COUNCIL REPORT

For Meeting of June 13, 2016

MAYOR AND MEMBERS OF THE CITY COUNCIL

NO. 2016-XXXX

SUBJECT:
HES Rate
Resolution 2033

Subject

A resolution adopting the Hermiston Energy Services Customer Service Policies, Rates, & Associated Fees Manual.

Summary and Background

In May, Hermiston Energy Services presented information and asked for direction to make adjustments to our retail rates for all classes of service effective on bills calculated after August 1, 2016.

The primary factor in the adjusted rates has been increases in wholesale electricity prices. Over the last seven (7) years, HES's wholesale power provider, Bonneville Power Administration (BPA) has increased the cost by about thirty percent to Hermiston Energy Services and other public utilities throughout the Northwest. HES's wholesale power costs comprise over 50% of its total operating expenses.

We continue to expend great effort to keep BPA from raising their wholesale power rates. However, we expect an increase to HES's wholesale electric rates again in October, 2017.

With this in mind, HES has started the process of restructuring our existing bond that would provide additional cost savings to HES. Also, it's HES request to incorporate $4.5M of construction work plan costs in to the restructured bond that would be finalized in August of 2016. HES expects a needed rate increase in 2017, and is recommending splitting over two years. This will necessitate an additional rate adjustment based on actual costs in October, 2017.

Rate increases are an unfortunate and unavoidable part of the utility business, but I would like to spend a minute explaining what goes into the process of changing rates.

HES commissioned an independent Cost of Service Analysis (COSA) to help apply rate changes in a way that would better mirror how the HES is charged for wholesale power and to reflect the cost of providing service to various rate classes.

Under the recommended rate adjustments, a residential electric bill will increase by $3.50 per month (about 11 cents per day). Each customer class is adjusted based on recommendations in the COSA.

Hermiston Energy Services last approved a rate adjustment in March, 2015. Hermiston Energy serves more than 5,200 accounts in Hermiston, Oregon.

In closing, increasing costs makes energy efficiency and conservation more important than ever. From individual consultations, to online self-help resources, HES works with residential, irrigation and commercial customer-owners who want to better manage their energy costs. The best way for our customers to reduce the amount of their electric bill is to use less energy, while

still having the comforts they desire and deserve. Energy efficiency can help accomplish these goals.

Recommendation

Staff recommends approval of resolution adopting the updated Hermiston Energy Services Customer Service Policies, Rates, & Associated Fees Manual (see attached).

Requested Action/Motion

Motion to approve Resolution 2016-2033 as drafted.

City Manager Approval

Hermiston Energy Services Superintendent Approval

	$/kWh		Demand		Customer Charge		% Change*
	2015	2016	2015	2016	2015	2016	2.59%
Residential	$0.068	-	-	-	$10.50	$14.00	4.41%
Small Commercial	$0.065	$0.063	$5.00	$5.75	$16.00	$24.00	0.71%
Large Commercial	$0.048	$0.047	$5.00	$5.75	$160.00	-	0.40%
Industrial	$0.0463	-	$5.50	$5.75	$200.00	-	-
Irrigation	$0.047	$0.05	$5.75	$6.00	$20.00	$27.50	6.43%

RESOLUTION NO.2033

A RESOLUTION ADOPTING THE HERMISTON ENERGY SERVICES CUSTOMER SERVICE POLICIES, RATES, AND ASSOCIATED FEES MANUAL AS AMENDED JUNE 13, 2016, AND SUPERSEDING RESOLUTION NOS. 1645, 1647, 1651, 1695, 1819 AND 1976.

WHEREAS, pursuant to§53.01(A) of the Hermiston Code of Ordinances, the customer service policies, rates, and fees of the City of Hermiston d/b/a Hermiston Energy Services are to be adopted by resolution of the Common Council; now, therefore,

BE IT RESOLVED that the document entitled “Hermiston Energy Services Customer Service Policies, Rates, and Associated Fees Amended June 13, 2016" (Exhibit A) is hereby approved and adopted effective August 1, 2016, as the customer service policies, rates, and fees of Hermiston Energy Services, and a copy is on file in the Office of the City Recorder.

