.

APPLY

### Level 2 EV Charger Rebate

To qualify for the Level 2 EV Charger Rebate program, you need to meet the following criteria:

**Membership:** Be a Dixie Power Member with a current residential service.

**Rate Plan:** Be signed up on the Time of Day Optional Rate. This rate plan is designed to encourage energy efficiency and conservation.

**Product Purchase:** Your charger must be classified as a Level 2 (30-60 amps.)

**Timeline:** Submit application within 180 days of purchasing the EV charger.

**Limit:** The rebate will be capped at the product cost or \$300, whichever is less. Limit 1 per household.

APPLY

## Dixie Power Heater Program

If you have a cold spot in your home or a room with inadequate heating, wall-mount electric panel heaters work great to regulate heat and save you money and power.

Dixie Power has wall-mount electric panel heaters available for sale in our Beryl and Dixie offices.

Call 866-673-3297 for more details.

FIND OUT MORE

## DISPUTED BILL

If you have a dispute concerning your bill, please contact us at 866-673-3297 and we will do our best to resolve the issue.

**UTAH:** If the dispute is not resolved, you may request an informal review by contacting the Utah Division of Public Utilities. They will investigate the problem and notify you and Dixie Power of their findings 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 and formal review, no termination of service will take place provided any amounts not disputed are paid when due.

**ARIZONA:** The customer shall file a written statement of dissatisfaction with the Arizona Corporation Commission.

### UTAH

Utah State Division of Public Utilities  
1 (801) 530-7622  
Toll-free Statewide: 1 (800) 874-0904

### ARIZONA

Arizona Corporation Commission  
1 (602) 542-4251  
Toll-free Statewide: 1 (800) 222-7000  
1200 W. Washington  
Phoenix, AZ 85007

## DEFERRED PAYMENT AGREEMENT

Members who are unable to pay a past-due utility balance in full may be eligible for a Deferred Payment Agreement. This agreement allows the total delinquent amount to be divided into up to 12 equal monthly installments. To establish a Deferred Payment Agreement, the account holder must contact the office and speak with a Member Service Representative.

The first installment is due at the time the agreement is set. The due date for the deferred payment installment will align with the regular monthly bill due date. Each month, the account holder will be responsible for paying both the current monthly bill and the deferred payment installment.

Account holders have the option to prepay a monthly installment, pay a portion of the balance, or pay the full remaining balance at any time during the term of the agreement. When setting up the agreement, account holders may also choose to include the current month's bill and any applicable reconnection charges in the total amount to be paid over the agreement term.

### BREACH

If an account holder breaches a condition or term of a deferred payment agreement, Dixie Power may treat that breach as a delinquent account and shall have the right to disconnect service.

## REASONS FOR TERMINATION OF ELECTRIC SERVICE

Utility service may be denied or terminated under the following conditions:

- » Failure to pay a past-due account, combined with the failure to request a deferred payment agreement
- » Failure to pay a deposit where required
- » Failure to make a payment on the deferred payment plan
- » Unsafe conditions exist on the property
- » Falsification of information on the service application
- » Tampering with utility-owned equipment, including but not limited to meters, lines, or other infrastructure

If service is disconnected due to non-payment, the past due amount and applicable fees must be paid in full before service can be restored. In addition, a trip free and reconnect fee may apply, and an after-hours fee will be charged if service is restored outside of regular business hours. A deposit will also be required at the time of reconnection if one is not already on the account.

## 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 Power prior to reconnect. Legal action may also result.

## RESTRICTIONS ON TERMINATION

When someone living in your residence is seriously ill, as confirmed by a physician's statement, Dixie Power will not terminate service or will restore terminated service for the period set forth by the physician or one month, whichever is less. The account holder is liable for the cost of residential utility service during the period of continued or restored service. The person whose health is threatened may petition the Public Service Commission of Utah for an extension of time by calling 801-530-6716.

After receiving a life-supporting statement, Dixie Power 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.

