

# WELCOME TO UNITED



## United Cooperative Services

Your Touchstone Energy® Cooperative





**U**nited Cooperative Services is an electric distribution co-op serving more than 51,000 members in a 14-county service area of North Central Texas.



As a not-for-profit Touchstone Energy® cooperative, United plays a key role in the economic development of its communities and offers residential and commercial members the most reliable, safe and economical electric service at the lowest possible price. As a United member, you have just become a part of the largest electric utility network in the United States. You and your fellow members make this network special because you actually have a say in the operation of your electric utility. You are a member/owner of this cooperative. As a member, you can vote for your Board of Directors

and you are eligible to receive member dividends for the portion of equity you have in the company.

Unlike investor-owned electric utilities, our top priority is serving you, our member. While our network may be large, United still believes in the value of neighbors helping neighbors—a philosophy which guided the formation of the cooperative more than 70 years ago. Today, United stands as a leader among cooperatives, nationally. And you benefit from the unsurpassed service, reliability and efficiency that earned the cooperative that peer perspective. With seven full service offices located strategically throughout United's distribution system, you will receive personal and professional service from dedicated employees, and a wide range of services and programs designed to help you get the most out of your energy dollar. We are honored to welcome you to United Cooperative Services and to our community.

**Clifford Deal**  
President, Board of Directors

**Raymond H. Beavers**  
General Manager/CEO

## Board of Directors

Clifford Deal, President • Larry Bays, Vice President • Patsy Dumas, Secretary  
Tommy Cantrell, Johnnie Rollins, John Jones, Harry Thompson

**OFFICES:** United Cooperative Services has seven offices to provide you with convenient, fast and friendly service. Each office is open 8 a.m. to 5 p.m., Monday through Friday. Although normal office hours are scheduled from 8 a.m. to 5 p.m., our phones are answered 24 hours each day by dispatchers during outages and/or other emergency issues.

**CLEBURNE — HEADQUARTERS** / 3309 N. Main St. / P.O. Box 16 / Cleburne, TX 76033 **(817) 556-4000**  
**STEPHENVILLE** / 1200 Glen Rose Hwy. / P.O. Box 290 / Stephenville, TX 76401 **(254) 965-3153**  
**BURLESON/ALVARADO** / 2601 S. Interstate 35 W / P.O. Box 308 / Burleson, TX 76097 **(817)447-9292**  
**GRANBURY** / 320 Fall Creek Hwy. / P.O. Box 5129 / Granbury, TX 76049 **(817) 326-5232**  
**GLEN ROSE** / 1301 NE Big Bend Trail / P.O. Box 1967 / Glen Rose, TX 76043 **(254) 897-9439**  
**MERIDIAN** / 7975 Highway 22 / P.O. Box 755 / Meridian, TX 76665 **(254) 435-2832**  
**POSSUM KINGDOM LAKE** / 1722 Park Road 36 / Graford, TX 76449 **(940) 779-2985**

## STATEMENT OF NONDISCRIMINATION

United Electric Cooperative Services, Inc. is the recipient of Federal financial assistance from the Rural Utilities Service, an agency of the U.S. Department of Agriculture, and is subject to the provisions of Title VI of the Civil Rights Act of 1964, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Age Discrimination Act of 1975, as amended, and the rules and regulations of the U.S. Department of Agriculture, and the rules and regulations of the U.S. Department of Agriculture which provide that no person in the United States on the basis of race, color, national origin, sex, religion, age, or disability shall be excluded from participation in, admission or access to, denied organization's programs or activities.

The person responsible for coordinating this organization's nondiscrimination compliance efforts is Patty Holleman, Human Resources Director or Ray H. Beavers, General Manager/CEO. Any individual, or specific class of individuals, who feels that this organization has subjected them to discrimination, may obtain further information about the statutes and regulations listed above from and/or file a written complaint. To file a complaint of discrimination, contact the Cooperative's Human Resources Director, or the General Manager/CEO, or write USDA Director, Office of Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; or call toll free (866) 632-9992 (voice), or (800) 877-8339 (TDD), or (866) 377-8642 (relay voice users). USDA is an equal opportunity provider and employer. Complaints must be filed within 180 days after the alleged discrimination. Confidentiality will be maintained to the extent possible.

