Providing reliable electric service at the lowest possible cost.

INTERMOUNTAIN RURAL

Consumer Information Handbook

ELECTRIC ASSOCIATION
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Contact Information

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IREA DISTRICT OFFICES
Conifer Office
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Pine, Colorado 80470
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Strasburg Office
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P.O. Box 495
Strasburg, Colorado 80136
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Woodland Park, Colorado 80863
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All offices of IREA are open from 8:00 a.m. to 5:00 p.m.,
Monday through Friday, for all regular IREA business.
In the mid-1930's, nine out of ten rural homes in the United States were without electric service.

On May 11, 1935, in recognition of the need for power in the rural areas, President Franklin Roosevelt created the Rural Electrification Administration (REA) by Executive Order No. 7037. This agency was to be the primary source of low interest loans that would help bring power to rural America.

### IREA Beginnings

When a local group of progressive-minded pioneers first heard of the REA concept, they enthusiastically pursued it, organizing support in the community and doing the work necessary to submit an application to Washington for REA loan funds. It is interesting to note that the original application was denied when the Washington office contended that the proposed line did not have a minimum of three customers per mile and, further, that no REA project was feasible in the mountains because of the cost of construction. Undaunted, the group visited the Washington REA personally and were successful in convincing them that they could indeed bring power to the rural mountain areas.

On August 24, 1938, the Intermountain Rural Electric Association filed its Certificate of Incorporation with the Secretary of the State of Colorado.

By December 31, 1944, with 581 miles of line energized, 1,530 IREA customers purchased a total of 1,064,173 kilowatt hours. By December 31, 2011, the system had expanded from 581 miles of line to over 9,500 miles of line. During 2011, 140,787 customers were furnished with 2,149 gigawatt-hours of electricity.

On September 16, 1985, IREA became exempt from PUC regulation as a result of a special election pursuant to Colorado state law, in which a majority of the member-consumers voting supported exempting the cooperative.

### Company Structure And Organization

IREA exists to provide the best possible service at the lowest possible cost to its member-consumers. All of our activities are ultimately directed to this end. Pursuing these objectives is ultimately what directs the activities of our company's employees. A brief review of the major divisions, in which 200 employees work, begins on page 3.

The Association buys and moves electrical energy to its customers via infrastructure owned and operated by the Association. This includes a series of transmission lines, substations and over 9,500 miles of transmission and distribution line to all of the homes and businesses within our service area. In order to do so, we establish wholesale contracts with power suppliers, and build and maintain the distribution system to bring you power. In addition to buying wholesale power through our agreements with Xcel Energy, Inc. and the Western Area Power Administration, IREA also owns a quarter share of Colorado's newest and cleanest coal generation facility, Comanche 3, located near Pueblo. While IREA does not operate the plant, this ownership arrangement allows us to bring onto IREA's grid a larger amount of low cost power than is otherwise available for wholesale purchase.

There are three district offices in our nearly 5,000 square miles of service area. Approximately 42 employees work in these three offices which are located in Woodland Park, Strasburg and near Shaffers Crossing between Conifer and Bailey.
While the majority of IREA business is conducted at the headquarters, the district offices are staffed to handle payments, receive inquiries and process requests for assistance. In order to respond quickly and ensure continuous electrical service, linemen are located in all districts. They perform maintenance on transmission and distribution lines as well as respond to service calls and construct line extensions to new consumers.

IREA is an organization of about 200 employees who work in one of four major divisions: (1) Corporate Affairs, (2) Operations and Engineering, (3) Consumer & Information Services, and (4) Finance. The main headquarters is located in Sedalia where over 125 employees work.

**Corporate Affairs Division**

The Corporate Affairs Division includes Member Services, Public Affairs, Community Relations and Energy Conservation. Member Services keeps our members up to date on cooperative issues through our consumer newsletter, “Watts & Volts,” which is distributed with your electric bill eight times per year. You receive a “Director Letter” from your board representative the other four months. Public Affairs personnel deal with legislative issues, and provide “Legislative Updates” to those who sign up at our web site. Community Relations personnel work with schools, service organizations, and chambers of commerce, and our Energy Conservation Specialist performs free home energy audits to help our members with high bill complaints.

IREA is actively involved in supporting the community it serves. We work with local civic and service groups and support a wide range of community activities. Along with financial support for economic development, IREA also supports local emergency medical and fire districts, senior and youth groups, public schools, and a wide range of other charitable and civic activities.

**Operations and Engineering Division**

This Division includes three departments: The Rates, Regulations and Power Supply department handles wholesale power rates, retail rates, Comanche 3 and impacts with current and future regulations. The Engineering department handles planning, engineering, design and construction of our system facilities. The Operations department is responsible for general operation and maintenance of the system.

With such a large system, both short- and long-term planning are conducted to provide not only an adequate wholesale power supply but also a reliable distribution system that will supply electrical power to anyone requiring it in our service area.

The major IREA transmission lines are 115KV (115,000 volts) and 44KV. We operate 46 substations which reduce the transmission voltage to a distribution level of 7,200 volts. The transformer serving your house further steps this down to 120/240 volts.

Most major construction in our system, which includes buildings, substations, transmission lines and major distribution lines, is
performed through outside contractors selected by competitive bidding. With the rapid escalation in construction costs these days, we feel that substantial savings are realized by this procedure.

IREA has crews of linemen building line extensions for new services as well as handling storm and emergency outages. Various interruptions of service will be investigated and corrected by calling your local IREA office. Meter and substation technicians test, calibrate, maintain and repair, as required, all IREA metering and substation equipment. While no electrical distribution system is invulnerable to storms or accidents, continual efforts are made at upgrading and maintaining the system to keep it as reliable as possible.

Consumer & Information Services Division

Consumer Services personnel are available to address consumers' questions about monthly billing statements, as well as apprise consumers of payment options, e-billing, voluntary programs, and other account options. Additionally, Consumer Services personnel provide new consumers with information about IREA, and schedule electric service requests for existing services.

The Information Services (IS) department is responsible for maintaining the company’s consumer and employee databases and writing programs which provide employees with quick and easy access to all information. They are also responsible for writing and maintaining programs to support engineering and general accounting functions such as billing files which provide for accurate and timely billing of customers.

The IS Director of Computer Operations is responsible for maintaining the networks within the company and district offices; coordinates the integration of PCs into the functional operations; maintains the corporate backup and restoration responsibilities. Data Entry, a group within IS, is responsible for entering an enormous amount of data into the applications, including meter reads, billing information, etc.

Finance Division

The Finance Division oversees the General Accounting department which, in addition to the standard accounting functions, ensures compliance with all laws, rules and regulations of various administrative and banking agencies including the IRS, state and local taxing authorities and our mortgage holders. They are also responsible for allocating Capital Credits to your account and, when IREA's Board authorizes a retirement, they return those Capital Credits to our members.
Rates and Regulations

Below are some excerpts from our Rates and Regulations that provide information related to questions most commonly asked by our customers. This is not a comprehensive listing of our Rates and Regulations. For our full Rates and Regulations and Rate Schedules, please visit the Rate Center section of our webpage at www.irea.coop.