Meter boxes will be identified where such equipment is used. Verification from a licensed medical provider of the life-supporting equipment may be requested annually.

## NOTICE OF INTENT TO DISCONNECT ELECTRIC SERVICE

At least ten (10) calendar days before proposed termination of your electric service, you will be given written notice by first class mail. The ten (10) day time period will be computed from the date the notice is postmarked.

# DIVERSE ENERGY SOLUTIONS

## CLEAN COAL

Deseret Power complies with the CCR Rules in operating, ground monitoring and corrective action, and closure and post-closure care. Deseret's primary generating resource, the Bonanza Power Plant, is consistently ranked in the top environmentally clean coal-fired plants in the United States.

[FIND OUT MORE](#)

## SOLAR

Dixie Power is proud to offer a renewable energy solution that doesn't require residents to install any additional equipment at home. Through the Dixie Solar program, members can conveniently participate in our Community Solar initiative, accessing clean, green energy without the complexity, cost, or maintenance typically associated with rooftop solar systems.

[FIND OUT MORE](#)

## HYDRO

Dixie Power utilizes hydro power to diversify its power portfolio. Dixie Power played a crucial role in bringing water to the St. George area. By purchasing the electric power that is generated from Quail Creek, hydro power has become a significant resource for its members. Dixie Power also purchases the generation of hydro power at Glen Canyon Dam.

[FIND OUT MORE](#)



# GIVING BACK

**HIGH SCHOOL STUDENTS**

**ELEMENTARY STUDENTS**

**COMMUNITY**

# GIVING BACK: HIGH SCHOOL STUDENTS

## SENIORS: SCHOLARSHIPS

Dixie Power awards over \$10,000 in scholarships to High School Seniors each year to assist in furthering their education! Applications are due in September each year. Applicants must meet these qualifications:

- » In their Senior year and on track for graduation
- » Not a previous Dixie Power Scholarship recipient
- » Applicant and family must be members of Dixie Power

Winners will be selected by a scholarship committee. All applicants will be notified of the committee's decision approximately 45 days following application deadline. Applicants must be available for an interview if chosen as a finalist.

[FIND OUT MORE](#)

*We are so grateful for the opportunity our son had to participate in YLC. He had such an amazing time. He learned so much and made some really great friends. He loved the speakers and all of the activities. He was so excited to come home and tell us all about everything he learned and did and he was so proud to show us his scholarship.* - Amy and Scott Noorda



*"This camp was so much more than I thought it would be. I made lasting friendships, learned life skills, and had a blast! Not only did I grow as a leader, but I grew as a person. It built my confidence and changed my life."* - Paige Stoddard



## JUNIORS: MICHAEL F. PETERSON YOUTH LEADERSHIP CHALLENGE

Each year high school juniors can apply to attend the Utah Rural Electric Cooperative Association (URECA) Youth Leadership Challenge (YLC). This week-long event is full of activities that will improve life skills and generate leadership qualities that last a lifetime. Students selected will hear from amazing speakers, and participate in rope course challenges, talent shows, and a dance during the week. Students will develop long-lasting meaningful relationships. High school Juniors going into their Senior year may apply. To be eligible, the student's immediate family must be a Dixie Power member and the student must be attending a local high school.

Once students are selected to attend the five-day, all-expenses-paid conference they have a chance to win one of the following awards:

- » Scholarships: Over \$10,000 in Dixie Power Scholarships will be awarded.
- » Two students will be selected to represent URECA at the NRECA National Youth Tour in Washington, D.C. (\$2,500)

[FIND OUT MORE](#)

# GIVING BACK: ELEMENTARY STUDENTS



## DIXIE POWER KITE FESTIVAL

The Dixie Power Kite Festival is held in April and is designed to promote reading as a habit and to encourage students to engage in family-oriented physical activity. Qualifying students earn a high-quality kite, a book, or tickets to the attractions for their reading efforts. In addition to kite flying, there are food booths, entertainment, rides and booths with kites and books for sale. There is plenty to do and see for everyone!