## VOTING FOR DIRECTORS

As a member of an electric cooperative, you are entitled to vote for your Board of Directors. Voting can be done by mail-in ballot or at United Cooperative Services' Annual Meeting. Ballots are mailed to all active members of the Cooperative prior to the annual meeting, which usually takes place in October.

## MEMBER DIVIDENDS

As a member of a cooperative, you earn equity in the business based on the amount of kwh used. Member Dividends represent your ownership and for more than two decades, United's Board of Directors have elected to return a portion of the available Member Dividends. Each year, the decision to pay out Member Dividends is based on the overall financial strength of the Cooperative as reflected by a number of financial tests. Using the results of the tests, the Board then decides if Member Dividends can be retired and the amount to be retired. Should the Board of Directors choose to return a percentage of Member Dividends to the membership, the amount of money received by the member is based on the member's usage as a percentage of the total usage for the Cooperative's system.

## TERMS OF PAYMENT

Each bill for utility service(s) is past due 16 days after issuance. If full payment is not

received at any office of the Cooperative, or at any agency authorized by the Cooperative to receive payment, on or before the date of such bill is due, the member's account will be considered delinquent and subject to disconnection in accordance with the following rules: United shall assess a one-time charge of 5 percent on each past due invoice for commercial accounts only. Such payments shall be due each month for service during the preceding monthly billing period. If the member fails to make any such payments within 16 days after such payment is due, United may discontinue service to the member upon giving 8 calendar days written notice to the member of its intention to do so, and if payment has not been rendered within the eight day notice period; provided, however, that such discontinuance of service shall not relieve the member of any of its obligations under this agreement. A trip charge fee will be assessed if it becomes necessary for Cooperative personnel to go to the member's premises to collect delinquent bills.



## POWER RATES FOR SINGLE PHASE SERVICE

Single Phase Service is available to members of the Cooperative in accordance with the Cooperative's service rules and regulations. Service is limited to individual single-phase motors of less than 20 horsepower (hp). Single phase rates may also be provided for churches, synagogues, volunteer fire departments and similar three-phase members who demonstrate the majority of energy usage will occur during off-peak hours.

Single phase, 60 Hz service is available at the Cooperative's standard distribution voltage, as well as, certain three-phase service as noted above. Where service of the type required by the member is not already available at the location to be served, or where a non-standard type of service is required, additional service arrangements between member and Cooperative may be required prior to service installation. This rate is subject to all applicable billing adjustments.

**SINGLE PHASE RATE CUSTOMER CHARGE** — \$10.00 per month and kWh energy charge.  
Monthly Minimum: \$17.30

### SINGLE PHASE RATE ENERGY CHARGE FOR ALL KWH:

#### ENERGY CHARGE FOR DELIVERY:

This charge for the delivery of energy is applied to all kWh usage during each billing period as follows:

#### May through October billing months:

All kWh @ \$0.026668 per kWh

#### November through April billing months:

First 800 kWh per month @ \$0.026668 per kWh

Excess kWh per month @ \$0.006668 per kWh

#### ENERGY CHARGE FOR GENERATION:

This charge for the generation and transmission of energy is applied to all kWh usage during each billing period as follows:

All kWhs in all billing months: @ \$0.0465 per kWh

## POWER RATES FOR THREE PHASE SERVICE

Three Phase Service is applicable to all three-phase members for all of the electric service supplied at one point of delivery and measured through one meter. This rate is not applicable to temporary, shared, or resale service. Three-phase service can be available at the Cooperative's standard secondary distribution voltages. Where service of the type desired by the Customer is not already available at the point of delivery, additional charges under the Cooperative's line extension policy and special contract arrangements may be required prior to service being furnished. This rate is subject to all applicable billing adjustments.

**THREE PHASE RATE CUSTOMER CHARGE:** \$25.00 per month and kWh energy charge.

### THREE PHASE RATE DEMAND CHARGE: \$6.80 PER KW

This charge is for the rate at which energy is used and is applied to the maximum kilowatt demand for any period of 15 consecutive minutes during the billing period, as adjusted for power factor, but in no event is billing demand less than 80 percent of the highest adjusted kW demand in the May through October billing periods.