INFORMATION FOR CONSUMERS:

MEMBERSHIP IN THE ASSOCIATION (Regulation 35)

a. Each applicant for service may become a member of the Association under conditions prescribed by the Bylaws of the Association.

APPLICATION FOR SERVICE (Regulation 32)

a. All applications for service shall be made on the Association's standard forms. The Association may require any applicant to sign an application for service before service is supplied. Service may be discontinued if the application is not received for a new or transferred account within ten (10) days of the account change. In the event, however, that such application is not signed, the use of electric service shall constitute an agreement under which the user receives electric service and agrees to pay the Association therefore in accordance with applicable rates and regulations. The benefits and obligations of the agreement for service may not be assigned without written consent of the Association. A separate agreement will be made for each class of service at each separate location.

b. Applicants for service shall not be required, in any event, to become a member of the Association before service is supplied.

c. The Association may charge a connection fee not to exceed $20.00 for new applications for service. If the Association charges such a fee, it shall offer a consumer who is applying for service at a location where the power is already connected the opportunity to avoid the fee by agreeing to the prior meter read recorded in the Association’s billing records as the starting point of their service.

EASEMENTS (Regulation 37)

a. A contract for electric service, or receipt of service by a consumer, will be construed as an agreement granting to the Association an easement for electric lines, wires, conduits and other equipment of the Association necessary to render service to the consumer. If requested by the Association, the consumer will execute the Association’s standard Right-of-Way Agreement granting to the Association, at no expense therefore, satisfactory easements for suitable location of the Association’s wires, conduits, poles, transformers, metering equipment, and other appurtenances on or across lands owned or controlled by the consumer, and will furnish space and shelter satisfactory to the Association for all necessary apparatus of the Association located on the consumer’s premises. In the event the consumer shall divide premises by sale in such
manner that one part shall be isolated from streets or alleys where the Association's electric lines are accessible, the consumer shall grant or reserve an easement for electric service over the part having access to electric lines for the benefit of the isolated part.

b. The Association will exercise its right of eminent domain and condemn private property for distribution lines under the terms and conditions in the Association's procedure for condemnation of rights-of-way for distribution lines.

REFUSAL TO SERVE A CONSUMER (Regulation 34)

a. The Association shall refuse to serve a consumer or prospective consumer until he/she has complied with the Association's general rates and regulations, and such other reasonable regulations as may be approved from time to time by the Association.

b. The Association shall not serve an applicant who is delinquent in payments to the Association for service previously rendered at the same or other locations until such indebtedness is paid in full.

CONSUMER DEPOSITS (Regulation 11)

a. The Association may require a cash deposit in the amount of an estimated sixty (60) day bill. A non-cash deposit in the form of a bank issued letter of credit, insurer’s bond, or other form of surety may be submitted and accepted upon review and approval of the Association. If surety expires prior to establishing twelve (12) months of good payment history, a new form of surety or cash deposit will be required. Such deposit may be in addition to any advance, contribution, or guarantee provided for in the extension regulations. Deposits will be refunded after the Association’s records show that the consumer has a consecutive twelve (12) month record with no past due amounts appearing on the monthly statements. Cash deposits may be paid to the Association in installments within the first three months of service. Interest will begin accruing with the initial payment received and the twelve (12) month period will begin upon receipt of the full deposit amount.

Deposits will be required as follows:

(1) A consumer who receives or has previously received service from the Association will be required to make a deposit of an estimated sixty (60) day bill only if the consumer has not made timely and complete payments throughout the most recent twelve (12) months in which the consumer has received service from the Association.

(2) Consumers that have not established a previous payment record with the Association will be required to make a deposit of an estimated sixty (60) day bill. If an estimate of 60 days cannot be determined, a minimum deposit amount will be collected in the amount of $75 for residential services and $150 for non-residential services.

b. The Association shall pay simple interest on cash deposits at the percentage rate per annum as calculated at the rate determined by the Colorado Public Utilities Commission rules applicable to interest on deposits and in the manner provided below. Interest will be payable upon return of the deposit for the time such deposit was held by the Association or annually at the request of the consumer. Deposits will be refunded after the Association’s records show that
the consumer has a consecutive twelve (12) month record with no past due amounts appearing on the monthly statements or upon termination of service to the consumer without a past due amount, whichever occurs first.

c. The Association will submit unclaimed deposits, including any accrued interest and less any lawful deductions or amounts owed to the Association, to the energy assistance organization designated by the Colorado legislative commission on low-income energy assistance. Deposits are considered unclaimed when left with the Association more than two (2) years after termination of the services for which the deposit was made or more than two (2) years after the deposit became payable to the consumer and after the Association has made reasonable efforts to locate the consumer.

d. The Association shall maintain records to show the following for each deposit:

   (1) The name of each consumer making a deposit.

   (2) The premises occupied by the consumer when making a deposit and successive premises occupied while the deposit is retained by the Association.

   (3) The amount and date of the deposit.

   (4) The record of each transaction, such as payment of interest, interest credited, etc.

   (5) If the deposit was returned to the consumer, the date on which the deposit was returned to the consumer.

   (6) If the unclaimed cash deposit was paid to the energy assistance organization or other entity to whom the Association is authorized or required to pay, the date on which the cash deposit was paid and to what entity it was paid.

e. The making of a deposit will not relieve any consumer from payment of current bills as they become due, and no deposit will be applied by the Association to any indebtedness of the consumer except to a bill for electric services due or past due after service is terminated.

SERVICE CONNECTION FEES (Regulation 36)

a. A connection fee of $5.00 will be required for each service connection. A membership fee of $5.00 shall make the member eligible for one (1) service connection and upon termination of service, the $5.00 membership fee will be applied as the service connection fee for the service initially connected for that consumer.

b. A service connection is defined as any connection or reconnection of service which results in establishing a new account for billing purposes or the transfer of an existing account.

ACCESS FOR THE ASSOCIATION'S EMPLOYEES (Regulation 53)

a. The consumer shall provide reasonable access to his premises at all reasonable times for authorized employees of the Association for any proper purpose incidental to the supplying of electric service. The consumer may be
required to pay the reasonable expenses of the Association for meter readings, connects and disconnects in the event such access is not provided.

b. No delivery point or meter will be located or maintained beyond the point where reasonable access is provided.

c. Where the consumer does not provide access to his/her premises at all reasonable times for employees of the Association for the purpose of meter reading, the consumer may be required to pay the reasonable expenditures of the Association for installing meters with remote indicators or relocating the existing meter facility.