Additionally, contributions are made to the Washington County School Foundation for distribution to elementary schools most actively involved in the Kite Festival's literacy programs.

[FIND OUT MORE](#)



## SCHOOL PRESENTATIONS

Dixie Power energizes schools with their enlightening electrical safety presentation! These expert-led sessions spark curiosity and empower students with essential safety knowledge, ensuring a safer and more informed community.

Dixie Power offers one safety demonstration each year to the 4th grade class at elementary schools located on the Dixie Power system.

[FIND OUT MORE](#)

# GIVING BACK: COMMUNITY

## OPERATION ROUND-UP

You have the opportunity to participate in an innovative program to financially assist worthwhile activities within our community.

### Simple and Easy

Operation Round-Up is very simple and easy. You just round up your bill and Dixie Power donates the extra amount to community organizations. For example, if your month's electric bill is \$146.77, you pay \$147.00, with \$0.23 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. If all 30,000 members of Dixie Power participated, it is estimated \$180,000 would be contributed annually.

### Small Amounts Make A Large Impact

Operation Round-Up funds have assisted local non-profit, charitable organizations such as:

- » Doctor's Volunteer Clinic
- » Habitat for Humanity of Southwest Utah
- » Switchpoint CRC
- » Iron County Care & Share
- » Salvation Army
- » Coins for Kids
- » New Castle Cemetery
- » Dove Center
- » Dixie Area Detention
- » Washington & Iron County Children's Justice Centers



