



Member Reference Manual

Welcome to Your Cooperative.

Table of Contents

Table of Contents.....	page 2
Mission Statement.....	page 3
Message from the President.....	page 4
History of Dixie Power.....	page 5
Board of Directors.....	page 6
Statement of Consumer Rights & Responsibilities.....	page 7
Annual Meeting.....	page 8
Residential Service.....	page 9
Eligibility of Service.....	page 10
Connect.....	page 11
Deposits.....	page 12
Terms.....	page 13
Billing.....	page 14
Bill Payment.....	page 15
Budget Billing.....	page 16
Round Up Program.....	page 17
Disputed Bill.....	page 18
Notice of Intent to Disconnect Electric Service.....	page 19
Deferred Payment Agreement.....	page 20
Restrictions on Termination.....	page 21
Theft of Electricity.....	page 22
Cooperative Connections Card.....	page 23
If Your Lights Go Out.....	page 24
Capital Credits.....	page 25
Youth Scholarship Programs.....	page 26
Dixie Power Kite Festival.....	page 27
Conservation Tips.....	page 28
Heat Pump.....	page 29
Dixie Power Solar Program.....	page 30
Green Way Program.....	page 31

Mission Statement



The mission of Dixie Power is: Building trust by equitably serving our members and communities with safe, reliable , affordable energy.

Message from the President

Dear Dixie Power Member,

On behalf of Dixie Power, I welcome you to our service area. By purchasing electricity from Dixie Power, you are a member-consumer of a rural electric Cooperative, which is your business. As an owner in the business, all of us at Dixie Power want you to have a good understanding of what Dixie Power is all about.

This reference guide has been prepared to help you understand who we are and what we represent. It also covers information relative to your electric service, which I hope you will find useful. Also included in this guide is the manner in which Dixie Power 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 the Dixie Power Offices, and at the Public Service Commission of Utah, Heber Wells Building, 4th Floor, 160 East 300 South, Salt Lake City, Utah 84111 or the Arizona Corporation Commission, 1200 W. Washington, 2nd Floor, Phoenix Arizona, 85007. On behalf of everyone at Dixie Power, we appreciate the opportunity to serve you. As we move into a new era of electric power service, you can be assured that we at Dixie Power, are committed to providing the best and most economical electric service possible to you, our member.

If you have any questions or concerns, please feel free to call or visit the Dixie Power Office nearest you. Telephone numbers and mailing addresses of our offices are located below.

Sincerely,
LaDel Laub
President & CEO



Visit us on the web at

www.dixiepower.com

Office Locations

Beryl Office
71 East Hwy 56
Beryl, Utah 84714
435.439.5311

Dixie Office
145 West Brigham Road
St George, Utah 84790
435.673.3297

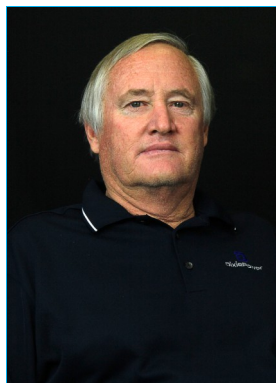
Littlefield Arizona
928.347.5870

History of Dixie Power



Dixie Escalante Rural Electric Association, Inc., now doing business as Dixie Power, was formed when three separate rural electric Cooperatives, Escalante Valley Electric Association, Littlefield Electric Cooperative 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, Inc. in 1978 after the merger. Under Bowler's leadership, membership in the Cooperative grew to over 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, SunRiver, and in Arizona: Beaver Dam, Littlefield and Scenic.

Board of Directors



Mike Brown
Chairman
Escalante Valley District



Robert Hansen
Vice Chair
Dixie District #2



Robyn Serage
Secretary
Dixie District #2



DeLyle Carling
Flowell District



Mark Anderson
Flowell District



Scott Schill
Escalante Valley District



John Reyes
Arizona District



Rick Peetz
Pine Valley District



Lance Brown
Dixie District #1

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 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.
- If you have a problem, call Dixie Power first. If you cannot resolve the problem, Utah members call the Utah State Division of Public Utilities in Salt Lake City

1 (801) 530-6652, Toll-Free Statewide 1 (800) 874-0904.

Arizona members call the Arizona Corporation Commission – 1 (602) 542-3931,

Toll-Free 1(800) 222-7000

You have the RESPONSIBILITY to:

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

Annual Meeting



During the course of the year there is an opportunity for all Dixie Power 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 Meetings are held at three separate locations to accommodate our members in the Arizona District, the Escalante Valley and Pine Valley Districts, and the Dixie Districts I & II. The dates and times will be provided in the Annual Meeting notice mailed each year along with notifications on our website and other social media platforms. We encourage you to be an active, involved voting member of your co-op. Plan to attend the meeting in your district and bring your entire family.