BE IT FURTHER RESOLVED that Resolution Nos. 1645, 1647, 1651, 1695, 1819 and 1976 are hereby superseded.

PASSED by the Common Council this 13th day of June, 2016.
SIGNED by the Mayor this 13th day of June, 2016.

_____
MAYOR

ATTEST:

_____
CITY RECORDER

CUSTOMER SERVICE POLICIES, RATES, AND ASSOCIATED FEES MANUAL

Adopted September 24, 2001
Amended April 14, 2003
Amended July 28, 2003
Amended October 8, 2007
Amended March 9, 2015
Amended June 13, 2016

Adopted September 24, 2001

Amended April 14, 2003

Amended July 28, 2003

Amended October 8, 2007

Amended March 9, 2015

Amended June 13, 2016

I. PREFACE

Electric Utility Customer Service Policies, Rates, and Associated Fees

Electric service is made available to all qualified customers within the city limits of Hermiston, and to certain qualified customers outside the city limits by Hermiston Energy Services (HES), a municipally owned electric utility of the City of Hermiston, Oregon.

The Policies, Rates, and Associated Fees contained herein apply to any person, firm, corporation or legal entity supplied with electric service by HES in accordance with the responsibility and authority set forth in the Hermiston City Charter. Responsibility for approval and modification to the City's Electric Utility Policies, Rates, and Fees is vested in the Hermiston City Council. Responsibility for the application and administration of HES Policies, Rates, and Associated Fees is vested in the Electric Utility Superintendent, Hermiston Energy Services.

All policies contained in this document are based on the premise that the electricity needs of HES's electric customers will be reliably met without discrimination and in accordance with sound business principles; that electric rates will be uniform to all consumers within rate classifications; and that the pricing of electric utility services will be based on providing the lowest reasonable rate to all customers consistent with the recovery of adequate revenues for safe and efficient system operation.

Electric Utility Operating Procedures

Hermiston Energy Services Electric Utility Operating Procedures contain information intended to assist customers, employees, contractors, and others in their understanding and conformance to HES operating requirements and practices. Electric Utility Operating Procedures include such information as Construction Specifications and Standards for overhead and underground distribution installations, voltage delivery descriptions, types of services offered, system maps, general and technical provisions for service, etc.

Electric Utility Operating Procedures may be modified from time to time by HES with approval of the Electric Utility Superintendent, while remaining in support of and in compliance with all Council-approved Electric Utility Policies.

The Electric Utility Operating Procedures of Umatilla Electric Cooperative, HES's distribution operations contractor, will serve as HES's Electric Utility Operating Procedures.

II. DEFINITIONS

The following terms, when used in these Customer Service Policies, Rates, Associated Fees and Operating Procedures, have the following meanings:

Billing Cycle: Customer accounts are proportionately and geographically divided into separate groups called cycles. Meters in each cycle are read and billed at approximately the same time each month throughout the year. Depending upon the number of workdays in any particular month, weekend days, and holidays falling between reading schedules, billing cycles may fluctuate between 27 and 35 days.

Billing Period: Meters are read and their consumption billed to customers on a cyclical monthly basis, with exception of the opening and closing reading and billing, which may be for a longer or shorter period than the customary 30-day month.

Close Account: To stop billing for services to a specific customer.

Nonresidential Use: An enterprise of either a profit or nonprofit nature, the purpose of which is to manufacture, sell or convey an idea, service or product.

Connect Service: To physically start the availability/flow of service to the location.

Contractor: The party doing the utility work whether it be the actual owner or a person, firm or corporation working for the owner.

Customer: Any individual, partnership, corporation, firm, or governmental agency supplied with utility services by HES. Electric service supplied to a Customer at more than one location or for more than one separately operated business shall be metered separately and billed at separate account numbers at each such location and for each such business. Classification of service for rate application purposes shall be according to the "Applicable" section of the various rate schedules under which HES provides electric service.

Customer Contribution: That portion of the extension costs that the customer commits to pay in order to receive service. HES will not provide financing for any portion of required customer contributions. The customer contribution is non-refundable; exceptions shall be determined by the Electric Utility Superintendent.