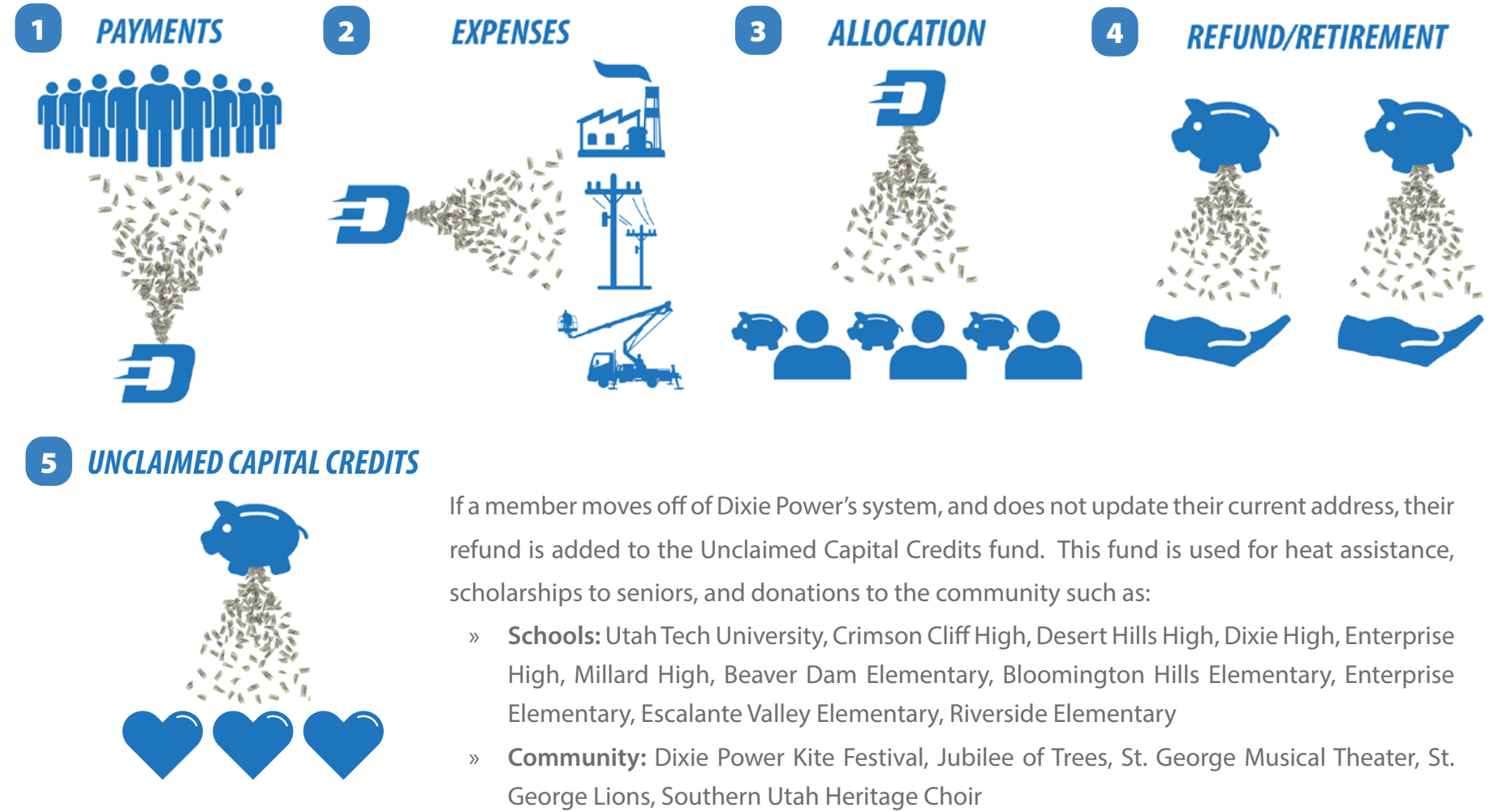
## COBANK SHARING SUCCESS

Through charitable contributions, CoBank works to make life better in rural communities across the country. CoBank does this through Sharing Success, an annual fund that matches Dixie Power's contributions to community organizations. Sharing Success donations are given for specific projects that will help the community, such as:

- » **Schools:** Enterprise High, Millard High, Desert Hills High, Crimson Cliffs High, Little Valley Elementary
- » **Charitable Organizations:** President Millard Fillmore Library, Lance's Light House

## UNCLAIMED CAPITAL CREDITS DONATIONS

Below UNCLAIMED CAPITAL CREDITS are explained. See the [CAPITAL CREDITS](#) page for an explanation of Capital Credits.



If a member moves off of Dixie Power's system, and does not update their current address, their refund is added to the Unclaimed Capital Credits fund. This fund is used for heat assistance, scholarships to seniors, and donations to the community such as:

- » **Schools:** Utah Tech University, Crimson Cliff High, Desert Hills High, Dixie High, Enterprise High, Millard High, Beaver Dam Elementary, Bloomington Hills Elementary, Enterprise Elementary, Escalante Valley Elementary, Riverside Elementary
- » **Community:** Dixie Power Kite Festival, Jubilee of Trees, St. George Musical Theater, St. George Lions, Southern Utah Heritage Choir



A utility worker wearing a white long-sleeved shirt, blue safety harness, and safety glasses is working on a wooden utility pole. He is holding a large orange safety cap or bucket. The background is a clear blue sky.

# GLOSSARY OF TERMS

## kW

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

## kWh

The term kilowatt per hour (kWh) is used to express the amount of energy a member 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.

# THANK YOU

FOR BEING A MEMBER OF



## CONTACT US

**Beryl**  
*Administration*

866-673-3297  
71 East Highway 56  
Beryl, Utah 84714

**Dixie**  
*Engineering & Operations*

866-673-3297  
3071 South River Road  
St. George, Utah 84790

**Dixie**  
*Member Services*

866-673-3297  
145 West Brigham Road  
St. George, Utah 84790

**Flowell**  
*Member Services*

866-673-3297  
495 North 3200 West  
Fillmore, Utah 84631

**Arizona**  
*Warehouse & Kiosk*

866-673-3297  
3352 E Old Pioneer Rd  
Beaver Dam, AZ 86432

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