### THREE PHASE RATE ENERGY CHARGE:

**First 175 kWh per billing kW per month** — \$0.048102 per kWh. **More than 175 kWh per billing kW per month**— \$0.028043 per kWh

**SALES TAX:** All bills shall be adjusted by the amount of any sales tax or other tax attributable to the sale of electric service to the member unless member has previously provided satisfactory proof of exemption to the Cooperative.

### POWER COST RECOVERY FACTOR

United's Power Cost Recovery Factor (PCRF) is a variable amount for purchased power cost calculated in accordance with Rider PCRF. It is also the rate component that directly reflects the fluctuating cost of fuels that are required to run an electric generation plant. To minimize the impact of this charge on our members, every attempt is made to "level" the PCRF monthly, rather than to pass on the sometime extreme monthly fluctuations reflected in the natural gas markets.



## FEES & DEPOSITS

(Deposit requirements will be contingent upon the outcome of credit risk assessments as reported by cumulative data from qualified credit reporting agencies)

### ACCOUNT INITIATION CHARGE

Existing Location: \$ 20.00

New Location: \$ 20.00

Outside of regular work hours: \$ 40.00

**FIELD COLLECTION FEE:** \$ 20.00

(A collection fee is applied when a United employee comes to your home to obtain payment on a delinquent bill.)

## RECONNECT FEE

During Regular Business Hours: \$ 40.00

Outside Regular Business Hours: \$ 60.00

### LATE CHARGE FOR DELINQUENT COMMERCIAL ACCOUNTS

5 percent

**RETURNED CHECK:** \$ 25.00

**METER TAMPERING:** \$100.00

### METER TESTS

First Time — \$ 0.00

Second Time in Four Years — \$ 15.00

**\*United will test your meter for accuracy at any time. However, if you have your meter tested more than once every four years, you will pay no more than \$15 per test for every test beyond the first test.\***

### ALL OTHER SERVICE TRIPS

During Regular Business Hours: \$ 20.00

Outside Regular Business Hours: \$ 40.00

(A charge will be assessed for trips concerning outages caused by the customer or the customer's installed equipment.)

### PAYMENT OPTIONS

All seven United offices can take your utility payment using cash, MasterCard, Visa, American Express or Discover credit cards, personal check, cashier's check or money order. Members can also send a check in the mail with their electric bill or bills may be drafted from your checking account by setting up the bank draft plan. Online Bill Pay/Account Inquiry is a free service provided by United at [www.united-cs.com](http://www.united-cs.com). United also offers members the convenience of paying their bill using an automated process, with just a phone call.

### AVERAGE BILLING

United's average billing plan is calculated by using the last 12 month history of your account. Members may qualify for Budget Billing if there is a continuous history of bills paid on time, no past due amount on your account and the current bill is paid in full.

### AREA LIGHTS

**Standard 100 Watt High Pressure Sodium (PCRF based on 40 kWhs):**

\$7.00 per month

**Standard 250 Watt High Pressure Sodium (PCRF based on 100 kWhs):**

\$13.90 per month

**Standard 1,000 Watt High Pressure Sodium (PCRF based on 330 kWhs):**

\$31.30 per month

**Dark Sky Compliant 100 Watt High Pressure Sodium**

\$10.00 per month

**Dark Sky Compliant 250 Watt High Pressure Sodium**

\$19.50 per month

### RIGHT-OF-WAY TREE TRIMMING

Power outages can occur when trees grow into or fall on power lines. To ensure public safety, reliable service and cost control issues, United routinely requires access to inspect trees near its lines and schedules periodic maintenance. Tree crews clear the lines to reduce tree related outages and to expedite service restoration during storms. United crews also prune trees that interfere with power lines and may even need to completely remove a tree because of its condition.