Residential Service



Service made available to Residential members 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 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.

Eligibility of Service

The screenshot shows the Dixie Power website's 'Residential Registration' page. At the top left is the Dixie Power logo with the tagline 'ENERGIZING LIFE'. To the right of the logo are navigation links: 'Company', 'Services', 'Community', 'Forms', 'Contact', and 'Co-op Card', each with a small downward arrow. The main heading is 'Residential Registration' in a large blue font. Below the heading, there is a instruction: 'Please fill out the form below.' followed by a note: 'Your Social Security Number is used for proof of identity and deposit decisions.' A legend indicates that fields with an asterisk (*) are required. The form is divided into two main sections: 'Personal Contact Info' and 'Applicant Info'. The 'Personal Contact Info' section contains fields for *First Name, *Last Name, *Start Date, *Phone Number (with a mask ###-###-####), *Email Address, and a question 'Are you or have you ever been an existing member?' with radio buttons for 'Yes' and 'No'. The 'Applicant Info' section contains fields for First Name, Middle Name, Last Name, and Social Security Number.

DixiePower
ENERGIZING LIFE

Company Services Community Forms Contact Co-op Card

Residential Registration

Please fill out the form below.

Your Social Security Number is used for proof of identity and deposit decisions.

(*) Required Fields

Personal Contact Info

*First Name:

*Last Name:

*Start Date:

*Phone Number:

*Email Address:

Are you or have you ever been an existing member?
 Yes No

Applicant Info

First Name:

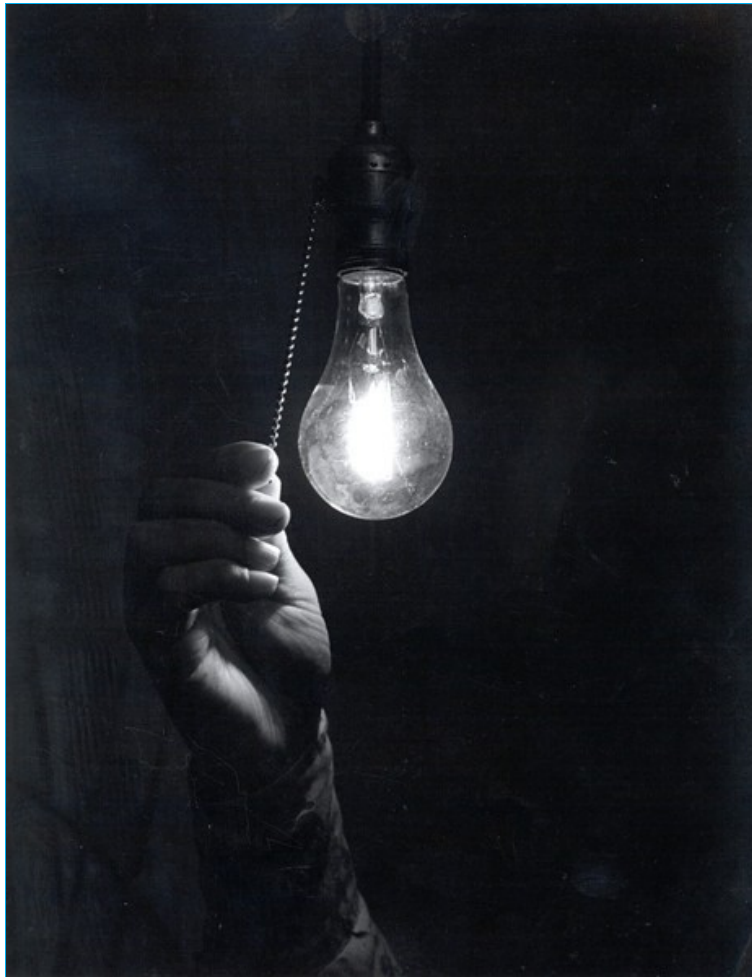
Middle Name:

Last Name:

Social Security Number:

Residential electric service will be provided by applying online, fax or in person at one of the Dixie Power offices. All outstanding debts for past service which are owed to Dixie Power by the applicant must be paid before a service will be connected.