DIVERSION OF ELECTRIC ENERGY (Regulation 54)

a. The existence of electric energy consuming devices installed ahead of the meter or any tampering or interfering with wires, devices, or equipment connected to the Association's distribution system or the damage to, alteration or obstruction of any meter including the breaking of meter seals, without prior approval and knowledge of the Association, which will permit or make possible the use of the electric energy without its proper registration on the Association's meter, shall constitute prima facie evidence of diversion of electric energy by the consumer in whose name service is being rendered, or by the person benefiting from the use of such diverted energy. In the event that an Association check meter registers more electric energy in the same interval of time than does the meter installed at the consumer's premises after such meter shall have been tested and found to be registering within the limits of accuracy prescribed by the Association's regulations, such facts shall also constitute prima facie evidence of diversion of electric energy.

b. In such instances the Association shall, in any reasonable manner, compute the amount of diverted electric energy and shall have the right to enter the consumer's premises and make an actual count of all electric energy consuming devices to aid in such computation. Where the Association is unable to make such count, the computation will be based on any other available information, or estimated. Such computation will be made for the period beginning with the date on which the consumer began using electric energy in the location where the diversion occurred, unless evidence proves that the diversion commenced at a later date, and ending with the date on which the diversion ceased.

c. A consumer who diverts electric energy shall be required to pay for electric energy diverted, based upon the aforesaid computation under the applicable rate effective during the period of diversion; the cost of investigating and confirming such diversion; costs associated with disconnecting service; the power diversion fee specified in subsection (d); and all legal costs and fees incurred by the Association related to the diversion in any way. The consumer may be billed for such costs as they are incurred, which bills shall be due and payable upon presentation.

d. If service has been discontinued for diversion of electric energy, the Association shall not render service to the consumer or to any other person for the consumer's use or benefit at the same or any other location until:

(1) The consumer has paid all charges as set forth in this regulation.

(2) The consumer has paid a power diversion fee in the amount of $500.
(3) The consumer has paid to the Association the installation cost of or has had installed, at the consumer's expense, such entrance and service equipment as is necessary to prevent further diversion of electric energy.

e. Service will be discontinued under the following conditions:

(1) Safety reasons, in opinion of the Association.

(2) Ordered by any properly constituted governmental authority.

(3) Previously disconnected service restored by other than Association personnel and the original cause for the discontinuance has not been cured.

f. The foregoing regulations pertaining to diversion of electric energy are not in any way intended to affect or modify any action or prosecution under the civil and criminal statutes of the State of Colorado.

LINE EXTENSION POLICY

Please contact our Engineering Services Department for information.

BILLING AND SERVICES:

BILLING (Regulation 40)

a. The Association will exercise all reasonable means to assure accurate computation of all bills for electric service. In the event errors in billing occur, the Association shall promptly refund to the consumer or credit their account in the amount of any overcharge having occurred therefrom. Likewise, the Association shall have the right to collect from the consumer the amount of any undercharge, irrespective of the date or duration of such billing error, subject only to the conditions set forth in Regulation 10.e. under which the consumer may make installment payments on said undercharge.

b. Upon request of the consumer, the Association will resurrect old billing records and provide multiple copies of bills, notarized bills, and special billing information. In such cases, however, the consumer shall be required to pay a "Special Handling Charge" of $2.00 for each such billing.

DISPUTED BILLS (Regulation 41)

If a consumer gives notice at the Association's office, prior to the time that payment is due, that the correctness of the bill is disputed, stating reasons therefore, the Association will promptly investigate the complaint. However, such notice disputing correctness of a bill shall not be sufficient reason for withholding payment. If the bill is found to be incorrect, the Association will refund the amount of overpayment or credit the amount of overpayment to the next bill rendered.

FAILURE TO RECEIVE BILL (Regulation 42)

Bills for electric service shall be considered as received by the consumer when sent electronically to an email address given to the Association by the consumer, mailed
by first-class mail to, or left at the location where service is used or the customer's billing address. Customers will have the option of choosing whether to receive their bills via first-class mail or electronic mail; both options cannot be used. The customer is responsible for ensuring that their mailing address and electronic information provided to the Association are correct and current.

**TERMS OF PAYMENT (Regulation 43)**

a. All bills for service, including any tax imposed by governmental authority, are due and payable at an office of the Association, or to an authorized agent of the Association, not later than the due date shown on the bill. Unless otherwise specified under these regulations or the applicable rate schedule, the due date of a bill shall be approximately ten (10) days following the billing date. Although bills for service are normally due monthly or as specified in the applicable rate, the Association reserves the right to require payment of bills for service at more or less frequent intervals. In such event, meters will be read and bills rendered at the intervals specified by the Association. Final bills, weekly bills, special bills and bills for connection and reconnection are due on presentation.

b. Where the Association receives a charge-back, a returned check, or where a funds’ transfer cannot be made for any reason including unauthorized transactions, insufficient funds, and closed accounts, it shall be deemed that payment has not been made. In such cases, the consumer will be charged a $20.00 processing fee and may be required to make a trip to the main or a district office of the Association to make payment in cash. Consumers may be charged convenience or processing fees by any third party providing payment processing services.

**COLLECTION CHARGE (Regulation 44)**

Following written notice of intent to disconnect service, the Association will send an employee to the consumer's premises to disconnect service. Even if payment is made at that time, the consumer will be required to pay a $20.00 collection charge for the call.

**RECONNECTION CHARGE (Regulation 45)**

a. There shall be a $20.00 charge for reconnecting a service after the cause for discontinuance has been rectified. Providing, however, that when a reconnection is required by the consumer at times other than during regular working hours, a $65.00 charge for reconnecting will be made.

b. There shall be a $20.00 charge for reconnecting service where discontinuance was caused by the failure of a consumer to return a signed application by mail after being given at least ten (10) days’ notice. This provision applies where, for the convenience of a consumer, a service was transferred or connected by phone instruction.

c. There shall be a $20.00 charge for reconnecting service where service had been disconnected by request of the consumer.

**CONTINUITY OF SERVICE (Regulation 48)**

a. The Association shall use reasonable diligence to provide a constant and uninterrupted supply of electric power and energy, but if such supply shall fail,
be interrupted, or become defective through an act of God or the public enemy, by accident, strikes, labor troubles, fires, contact by foreign elements, inability to secure right-of-way or other permits needed, or any cause beyond reasonable control of the Association, the Association shall not be liable, therefore, for any injury to persons, damage to property, monetary loss or loss of business caused.

b. For the purposes of making repairs to or changes in the Association’s plant, generating equipment, transmission or distribution system, or other property, the Association may, without incurring any liability, suspend service for such period as may be required. The Association will not inconvenience the consumer unnecessarily and, whenever possible, will give reasonable notice to the consumer prior to such suspension of service.

c. Interruptions in service, however, will not relieve the consumer from any charges for service actually supplied, nor will accidents to consumer’s equipment or machinery, or failure of consumer’s installations not due to the fault of the Association, relieve the consumer of payment of minimum charges under the applicable rate or contract.