# Member Resources



**BYLAWS THAT  
GOVERN YOUR  
CO-OP**



# www.united-cs.com

## ONLINE CONVENIENCE

Unlike investor-owned electric distribution utilities, United Cooperative Services encourages member-owners to manage their energy use wisely. That is because United is not profit-driven, but rather a member-owned, rate-sensitive provider that delivers safe, reliable service at the lowest possible cost. In fact, United may be one of the only businesses around that shows you how to use less of the product we sell. We feel conservation is that important—to both the environment and as an answer to higher energy costs.

You are still in the driver's seat when it comes to controlling the amount of electricity you use at home. And while energy conservation has many forms, the best way to save a substantial amount of energy (and money) is to apply a few practical tips and make small investments in your home that equate to true savings. Even one improvement can provide significant savings each month.

### ENERGY EFFICIENCY REBATES

Members who are building new homes can capture up to \$1,000 in rebates when they choose to install qualified energy-efficient

equipment. Complete information about United's Rebate Program may be obtained at any of United's seven local offices, or on United's website at [www.united-cs.com](http://www.united-cs.com)

### ENERGY CONSERVATION RESOURCES

You can learn more about conservation and ways to save by visiting United's website. Proven guidelines are provided to help you manage your energy usage. Additionally, this link has hundreds of fully illustrated pages and explains how to read your meter, perform a self-energy audit and identify power quality problems. Another tool that makes a difference is United's Home Energy Calculator, which is also located online. The Energy Calculator offers a great comparison platform to help determine what changes in your home could produce the most energy savings.



**A United Energy Expert inspects residential insulation levels as one facet of the co-op's FREE home energy audit program.**

### HOME ENERGY AUDITS

United also offers FREE energy audits for your home. A trained United energy expert will inspect your home at no charge and then offer cost-effective ideas designed to help lower energy usage. It can all add up to significant savings. For more information, please call your local United office or visit our website at [www.united-cs.com](http://www.united-cs.com)



# REPORTING A SERVICE OUTAGE

When a loss of electric service occurs, United members should call their area of office and report the outage.

Care should also be taken to avoid any fallen power lines or power poles that may have been damaged as a result of a vehicle collision or storm. Always presume that downed power lines are still energized.

In addition, knowing your account num-

ber or the meter number affected by the outage will go a long way in helping United crews restore power as quickly as possible.

Member service representatives at each United office handle outage calls person-to-person and manually input data into our computer system in order to inform the crews about an outage. However, during high volume circumstances, outage calls are routed to an automated reporting service managed by United's outage management software. This automated system works in two basic steps:

(1) Using a caller identification feature, our automated outage management software links the phone number from which the call was placed to a member's specific

account information. If working properly, the linking process will immediately bring up the member's name, home address, account number, a list of meters on the account, meter numbers and map location of the potential outage. (2) If that phone number is not recognized because the member is calling from another location or a cell phone, members are instructed to input their account number, meter number or leave a detailed message about their outage.

By knowing the account number associated with the meter affected by the outage, members can help United crews report to the correct outage area faster and fix the problem quicker.

## MAINTAINING OUR VOICE IN GOVERNMENT

United Cooperative Services employees proudly contribute annually to Rural Friends/ACRE, a nonpartisan political action committee (PAC) that helps supporters of electric cooperatives who are seeking a seat on the Texas Legislature or to the U.S. Congress. Co-op members are welcome to join that effort, which helps ensure the progress and growth of their cooperative and the communities it serves.

Contributions go to candidates who have demonstrated support for electric cooperatives—based on their voting records on legislation affecting electric cooperatives, their statements on cooperative issues and their historical stance on those issues.

## Touchstone Energy Your Touchstone Energy<sup>®</sup> Cooperative

Touchstone Energy is an alliance of more than 700 local systems in 46 states that collectively deliver power and energy solutions to more than 40 million co-op members every day with integrity, accountability, innovation and a commitment to local communities. Providing high standards of service to all members, Touchstone Energy is also a branding initiative that communicates electric cooperatives' unique characteristics in a changing marketplace where these values and differences matter more each day. United is proud to be your Touchstone Energy Cooperative and we work to emphasize the significance of our local presence and unique ties to your local communities.

# Where Pennies Can Make A Difference



When you signed up for electric service from United Cooperative Services, you became a member of an electric cooperative, not just another electric utility.