Connect



A connect fee will be billed on your first bill. This fee is not a deposit and is not refundable. 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 or Arizona Corporation Commission.
- 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 trip fee and a reconnect fee, before the service will be reconnected, an after hours fee is charged if service is restored after hours. A deposit will be required at this time if there is not one on the account.

Deposits



At the time of application for service, a deposit decision and identity check is required. 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.

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.

Billing



DixiePower
ENERGIZING LIFE

71 E Hwy 56 • Beryl, Utah 84714 • (435) 439-5311
145 W. Brigham Rd. • St. George, Utah 84790 • (435) 673-3297
Arizona Contact • (928) 347-5870

Page 1 of 1

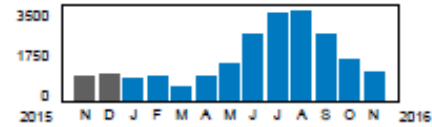
To View & Pay Your Bill Online Visit
www.dixiepower.com

Customer:
Account Number:
Statement Date: 11/30/16
Due Date: **December 20, 2016**

Previous Balance: \$118.22
Payments - Thank You: **-\$118.22**
New Charges: \$89.15
Amount Due: **\$89.15**

Meter#
Current Reading 11/20/16 9325
Previous Reading 10/20/16 8251
Multiplier
Usage 1074
Demand 0
Days 31

ELECTRIC USAGE HISTORY




Month	Usage	Cost
Nov 15	945	\$50.50
Nov 16	1074	\$62.29

Facilities Service Charge \$19.00
Energy Charge \$62.29
Sales/Energy Tax \$7.86
Total for: **\$89.15**

1.8% INTEREST WILL BE ASSESSED ON ALL PAST DUE BALANCES

PLEASE RETURN BOTTOM PORTION WITH PAYMENT




DixiePower
ENERGIZING LIFE
71 E Hwy 56
Beryl, Utah 84714-5197

0089152

Account Number:	Statement Date: 11/30/16
Due Date: December 20, 2016	Amount Due: \$89.15

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



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DIXIE POWER
71 E HWY 56
BERYL, UTAH 84714-5197

WASHINGTON UT 84780-2297

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.

Bill Payment

Your bill will include a return envelope. 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. There are many different payment options available to members of Dixie Power:

- Cash, Checks, Credit Cards, and Money Orders are accepted at each office
- Checks and Money Orders can be mailed or left in the night drop at the Bloomington or Beryl office.
- Automatic ACH draft from your checking/savings account. Attach a blank, voided check to ACH sign-up form or call the office. 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 member.
- Electronic Internet Bill-Pay from your Bank or other Bill-Pay Provider. Dixie Power 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 member'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 Power
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, MasterCard, AMEX, and Discover 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