DISCONTINUANCE OF SERVICE (Regulation 13)

a. The Association shall not discontinue the service of any consumer for violation of any regulation of the Association and/or for nonpayment of any sum due for electric service except upon written notice mailed by first-class mail or delivered, at least ten (10) days in advance of the disconnect, advising the consumer exactly what regulation(s) has been violated for which service will be discontinued and/or the amount due and the date by which the same shall be paid. This regulation shall not apply where a bypass is discovered on a consumer’s service meter, or in the event of the discovery of a short-circuit on a consumer’s premises, or in the case of a consumer utilizing the service in such a manner as to make it dangerous to the public or occupants of the premises, thus making an immediate discontinuance of service to the premises imperative.

b. (1) In the event the Association gives notice of discontinuance of service, said notice shall advise consumer how to contact the utility personnel and/or management to resolve any dispute with respect to violation of any regulation and/or with respect to amount due or due date. If a disconnect notice is issued, a disconnect notice fee in the amount of $9.25 will be charged. If the consumer is disconnected for non-pay, the disconnect notice fee may be included in the total payment required to be reconnected. Any consumer may, with respect to an unresolved dispute contained on the notice, request a formal hearing in writing before members of Intermountain’s Board of Directors, and an order not to terminate service will be issued only if: (1) The consumer has posted a deposit with the Association equal to the amount of the dispute, and (2) has previously attempted to resolve the matter with Association personnel by letter, telephone or in person.

(2) A residential consumer may avoid discontinuance of service by complying with one or more of the following conditions:

[1] Paying the noticed amount, or,

[2] Paying no charges and presenting the Association a current medical certificate signed by a physician, or health practitioner acting under a
physician, licensed by the State of Colorado as defined per Regulation 13(d).

Any consumers, with a monthly payment record, finding themselves in a financial hardship may notify the Association and request special arrangements of short duration.

In situations involving permanent residents in a multi-unit dwelling where the utility service for the entire dwelling is recorded on a single meter or multiple multi-meters are serving one retail unit, the Association, on the same day as it mails or delivers the notice of discontinuance to the consumer of record, shall mail by first-class mail or deliver a copy of said notice of discontinuance to each individual permanent resident of the dwelling unit. To the extent it is able to do so, the Association shall also post a copy of the notice of discontinuance in one or more of the common areas of the dwelling unit involved.

The Association will require payment only in the form of cash, certified funds or credit card payments for all returned checks.

Delinquency in payment for service rendered to a previous occupant of the premises to be served and unpaid charges for services or facilities not ordered by the present or prospective consumer shall not constitute a sufficient cause for refusal of service to a present or prospective consumer, provided, however, the Association may decline to furnish service at the same premises for the use of a delinquent consumer by subterfuge in any manner. Subterfuge includes, but is not restricted to, an application for service at a given location in the name of another party by an applicant whose account is delinquent and who continues to reside at the premises. Service shall not be discontinued or refused for failure to pay an indebtedness except as incurred for electric service rendered by the Association.

Service shall not be discontinued between 12 noon on Friday and 8 a.m. the following Monday, or between 12 noon on the day prior to and 8 a.m. on the day following any federal holiday or Association observed holiday.

c. Service will be restored within twelve (12) hours after the consumer satisfies one (1) of the following provisions, unless extenuating circumstances prevent restoration.

(1) Pays full amount of notice, plus all reconnect fees and/or security deposits.

(2) Residential consumer presents a current medical certificate signed by a physician, or medical practitioner acting under a physician's license, in the State of Colorado as defined per regulation 13(d).

d. The Association shall postpone discontinuance or restore service to a residential consumer for sixty (60) days from the date the consumer submits a medical certificate issued by a Colorado-licensed physician or health care practitioner acting under a physician's authority, showing that discontinuance of service will aggravate an existing medical condition or create a medical emergency for the consumer or a permanent resident of the consumer's household. The Association reserves the right to request additional information relevant to the certificate. The consumer may receive a single thirty (30) day extension by
providing a second medical certificate prior to the expiration of the original sixty (60) day period. A residential consumer may submit a new medical certificate to postpone discontinuance of electric service for another sixty (60) day period if the full past due amount on his or her account is paid. The Association will not honor any medical certificate submitted as a means of subterfuge.

e. In the event a consumer’s service is immediately terminated without prior notice, thus not allowing the consumer to make an immediate appeal to the Board of Directors as provided in regulation 13.b.(1), he/she will have the right of immediate appeal to the Board of Directors pursuant to the regulations approved by the Board of Directors.

DISCONTINUANCE OF SERVICE AT CONSUMER’S REQUEST (Regulation 49)

a. A consumer wishing to discontinue service should give at least three (3) business days’ notice to the Association to that effect, unless otherwise specified in the applicable rate or contract, in order to allow time for the final meter reading and disconnection of service. If such notice is not received by the Association, the consumer will be liable for service until final reading of the meter. Notice to discontinue service will not relieve the consumer from any minimum charge or guaranteed payment under any contract or applicable rate.

b. Upon notice of discontinuance of service, the Association shall obtain a final meter read, for which it may charge a fee not to exceed $20.00. If the Association charges such a fee, it shall offer a consumer who is discontinuing service the opportunity to avoid the fee by (1) receiving a final bill based upon the Association’s estimate, which shall be based on the consumer’s historical data on the account and which bill shall be final and binding; or (2) calling in to the Association with the final read done by the consumer, provided that the Association shall issue a final bill based upon its estimate if a consumer who selects this choice fails to call in on the agreed upon date.

c. Due to the cost of processing, credit balances on terminated accounts in amounts of $5.00 or less will not be refunded unless specifically requested by the consumer within thirty (30) days of final billing.

SURCHARGE FOR MUNICIPAL CHARGES (Regulation 64)

a. All municipal charges shall be surcharged and collected from consumers within the boundaries of the respective units of local government imposing such charges.

b. Municipal charges within the meaning of this regulation include, without limitation, charges for franchises or the use of public rights-of-way, or other charges imposed upon the Association by a unit of local government as a condition of the Association’s conduct of its business within the borders of the unit. A municipal charge shall be included within the scope of this Regulation regardless of whether it is characterized as a fee, a tax, or any other category of charge.
BUDGET BILLING PLAN (Regulation 65)

a. Residential consumers may enter into an agreement with the Association for an installment payment plan for electrical service under a written agreement for twelve (12) months beginning with the next normal billing cycle taking place after the agreement has been signed. A billing history of twelve (12) months for the consumer at the requested location is required prior to establishing a Budget Billing Plan.

b. The agreement will remain in effect during the twelve (12) month period and renew automatically unless the Association receives notice from the consumer requesting termination of the plan or termination of service, or payment is not received by the normal due date.

c. The monthly installment plan will be computed at the existing rates based on the consumption of the prior twelve (12) months or the consumption will be estimated by the Association. The amount computed will be divided by eleven (11) to determine the monthly installment for the initial eleven (11) months, with the balance being paid as a settlement payment in the twelfth (12th) month. Should the settlement month result in a credit balance, the Association will refund that amount to the consumer.

d. The Association may make adjustments to the budget billing payment amount in order to compensate for variations in the consumption and/or rate increases in order to avoid excessively large settlement amounts in the twelfth (12th) month.

REFUNDS (Regulation 66)

a. The Association shall refund monies collected in error, meter deposits, construction allowances, credit balances on closed accounts that are equal to at least $5.00 or credit balances in lesser amounts if a refund is requested within 30 days.

b. The Association may hold the refundable amount owed if the consumer has existing account balances that are past due.

c. The Association will apply the refundable amount to any and all of the consumer’s outstanding account balances that are 90 days or more past due before refunding the remaining amount, if any.