More than 70 years ago, cooperatives around the nation pitched in and helped bring electric power to homes in rural America. Some dug holes, others pulled wire and some hauled poles.

In the spring of 1998, your cooperative chose to continue that tradition of "members helping members" in a program called Operation Round Up.

With just a few pennies per month, United members can make a major difference in the lives of fellow United members. Your contributions (only about \$6 per year) will go to help other United members...and only United members.

When United signed up as a Round Up partner, it became the 100<sup>th</sup> cooperative to participate in this program.

The ways in which we assist other members include:

- Repairing heating and air conditioning equipment
- Providing equipment for the handicapped
- Donating life support equipment
- Providing assistance for those in dire circumstances
- Assisting with electric bills
- Assisting with medical bills
- Providing staple food items
- Covering prescription medicine



# Your Rights As A United Member

## I. RATE AND SERVICE INFORMATION

You may, either by phone or by personal visit to any of the Cooperative's seven business offices, request copies of any portion of the Cooperative's rate and service tariffs. A nominal reproduction charge may be assessed for each copy and postage will be added if the copies are mailed. Office hours are 8 a.m. to 5 p.m., Monday through Friday.

## II. METER TESTING

You may request a test of your electric meter if you believe that the meter is not accurately reflecting your actual electric consumption. This test will be made at no charge to you provided that the meter has not been tested during the previous four years. In the event that you request a test more often than four years and the meter is not defective, you will be required to pay a charge of not more than \$15 for the test.

## III. OUTSTANDING BILLS

Under the tariff(s) of this Cooperative, your account becomes delinquent after sixteen days from the date of the bill.

## IV. TERMINATION OF SERVICE

Your electric service may be discontinued after proper notice for the following reasons:

- A. Failure to pay an outstanding bill when due.
- B. Failure to pay a delinquent account or meet the terms of a deferred payment plan.
- C. Violation of the Cooperative's rules for the use of service in such a manner that interferes with the service of others or the operation of nonstandard equipment, provided that the Cooperative will make every attempt to notify you of the problem and allow you to remedy the situation.
- D. Failure to comply with the Cooperative's deposit and guarantee requirements.
- E. The Cooperative may disconnect service without notice where a dangerous condition exists and such disconnection shall remain in effect so long as the condition exists. Disconnection without notice may also be made when service is connected without authority by a person who has not made application for service or who has reconnected service without authority following termination of service for nonpayment. Service may be terminated immediately in instances of tampering with the Cooperative's meter or equipment, or to bypass same.

The Cooperative will either mail or personally deliver a written notice of termination at least eight days prior to the date of disconnection. Disconnection will only occur on those days when cooperative personnel are available to receive payment to prevent disconnection. If you are seriously ill or will become more seriously ill as a result of termination of service you may have your physician call or contact the Cooperative within 16 days of the issuance of the bill concerning your condition. The physician must provide a confirmation letter to the Cooperative within 26 days of the issuance of the bill and the Cooperative will then refrain from termination of service for 63 days from the issuance of the bill unless a lesser period is agreed upon. If you make a request to avoid termination under this provision, you must enter into a deferred payment arrangement.

## V. SERVICE AND BILLING DISPUTES

If you disagree with the Cooperative regarding any aspect of the Cooperative's service, you may request a supervisory review. If you make such a request you have five days to participate in the review before the Cooperative may terminate service if the dispute is one in which the issues may result in such termination, provided that notice has been given under standard disconnection procedures. Request for a supervisory review must be made at least five days prior to date of disconnection. During the pendency of such appeal or other resolution of the dispute, you may avoid termination of service by paying the average of your monthly bill for the past 12 months as determined by the Cooperative. In the event the dispute is not resolved within 60 days, you must keep all subsequent bills current and must pay the entire billing.

## VI. SERVICE RECONNECTION

If the service is interrupted for any reasons listed under Section IV of the information sheet, you may reestablish service when all outstanding and delinquent bills are paid and when a reconnection fee and a deposit or other evidence of payment guarantee is provided to the Cooperative.

## VII. ALTERNATE PAYMENT PLANS

As a member of the Cooperative, you have a right to request alternate payment plans.