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

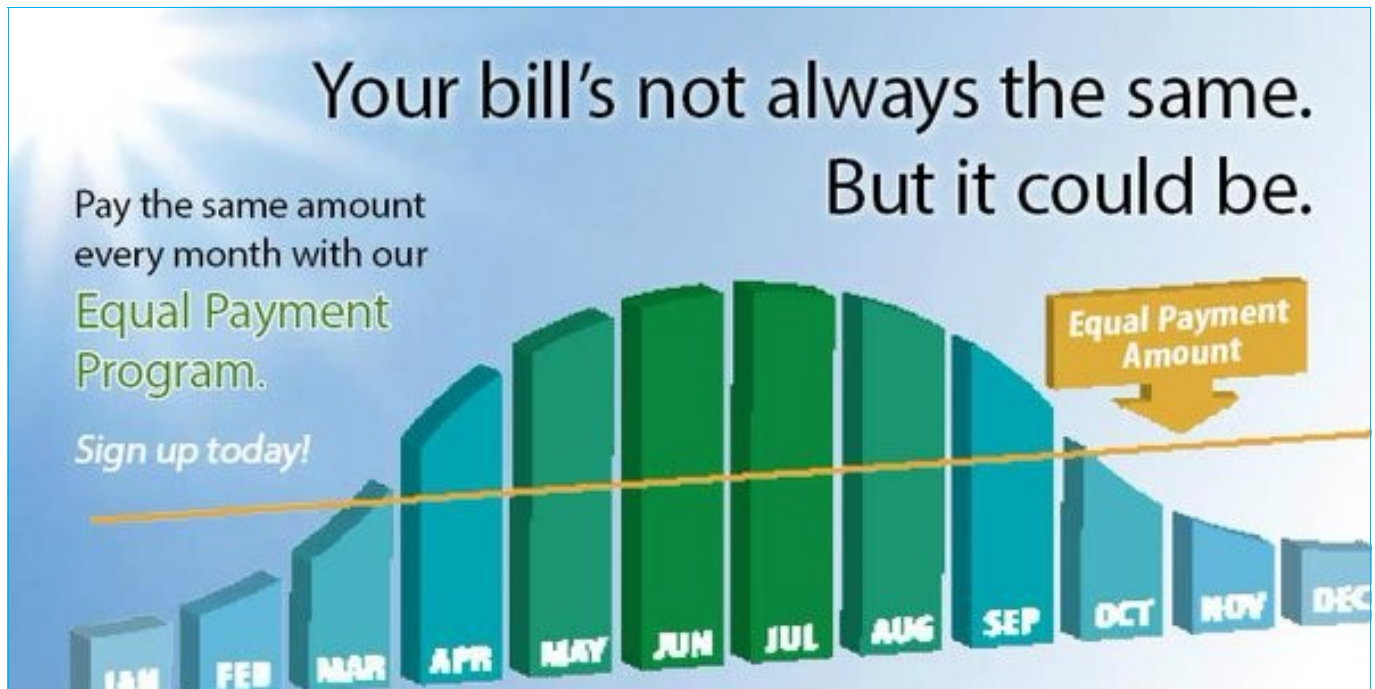
Can be cancelled at any time by member

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.

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



Budget Billing



*Example Only. Each members' bill will vary.

If you would like to levelize 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, Switchpoint, Basket Brigade, Washington & Iron County Children's Justice Centers and more.

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 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 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.

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.

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 Power 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 Power 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 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 person whose health is threatened may petition the Public Service Commission of Utah for an extension of time. 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. Upon your filing written notice with Dixie Power, meter boxes will be identified where such equipment is used.

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.

Cooperative Connections Card



Dixie Power provides its members a Coop Connections Discount Card through the Touchstone Energy Program. The card can be used for discounts from hotel stays to prescription drugs at participating locations. Visit our web site at www.dixiepower.com and click on the Connections Card to access a list of local and national participating businesses. The card also gives you access to online savings at more than 100 national retailers like BarnesAndNoble.com, Hertz Rental Cars, DishNetwork.com, Best Western Hotels, ProFlowers.com and others. You can save money on eye, dental, and chiropractic care and shop with MyVIPsavings for cash back. You can check out these great national discounts and other programs at www.connections.coop.

For more information contact the Member Services Department.

If Your Lights Go Out



Dixie Power 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 Power 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

Capital Credits



Dixie Power is a member-owned non-profit cooperative. 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 Power's system, please keep us updated with your current address for future refunds from your capital credit account.

Youth Scholarship Programs



Dixie Power offers scholarships to high school Seniors and Juniors.

Seniors: Information for Senior Scholarships for high school seniors is available on the website. Students are required to submit an essay and must be available for an interview if chosen as a finalist. Student must be a senior attending a local high school, and parents must be members of Dixie Power.

Juniors: Applications for the Youth Leadership Challenge for high school Junior students are available on the website as well. The 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. Student must be a high school Junior during the winter quarter of the current school year, and parents must be members of Dixie Power.

Dixie Power Kite Festival



The Dixie Power Kite Festival is held in April and is designed to promote reading as a habit in the elementary schools and encourage students to engage in family-oriented physical activity. Qualifying students earn a high-quality kite or book 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 elementary 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!

Conservation Tips



Dixie Power 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 Power has more conservation suggestions and can help you with your specific energy questions.

Heat Pump



Heat pumps have proven to work very well in Dixie Power's service area. An air-to-air heat pump can reduce the annual heating cost of a residence by over 45%. A geothermal system will save you even more. If your home does not have a heat pump, contact the Member Service Department to learn more about pumps and to see what owning one would save you.

Convect Air heaters-

Dixie Power Solar Program



Dixie Power provides its members a solar photovoltaic project in two locations: Beryl and St George. Members have the option to purchase credits provided through the solar energy program. Dixie Power's solar program is roughly half the cost of other third party solar providers. The going rate is a \$1.80/watt. If you are interested in solar, please call the Member Services Department to discuss if solar is a viable option for you. Additional information regarding solar power is available at www.dixiepower.com.

Green Way Program



By participating in the Green Way program, you can support renewable energy technologies. The power you purchase through the program will come from renewable energy projects that produce energy from biological waste materials located in the Western United States. Each 300 kWh block you purchase is \$6 per month that is added to your power bill. The number of blocks you can purchase is limited by your total monthly kWh usage. For more information contact the Member Service Department.