RESALE OF ELECTRIC ENERGY (Regulation 52)

a. The consumer shall not extend his/her electric facilities outside his/her premises for service to other consumers or premises, and shall not resell any of the energy received by him/her from the Association to any other person or persons on the consumer’s premises or for use on any other premises.
METERING:

METER READINGS AND BILL FORMS (Regulation 10)

a. Each service meter shall clearly indicate the kilowatt-hours and units of demand where applicable for which service a charge is made to the consumer. In those cases where the register and/or chart reading must be multiplied by a constant or factor to obtain the units consumed, the factor, factors or constant shall be clearly marked on the register or face of the meter.

b. At the time the Association reads the consumer's meter or thereafter, upon the consumer's request, the Association will provide a card or slip showing the date of the reading, and either the total usage expressed in kilowatt-hours or other unit of service recorded.

c. All bills rendered to the consumer for metered service furnished shall show:
   
   (1) Net amount due;
   (2) Dates and meter readings beginning and ending the period during which service was rendered, unless the bill was estimated;
   (3) A distinct marking to identify an estimated bill;
   (4) An appropriate rate or rate code identification;
   (5) Last date payable after which the bill becomes past due; and
   (6) All other essential facts upon which the bill is based, including those factors and/or constants set forth in Regulation 10a.

d. When the Association reads meters, it shall do so nearly as possible at regular intervals. It shall not be required to read the meter at other than the regular meter reading periods, except in case of connection or disconnection of service.

e. Any consumer will be permitted to make installment payments for amounts that were not billed in past billing periods due to circumstances outside of the consumer's control, such as meter malfunctions, billing errors, meter reading errors or failure to read the meter. Any installment payments under the provisions of this regulation may extend over a period equal in length to the period during which the errors were accumulated and shall bear no interest.

METERS AND SERVICE CONNECTIONS (Regulation 14)

a. All meters used in connection with the metering of electric service shall be furnished, installed and maintained at the expense of the Association.

b. Any equipment, devices, or facilities furnished at the expense of the Association or on which the Association bears the expense of maintenance and renewal shall remain the property of the Association, and may be removed by it at any time after discontinuance of service.

c. Service to the consumer's property shall be installed and maintained at the expense of the Association, subject to the terms and conditions set forth in the Association's regulations.
LOCATION OF METERS (Regulation 23)

a. Meters shall be located, when practicable, on the exterior wall of the premises being served. In the event service is provided to a farmstead or similar group of buildings, the meter shall be located on the meter pole or other point at which the Association's service connections terminate. In the case of underground service, the meter may be located on a metering pedestal. In any event, meters shall be located in accordance with accepted safe practice.

b. Meters shall not be installed where they will interfere with traffic in halls or passageways if indoors; or sidewalks or driveways if outdoors; or where they will obstruct the opening of doors or windows; or in any location considered hazardous; or where reading, testing or servicing of the meter may become impracticable; or where damage may be caused to any part of wood bins or in partitions forming such bins or on any unstable partitions or supports. Meters shall not be located where visits of meter reader or servicemen will cause unreasonable annoyance or inconvenience to the consumer.

c. Meter locations shall be such that the meters are easily accessible for reading, testing and servicing in accordance with the requirements of the Association.

REQUESTS FOR METER TESTS (Regulation 25)

a. The Association shall make a test of the accuracy of any electric service meter, free of charge, upon the request of a consumer provided that the meter has not been tested within the twelve (12) month period prior to such request, and provided that the consumer will accept the results of said test as a basis for the settlement of the difference claimed. A written report giving the results of such test shall be made to the consumer requesting same, the original record being kept on file at the office of the Association for a period of at least two (2) years.

b. The Association will test any service watthour meter upon written application by the consumer notwithstanding the fact that the meter has been tested within the twelve (12) month period prior to such request, provided that the consumer pay a fee of $5.00 which shall be refunded by the Association if the meter be found fast beyond the limits prescribed in Regulation 27.

ADJUSTMENT OF BILLS FOR METER ERRORS (Regulation 27)

a. If any service watthour meter tested upon the request of the consumer by the Association is found to be more than two (2) percent fast at any load, additional tests shall be made to determine the average error of the meter.

b. The average error of the meter in tests by the Association shall be defined as the arithmetic average of the percent registration at light load and at heavy load, giving the heavy load registration a weight of four (4) and the light load registration a weight of one (1).

c. When a meter is found to have a positive average error; that is, fast in excess of two (2) percent in tests by the Association, the Association shall refund to the consumer an amount equal to the excess charged for the kilowatt-hours incorrectly metered for a period equal to one-half of the time elapsed since the last previous test, but not to exceed six (6) months.
d. When a meter is found to have a negative average error; that is, slow in excess of the two (2) percent in tests made by the Association, the Association may make a charge to the consumer for the kilowatt-hours incorrectly metered for a period equal to one-half of the time elapsed since the last previous test, but not to exceed six (6) months.

e. If a meter is found to have an incorrect register ratio or multiplier, the error shall be corrected. When the error is adverse to the consumer, the Association shall refund to the consumer an amount equal to the excess charged for the kilowatt-hours incorrectly metered for the period of time the meter was used in billing the consumer. Where the error is adverse to the Association, the Association may make a charge to the consumer for the kilowatt-hours incorrectly metered for the period of time the meter was used in billing the consumer.

f. If a meter is found not to register, to register intermittently, or to partially register for any period, the Association shall estimate a charge for the kilowatt-hours used by averaging the amounts registered over similar periods, or over corresponding periods in previous years or such other acceptable information available.

FACILITIES and EQUIPMENT:

CONSTRUCTION REQUIREMENTS (Regulation 18)

a. The electric plant of the Association shall be constructed and installed in accordance with criteria set forth in the Association's overhead and underground construction specifications manuals to assure, as far as practicable, continuity of service, uniformity in the quality of service furnished, and the safety of persons and property.

b. The Association shall use as the minimum standard of accepted utility practice the National Electric Safety Code as recognized by the statutes of the state of Colorado.

CONSUMER'S INSTALLATION (Regulation 55)

a. Before purchasing equipment or beginning construction of a proposed installation, the consumer shall be expected to confer with the Association to determine if the type of service, capacity, and voltage desired by the consumer is available, to determine if extensions of, or additions to, the Association's facilities will be required; and to secure definite location of the delivery point. Before any additions to or alterations of existing installations are made by the consumer which will materially affect the amount of service required, or which may require change in the type of service or the delivery point, the Association must be notified reasonably in advance thereof as to the proposed additions or alterations in order that the Association may first determine if the service is available and, if so, that the necessary changes in the Association's facilities may be arranged for and completed.

b. The Association's recommendations for protection of the consumer's equipment against low voltage, phase reversal, and single-phase operation on
three-phase loads shall be obtained from the Association by the consumer and shall govern the installation of protective equipment by the consumer.

c. All wiring and electrical equipment on the consumer's side of the delivery point will be furnished, installed and maintained at all times by the consumer in conformity with good electrical practice, the National Electrical Code, the National Electrical Safety Code, the requirements of any governmental authority having jurisdiction and in accordance with the Association's regulations.

d. Except as otherwise provided in these regulations, any overhead or underground distribution lines required beyond the delivery point shall be installed, owned, operated and maintained by the consumer. Electric power and energy will be metered at a location designated by the Association, which location may be at a point other than the delivery point. The consumer will provide, install, operate, and maintain such protective devices as specified and approved by the Association through which connection is made to the Association's distribution system.