### DEFERRED PAYMENT PLAN

If you have not been delinquent in paying your bill more than two times during the last 12 months and are unable to pay all of your bill, you are eligible for a deferred payment plan. Such plan requires that you keep all subsequent bills current. You may not be required to pay an amount to exceed one-third of the outstanding bill at the time the plan is entered into. If you do not fulfill the terms of the agreement, your service may be terminated under standard termination procedures. Such breach of the agreement voids your right to a deferred payment plan or renegotiation to avoid

termination. The Cooperative is not required to offer this arrangement if you have had service for less than three months. Failure to pay by the agreed date will result in termination of service.

## AVERAGE BILLING PLAN

If you desire to pay your bill based on a 12 month average, the Cooperative will, upon your request, compute your average billing amount. To begin the plan, all past due balances must be paid in full if in the last year two or more delinquent notices have been issued, a deposit equal to one sixth of annual billings will be required prior to starting the average billing plan. The average billing amount may be reviewed quarterly and adjusted accordingly to the previous year's usage. At the time of review, credit balances on the consumer's account may be carried forward or refunded. Any shortages must be paid accordingly in regards to the billing procedures as set forth in our tariff.

## IX. METER READING

If you would like information regarding the proper method for reading your electric meter, the Cooperative will provide information on request.

## X. DEPOSIT POLICY

A deposit, if required, is limited to one sixth (two months) of your estimated or actual (if available) annual electric bill. Deposits accrue interest from date the deposit is received and will either be paid to you when the deposit is returned or credited to your account. If the deposit is retained for more than one year the Cooperative may make a direct payment of the accrued interest to you. Similarly, if you have not been disconnected for nonpayment or delinquent more than two (2) times after twelve (12) consecutive residential billings, the Cooperative will automatically refund the deposit plus accrued interest either as cash or credit to your account, providing your account is current.

Existing members, with no deposit of record, will not be required to pay a deposit for residential service unless you have been delinquent in paying your bill for electric service on more than one occasion in the last twelve (12) months or unless the Cooperative has terminated your service for nonpayment.

Deposit requirements for new applications for service will be contingent upon the outcome of credit risk assessments as reported by cumulative data from qualified credit reporting agencies. In lieu of a cash deposit, you may present letters of guarantee. Guarantor must be an existing member of the cooperative with excellent pay history. If service is initiated with this method used as security, the letter will be voided and returned after twelve (12) consecutive residential billings if your service has not been disconnected for nonpayment or if you have not been delinquent more than two times. Such voiding is the Cooperative's acknowledgment that you have established satisfactory credit.

## XI. FINANCIAL ASSISTANCE

The following governmental or social service agencies may be able to assist you if you are having trouble making your payment for electrical service to the Cooperative:

**Texas Neighborhood Services**  
Cleburne (817) 556-3752  
Weatherford (817) 598-5700

**Salvation Army**  
Cleburne, TX  
(817) 558-1296

**Economic Opportunity  
Advancement  
Corporation (EOAC)**  
932 N. Main; Waco, TX 76707  
(254) 744-8826 or (254) 756-0954

**First Baptist Grace Place**  
365 Tarleton  
Stephenville, TX  
254-965-4022

**Texas Department of  
Human Resources**  
Home Energy Assistance  
Program (HEAP) P.O. Box 13941;  
Austin, TX 787113941 (512) 475-3800

**Hope Inc.**  
1617 E. Washington  
Stephenville, TX  
254-965-2700

**Harvest House**  
Burleson, TX  
(817) 295-6252

**Mission Granbury**  
1310 Weatherford Hwy  
Granbury, TX  
817-579-6866

## XII. NONDISCRIMINATION

United Cooperative Services provides electric service without discrimination to a member's race, nationality, color, religion, sex or marital status. Credit history shall be applied equally for a reasonable period of time to a spouse or former spouse who shared the service. Credit history maintained by one must be applied equally to the other without modifications and without additional qualifications not required of the other.

## XIII. SPECIAL SERVICES

The telephone number for the teletypewriter for the deaf at the Public Utility Commission of Texas is (512) 936-7136.