

EXPLANATION OF CHARGES

Customer Charge - This is a fixed charge based on the costs for metering, billing, collection and related costs.

Energy Charge - The cost of energy based on the amount of electricity consumed each month, in addition to the costs of operating and maintaining the electrical transmission and distribution system, as well as virtually every business service related to providing and planning electric delivery functions.

Public Benefits Charge - Mandated by the State of California to fund renewable resources, energy efficiency programs, low-income assistance and energy research and development projects. The Rate is 2.85% of the amount billed.

Power Supply Adjustment - An adjustment that takes into account variances in the District's net power supply cost.

Environmental Charge - The cost to the District to comply with environmental laws, rules and regulations.

State of CA Surcharge - A utility tax collected and administered by the State of California.

Ceres City Tax - A 3% Utility Users' Tax on all charges for utility services billed to an account having a service location in the City of Ceres.

Modesto City Tax - A Utility Users' Tax on all charges for utility services billed to an account having a service location in the City of Modesto. The rate is 6% of the bill with an annual maximum of \$1,500.00 in total tax for each utility service.

Facilities Charge - A charge assessed to all customers taking service in the Westside Zone. The Facilities Charge shall provide revenues for the purpose of recovering costs incurred in procuring the Westside Zone.

Westside Zone - Area that includes, but is not limited to, the City of Patterson, downtown Crows Landing, and Diablo Grande.

PAYMENT AND OTHER INFORMATION

Payment Due Date - Your bill is due when you receive it. Your bill becomes delinquent after the due date if not paid. If you do not pay all charges by the due date, TID may shut off your electric service after giving you proper notice. Allow 3 to 5 business days for your payment to reach our office when mailing or paying at a TID Pay Station. Payments made by phone or on-line from the TID website will be posted to your account the following business day.

Disputed Bill Procedure - To receive answers to questions you have about this bill, please contact the TID Customer Service Division at 333 E. Canal Drive, Turlock, or call 883-8222 or 892-4953 between the hours of 8:00 a.m. and 5:00 p.m. District offices are closed on weekends and holidays. If, after conferring with a Customer Service Representative, you still believe your bill is in error, you may contact the TID Customer Service Department Manager, who will then review your bill. The decision of the Customer Service Department Manager may be appealed within five days to the TID Board of Directors for a final determination. All appeals, except those from customers receiving service on the Domestic Energy (DE) rate schedule, must include a deposit in the amount of the disputed bill.

Delinquent Charge - A delinquent charge of \$3.00 plus 1.5% of the prior balance will be added to this bill if it is not paid on time.

Nonpayment - Your electricity will be turned off if we do not receive payment. To have your electricity turned back on, you must pay your bill plus a re-connection charge. An additional deposit may be required.

Deposit - A deposit or additional deposit may be required if electric service bills are not paid on time.

Electric Service Rules and Rate Schedules - All customers are subject to TID's Electric Service Rules. A complete list of TID's Electric Service Rate Schedules along with detailed information about each schedule is available in the Customer Service Division lobby located at 333 E. Canal Drive, Turlock. The information is also posted online at www.tid.com.

TID PAYMENT OPTIONS

On-line.....www.tid.com
By Phone.....1-866-742-8991
In Person.....pay stations listed below

WESTERN UNION 1-866-742-8991 24 HOUR SERVICE
***A fee will be charged for this service**

CUSTOMER WORKSHOPS TO DISCUSS PROPOSED 2015 RATES

TID is hosting three customer workshops to discuss potential electrical rate changes in 2015. At these workshops, the District will present information regarding its costs, address customer concerns and gather input. Written questions or comments may be submitted to: Tami Wallenburg, Executive Secretary to the Board, P.O. Box 949, Turlock, CA 95381-0949. You may also submit them via email at tmwallenburg@tid.org.

These workshops will be held at the following locations:

- October 13, from 6:00 to 8:00 PM in the TID Boardroom located at 333 E. Canal Dr, Turlock
- October 15, from 6:00 to 8:00 PM at Howard Training Center, 1424 Stonum Road, Ceres
- October 16, from 6:00 to 8:00 PM at Hammon Senior Center located at 1033 W. Las Palmas Ave., Patterson

AUTHORIZED TURLOCK IRRIGATION DISTRICT PAY STATIONS

Community	Place	Address	Payment Hours
Ceres	TID Ceres Office	2944 3rd St.	M-F 8:30 - 5:00
Modesto	Carranza Pharmacy	1739 Crows Landing Rd., Ste. A	M-F 10-3 Sat 10-2
Denair	Denair Community Center	3850 N. Gratton Rd.	M-F 8-12 & 1-4:45
Delhi	Liberty Market	16385 W. Schendel Rd.	M-F 10-4:30 Closed Wed
Hilmar	Farmers & Merchant Bank	19925 W. 1st St.	M-Thu 9-4 Fri 9-6
Hughson	Carranza Pharmacy	2431 3rd St.	M-F 10-4 Sat 10-2
La Grange	La Grange Market	30124 Yosemite Blvd.	M-F 7-7 Sat 7-8
Modesto	Paradise Drug	400 Paradise Rd.	M-F 8:30-3 Sat 9-1
Patterson	TID Patterson Office	34 N. 3rd St.	M-F 8:30 - 5:00
Turlock	TID Turlock Office	333 E. Canal Dr.	M-F 7:30 - 5:30