ALTERATION OR RELOCATION OF FACILITIES (Regulation 59)

a. Requests for alteration or relocation of the Association's facilities for road moves, house moving, joint use, etc., shall be made sufficiently in advance to enable the Association to properly schedule the requested alteration or relocation. Where possible, at least thirty (30) days' notice should be given.

b. Except when the Association's facilities are located in a public right-of-way, and relocation is requested by and for the benefit of the owner of that public right-of-way, the party requesting that alteration or relocation shall pay the estimated cost thereof in advance and shall be responsible for the actual cost.

c. The consumer shall reimburse the Association for any cost associated with relocation or alteration of facilities made at the request of the consumer for the consumer's convenience. Except in case of emergency, meters and other equipment of the Association will be removed or relocated only by employees of the Association. The Association shall, at its option, require a cash deposit sufficient in amount to pay for all estimated costs of the alteration or relocation. If due to an emergency, the consumer removes a meter or other facilities of the Association, said consumer will be required to immediately notify the Association.

ATTACHMENTS TO ASSOCIATION'S POLES (Regulation 62)

a. No posters, banners, placards, radio or TV antennae or any other object will be attached to the poles of the Association. The Association will not install, or permit installation of, the consumer's distribution wires or equipment on the Association's primary voltage poles; provided, however, that where metering is on primary voltage poles, the consumer will be allowed to go underground from such meter.
LIABILITY (Regulation 63)

a. All lines, wires, apparatus, instruments, meters, transformers and materials supplied by the Association at its expense or under its regulations will be and remain the property of the Association. The Association's property shall not be worked upon or interfered with by the consumer or other unauthorized persons.

b. The consumer shall be responsible for any damage to or loss of the Association's property located on the consumer's premises, caused by or rising out of the acts, omissions or negligence of consumers, or the misuse or unauthorized use of the Association's property by consumers. The cost of making good such loss and/or repairing such damage shall be paid by the consumer. The consumer shall be held responsible for injury to the Association's employees if caused by consumer's acts, omissions or negligence.

c. The consumer shall be responsible for any injury to persons or damage to property occasioned or caused by the acts, omissions or negligence of the consumer or any of his agents, employees, or licensees, in installing, maintaining, operating or using any of the consumer's lines, wires, equipment, machinery, or apparatus, and for injury and damage caused by defects in the same.

d. The Association shall not be held liable for injury to persons or damage to property caused by its lines or equipment when contacted or interfered with by guy wires, ropes, serial wires, attachments, trees, structures, or other objects not the property of the Association which cross over, through, or are in close proximity to the Association's lines and equipment. The Association should be given adequate notice before trees overhanging or in close proximity to the Association's lines or equipment are trimmed or removed, or when stacks, guys, radio aerials, television antennas, wires, ropes, drain pipes, structures, or other objects are installed or removed near the Association's lines or equipment, but the Association assumes no liability whatsoever because of such notice.

e. The Association shall not be held liable for injury to persons or damage to property caused by its underground lines or equipment when contacted or interfered with by pipelines, communication lines, power lines, posts, poles, foundations, trees and shrubbery, explosives, trenching or boring equipment, or other objects not the property of the Association which cross over, under, through, or are in close proximity to the Association's underground lines and equipment. The Association should be given adequate notice before any excavation, drilling, blasting or driving of objects is undertaken or commenced in close proximity to the Association's underground lines or equipment, but the Association assumes no liability whatsoever because of such notice.

f. The Association shall not be liable for injury to persons, damage to property, monetary loss, or loss of business caused by accidents, acts of God, fires, floods, strikes, wars, authority or orders of government, foreign objects, or any other causes and contingencies beyond its control.
Are you tired of getting paper bills in the mail? Does your traveling schedule get in the way of checking your mail on time? If so, Electronic Billing (eBill) is the solution for you!

**How it Works**

Electronic Billing (eBill) is a free service that focuses on the delivery method of the consumer’s electric bill. Consumers who sign up for eBill will receive their bill securely via their email inbox rather than through the regular mail. The bill will come as an attached PDF that will require a security question to open it. From there the consumer can easily print a hard copy for their files or save the document to a file on their computer. This delivery option is fast and convenient for those with busy travel schedules or those who simply want to use as little paper as possible.

**eBill Payment Options**

Consumers on eBilling have the option of making a payment from within their eBill via electronic check at no charge. Online credit card payments are also free. It’s important to note that while electronic payment options are available to eBill consumers, they are not required. Consumers on eBilling may continue to pay their bill by whichever payment method is most convenient for them. Consumers enrolled in our Automatic Bill Payment program can also take advantage of the eBill Service. For these consumers, the eBill will show the date that funds will be automatically withdrawn, just as in the paper bill. To sign up for Automatic Bill Payment, please fill out the form on page 23.

**How to Sign Up**

It’s fast and easy! All we need is your name, account number (to verify the correct consumer in our records) and primary email address. To update our records with your email address visit our Electronic Billing webpage at www.irea.coop/billing. You may also fill out your email address on your payment stub or contact your local IREA office directly to update your information. Please note that IREA will not share your email address.

**Contact about eBilling at:**  
www.irea.coop/billing

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**Electronic Payment Options**

Residential consumers will have two electronic payment options: 1) credit/debit/ATM card or 2) funds transfer. IREA will accept Visa or MasterCard and debit cards bearing a STAR, NYCE or PULSE logo. Funds transfer will be available from a checking, savings, or money market account.

Commercial consumers will not be able to pay by credit/debit/ATM card, but can still enjoy the convenience of electronic bill payment through funds transfer.

For consumers wishing to make free funds transfer payments, IREA’s Automatic Bill Payment service is available. To sign up for Automatic Bill Payment, please fill out the form on page 23.
Emergency Outage Procedures

Intermountain Rural Electric Association has carefully planned its emergency response procedures and offers the following guidelines to prepare for, and cope with, an electrical outage:

Pre-Planning

- Check your phone number printed on your monthly electric bill to confirm that it is current.
- Keep IREA's phone number close to your telephone.
- Keep batteries, flashlights and a battery-powered radio handy.
- Maintain an emergency supply of drinking water and canned or dry food (don't forget the manual can opener!).

During An Outage

- After you've checked your circuit breakers, call the office which services your home (see list on page 1) or our toll-free number: 1-800-332-9540.
- Check our web site for information regarding significant or extended outages.
- Never attempt to trim or remove trees from downed power lines and stay away from them even if you think they are not energized!
- Keep your refrigerator/freezer doors closed and keep them covered with a blanket during an extended outage.
- Unplug electronic equipment and turn off light switches to help prevent overloads once power is restored.

Energy Conservation

To help our consumers manage the use of energy for their homes and businesses, IREA has an energy conservation program which makes available information and assistance on energy utilization and renewable energy use.

Customer Information Programs

IREA has an up-to-date file of information concerning conservation and renewable energy. We welcome any questions you might have in this area and invite you to contact our Sedalia office for assistance. In addition to providing specific answers to your questions, we have on hand a comprehensive set of energy utilization bulletins covering general energy conservation and solar energy practices and measures. Appropriate individual bulletins can be mailed to you at your request. Free energy audits are provided for homes and businesses. To arrange for an energy audit, call IREA at 303-688-3100 ext. 206.

The Energy Efficiency Specialist is also available to arrange for group presentations. Suggested topics include: the wise use of energy (conservation), demonstration and presentation of electrical safety, and various other presentations. The presentation can be tailored to your group's time frame and interests.
Charges Related to Disconnection

Following written notice of intent to disconnect service for nonpayment of bills, IREA will send an employee to the consumer's premises to disconnect service. If payment is made at that time, there will be a collection charge to cover the cost of the call.

There will also be a charge for reconnecting service that has been disconnected. If, however, the reconnection is required by the consumer at a time other than regular working hours, a charge for reconnecting service will be made which recovers the cost of a call outside of normal working hours.

Third Party Notice

Some residential customers, due to individual circumstances, may find it worthwhile to designate a third party to receive copies of the final notice of discontinuance of service that may be sent to them by IREA.

As an example, when a customer's unexpected absence or unavailability causes a bill to remain unpaid for a prolonged period, a third party can take steps in time to prevent a possible shutoff of electrical service. The designated third party may be a relative, personal friend or even an agency.

IREA makes every effort to reach customers with past due accounts far in advance of the time electrical service is disconnected. A shut-off notice is sent only as a last resort.

Forms are available at all IREA offices. Completion of the form will authorize IREA to send a copy of such a notice so that the third party will simply be informed of the situation.

Capital Credits

The Intermountain Rural Electric Association is a consumer-member owned cooperative and, as such, its margins, or profits, are ultimately returned back to the member-owners in the form of capital credits. These capital credits are paid to members when IREA's Board of Directors deems that the financial condition of the cooperative will not be impaired thereby, and that the payment is not in conflict with any limitations imposed by the provisions by any mortgage or deed of trust given or assumed by IREA.

Patronage capital is accrued to individual member accounts at the end of every year that IREA operates with a margin. In the interim period between the accrual of such capital credits and their payment to the member, this member equity is retained by IREA for working capital, storm damage reserves and contingencies. IREA returns capital credits on a percentage basis to all eligible members. Such return of capital credits is normally made in the spring of each year.

IREA attempts to return capital credits to all members who have accrued such patronage capital in past years. It is important, therefore, that consumers keep IREA informed of their current address even after they are no longer a member.
Intermountain Rural Electric Association
5496 North U.S. Highway 85, Sedalia, CO 80135
FAX (720) 733-5872

AUTOMATIC PAYMENT AUTHORIZATION

I hereby authorize Intermountain REA to initiate debit entries by electronic means to my account at
________________________________________ Bank. This authorization shall remain in effect until Intermountain REA has
received notification from the undersigned to terminate this agreement.

**IMPORTANT: Enrollment processing may take up to 5 business days. Auto pay will
not apply to any bill generated before processing is complete. If you receive a bill
that does not state "automatic payment" on the payment stub, pay that bill using
another option.

Name: ____________________________________________
Address: ________________________________________
City/State/Zip: ___________________________________
Country (Outside US): ______________________________

IERA Account # ________________________________

Please list other IREA account # (if applicable)

Please include a voided check with this form.
Bank Routing number: ______________________________
Bank Account number: ______________________________
☐ Checking  ☐ Savings

SIGNATURE: ______________________________________
Date: ____________ / ____________ / ____________

SAMPLE CHECK

Note: The routing and account numbers may be in different places on your check.
Account Summary

Previous Balance $115.75
Payment Received. Thank You -$115.75
Credit $0.00
Past Due $0.00

Current Charges

<table>
<thead>
<tr>
<th>CHARGES</th>
<th>BILLED USE</th>
<th>RATE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Energy Charge</td>
<td>10</td>
<td>0.11309</td>
<td>$1.13</td>
</tr>
<tr>
<td>Basic Service Charge</td>
<td></td>
<td></td>
<td>$21.00</td>
</tr>
<tr>
<td>Castle Rock Franchise Fee</td>
<td></td>
<td></td>
<td>$0.66</td>
</tr>
<tr>
<td>Total Sales Tax</td>
<td></td>
<td></td>
<td>$1.80</td>
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<tr>
<td>Transfer Payment</td>
<td></td>
<td></td>
<td>-$198.96</td>
</tr>
<tr>
<td>Transfer (904-4)</td>
<td></td>
<td></td>
<td>$71.03</td>
</tr>
</tbody>
</table>

Current Charges -$103.34
Total Due -$103.34

Account Information

Customer Acct Number 22222222
Customer Name: JANE PUBLIC
Service Address: SPRINKLER 9999 ESMERALDA DR
Bill Date: 04/07/2014
Cycle: 05
Rate: E1
District: 4

Usage History & Comparison (kWh)

Current Month's Avg kWh per Day .34 Avg Cost per Day $0.85

Last Year kWh Used 12 Last Year Billing $24.85
YTD kWh Used 55 YTD Billing $114.55

Automatic Payment Information
To enroll go to http://www.irea.coop/billing#Automatic Bill Pay

SPECIAL MESSAGES

Please Fill-in Amount Paid

Group Invoice No. 79258

Check box for contact information changes or to SIGN UP FOR EBILL. Fill out information on reverse side.

Make checks payable to:

JANE PUBLIC
99999 S MONACO ST
DENVER, CO 80237-3400

Intermountain Rural Electric Association
P.O. Drawer A
Sedalia, CO 80135
# Meter Readings

<table>
<thead>
<tr>
<th>Meter Number</th>
<th>Read Dates</th>
<th>Days</th>
<th>Readings</th>
<th>Multi</th>
<th>Actual Use</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>93717446</td>
<td>03/06/2014-04/03/2014</td>
<td>29</td>
<td>587</td>
<td>597</td>
<td>1</td>
<td>10</td>
</tr>
</tbody>
</table>

For more information regarding your bill and detail explanations, please visit our website and click Billing Account Details.

---

### CONTACT INFORMATION CHANGES

☐ **Sign me up for eBill using the email address below. (Email must be provided.)**

**E-MAIL:**

**BILLING ADDRESS:**

**CITY:**

**STATE:** ________ **ZIP:**

**DAY PHONE:**

**EVENING PHONE:**

**NAME:**

**EFFECTIVE DATE:**
Types of Easements

IREA generally uses three types of easements:

1. A platted/dedicated easement is provided to IREA by virtue of a dedication statement for every platted subdivision. A 5-foot side lot and 7-foot rear lot easement are typical platted easements. However, if the subdivision is served by overhead lines, a 20-foot easement is necessary at angled or dead-ended lot lines for guying and anchoring only.

2. IREA requires the customer to grant, at no cost to IREA, easements for power lines and any associated equipment on the customer’s property before any part of an electrical installation is energized. In the event IREA has to cross property other than that of the customer requesting service, the requesting customer may be asked to obtain all easements needed.

3. Restrictive easements/utility right-of-way generally contain high voltage transmission lines and substation equipment. Strict requirements for the use of restrictive easements apply. Any use of this type of easement must be approved by IREA’s Engineering Department.

General Restriction on Easements/Right-of-Way

Easement and right-of-way grades cannot be changed more than 6 inches by excavation or filling without prior written approval of all utility companies involved. Full cost of any necessary alteration or relocation of utility lines will be borne by the customer requesting the change.

Fences and landscaping may be installed on utility easements, except where such fences would prevent access to utility lines or conflict with utility equipment. Other permanent structures or buildings are not allowed within the utility easement.
Landscaping

Although permanent structures cannot be constructed on utility easements, landscaping within an easement is quite permissible. A minimum clearance is required around all vaults and padmounted equipment. A distance of 8 feet must be kept clear in front of all service doors and at least 2 feet from the equipment pad left clear on all sides. Call the Utility Notification Center, toll-free, 1-800-922-1987, prior to digging.

Trees should be planted far enough away from padmounted equipment so that, at maturity, overhanging branches won’t obstruct a crane setting or removing equipment. It is best to select trees with supple branches that can be tied back without danger of breaking.

Responsibility for upkeep and any landscaping maintenance in a utility easement is borne by the property owner/customer.

Consumers should carefully plan their landscaping so that, as it grows, it does not obscure electrical facilities. Problems are created for repair crews when homeowners plant small shrubbery which grows to completely cover transformer boxes, etc. Line crews have actually seen fences built so close to the doors of a transformer box (see photo) that the doors could not be opened without taking down the fence. In the event a fence must be removed by IREA to repair or maintain electrical facilities, reasonable effort will be made to replace fencing when repairs are completed.

Locates for Underground Utilities

Grading or excavation work should not be started until an underground facilities’ location has been completed. Contact the Utility Notification Center by dialing 811 or visit www.uncc2.org, before you dig. Trained personnel will locate underground electric facilities at no cost.

CALL BEFORE YOU DIG!

Dial 8-1-1
Renewable Energy Credits

To accommodate those individuals wishing to support renewable energy sources, the Board has developed the Renewable Energy Credits Program. In an effort to make purchases more affordable for IREA consumers, IREA purchased RECs at a discounted rate. Those savings are passed along to consumers wishing to purchase RECs. In addition, IREA does not add fees onto consumer REC transactions. IREA offers two REC products:

1) Wind RECs
2) Solar RECs

Our wind and solar RECs are generated in Colorado and Wyoming and are supplied by Xcel Energy, Inc. Our solar RECs are generated in Colorado by Xcel Energy and nationally by Sterling Planet.

The current prices for the REC products are as follows: 1 cent/kWh for wind RECs and 5.5 cents/kWh for solar RECs. Consumers have the option of purchasing these RECs as a one time purchase or on a monthly basis in the amounts of: $5, $10, $15, $25, $50 or a specified dollar amount (minimum of $5). Each participant will receive an IREA certificate acknowledging their purchase.

To sign up for this program, go to our REC webpage at www.irea.coop/green-power to download the REC participant form. After filling it out, please mail it in at your convenience or with your next electric bill. Your selected purchase amount will show as a separate line item on your electric bill. Please note that this is a voluntary program and your selected purchase amount is in no way associated with your monthly electric usage and charges.

Renewable energy credits represent the environmental attributes associated with renewable energy generation. For a more complete discussion of the definition of Renewable Energy Credits, please visit our web site: www.irea.coop/green-power.

Appliance Energy Use

The table on the next page lists common household appliances, their average wattage, the national average usage and the average cost to operate that appliance for one month. The purpose of this table is to point out to you, the Intermountain member-consumer, how your home uses electricity.

It should be emphasized that these are only national averages. Individual households can and do vary widely depending on the efforts made in each home to save money by conserving electricity.
# Energy Usage Guide

## 30 Day Billing Cycle

<table>
<thead>
<tr>
<th>Item</th>
<th>Wattage</th>
<th>Av. Hrs Used</th>
<th>Av. Kwh</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kitchen Appliances</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coffee Maker</td>
<td>900</td>
<td>13</td>
<td>12</td>
<td>$1.47</td>
</tr>
<tr>
<td>Dishwasher</td>
<td>1500</td>
<td>30</td>
<td>45</td>
<td>$5.53</td>
</tr>
<tr>
<td>Freezer</td>
<td>450</td>
<td>120</td>
<td>54</td>
<td>$6.64</td>
</tr>
<tr>
<td>Frying Pan</td>
<td>1200</td>
<td>13</td>
<td>16</td>
<td>$1.96</td>
</tr>
<tr>
<td>Microwave</td>
<td>1450</td>
<td>11</td>
<td>16</td>
<td>$1.96</td>
</tr>
<tr>
<td>Mixer</td>
<td>130</td>
<td>8.5</td>
<td>1</td>
<td>$.12</td>
</tr>
<tr>
<td>Range with Oven (S.C.)</td>
<td>13200</td>
<td>8.5</td>
<td>112</td>
<td>$13.77</td>
</tr>
<tr>
<td>Refrigerator (S/S)21CF</td>
<td>750</td>
<td>120</td>
<td>90</td>
<td>$11.07</td>
</tr>
<tr>
<td>Toaster</td>
<td>1250</td>
<td>3</td>
<td>4</td>
<td>$.49</td>
</tr>
<tr>
<td>Trash Compactor</td>
<td>1800</td>
<td>1</td>
<td>2</td>
<td>$.25</td>
</tr>
<tr>
<td>Waste Disposal</td>
<td>445</td>
<td>6</td>
<td>3</td>
<td>$.37</td>
</tr>
<tr>
<td><strong>Comfort Conditioning</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Air Conditioning</td>
<td>1000</td>
<td>200</td>
<td>200</td>
<td>$24.60</td>
</tr>
<tr>
<td>Air/Oxygen Concentrator</td>
<td>585</td>
<td>360</td>
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<td>Radiant Floor Heating (10x20)</td>
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<td>240</td>
<td>720</td>
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<td><strong>Laundry</strong></td>
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<td>Iron</td>
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<tr>
<td>Washing Machine</td>
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<td>25</td>
<td>12</td>
<td>$1.47</td>
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29
<table>
<thead>
<tr>
<th>Item</th>
<th>Wattage</th>
<th>Av. Hrs Used</th>
<th>Av. Kwh</th>
<th>Cost</th>
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<tr>
<td><strong>Bedroom and Bath</strong></td>
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<td>90</td>
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<td>Hair Dryer</td>
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<td>$1.47</td>
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<td><strong>Around the House</strong></td>
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<td>Engine Block Heater</td>
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</tbody>
</table>

To calculate cost: Wattage x Hours used in month / 1000 = Kwh per month.
Kwh x .12310 (cost per Kwh) = Monthly cost

Note:
Volts X Amperage = Wattage
1 horse power motor = 746 Watts
IREA SERVICE AREA

IREA service is available in a ten county area as indicated in the map above.