Demand: The maximum average kilowatt load used by the customer for any period of 15 consecutive minutes during the billing period.

DEFINITIONS

Developer/Customer: An individual, partnership, corporation, etc., requesting an electric line extension to serve a specified parcel of land.

Disconnect Service: To physically stop the availability/flow of service to the location.

Electric Service: The availability of electric energy at the point of delivery for use by the customer whether or not the energy is actually used.

Energy: The electric energy measured in kilowatt-hours.

Extension Allowance: That portion of the line extension costs that HES may provide, or allow, without a contribution by the customer. The Extension Allowance will vary with the type of service requested by the customer, and does not include additional costs resulting from customer-requested facilities that add to, or substitute for, HES's standard construction methods.

Facilities: The equipment, material and other appurtenances owned by HES including but not restricted to poles, guy wires, anchors, transformers, meters, conductors, conduits, manholes, pad mounts, etc.

Commercial Service: An electric service to any structure, place or thing used for purposes not included under such classification as Residential, Agricultural Pumping, Street lighting, etc. Usually, the Small and Large Commercial Rates will include all nonresidential uses of a profit or nonprofit nature designed to manufacture, sell or convey an idea, service or product; also includes public buildings, political subdivisions, apartment houses, hotels, motels, camps, lodges, clubs, multi-family structures served through a master meter, and common use facilities associated with these structures.

Living units used jointly for both domestic and business purposes shall be considered general services if 50% or more of the square footage of all enclosed structures served is devoted to nonresidential use.

Kilovar (KV): A unit of non-productive or reactive power, equal to 1,000 reactive volt-amperes (VAR's).

Kilovar-Hour (KVH): The amount of non-productive energy delivered in one hour when delivery is at the constant rate of one kilovar.

Kilowatt (KW): A unit of productive power equal to 1,000 watts, or 1.341 horsepower.

DEFINITIONS

Kilowatt-Hour (KWH): The amount of energy delivered on one hour when delivery is at a constant rate of one kilowatt (3412.8 Btu's).

Limit Service: To reduce amperage of electric service by installation of a load-limiting circuit breaker at the customer's meter.

Line Extension: A line extension is a branch from, addition to, continuation or replacement of HES's existing electric distribution system as required to provide electric service to a specified parcel or parcels of land and adjacent areas.

Load: The power requirement, usually measured in kilowatts, of a system or piece of equipment at a given instant, or the average rate of energy used during any designated period of time.

Load Factor: The ratio of average kilowatt load to the peak kilowatt demand during any designated period, expressed in percent.

Master Metering: Metering where multiple-unit structures are served by one meter.

Meter: An instrument used for measuring energy or power delivered to the service location.

Month: An interval of approximately 30 days between consecutive meter reading dates, not necessarily a calendar month.

Nominal Voltage: The approximate voltage between conductors in a circuit or system of a given class, assigned for convenient designation.

Permanent Service: The long-term electric service to a structure that is designed to remain in one place and is of sufficient structural strength to support the utility service and associated equipment. Permanent or temporary service classification shall be at the discretion of HES.

Point of Delivery: Unless otherwise designated the point of delivery shall be the point of attachment of HES's electric conductor to the customer's conductor without regard to the location of HES's metering equipment. In all cases, HES shall designate the point of delivery.

Power: The rate of generating, transferring, transforming or use of energy measured in kilowatts or horsepower.

Power Factor: The ratio of kilowatt-hours to kilovolt-ampere-hours expressed in percent.

Prorated Billing: A method of billing for consumption and customer charges, based on the fraction of the month for which the location was served.

Rate Schedule: A formal statement of the charges and conditions for a particular class or type of service in a given area or location.

Reactive Current: Current that does no useful work.

Reactive Power: The product of reactive current and operating voltage. The greater the reactive current in proportion to useful current, the greater the reactive power and the lower the power factor.

Residential Service: Service furnished to a living unit that is separately metered and is primarily used for domestic purposes, including rooming houses and group care facilities where not more than four rooms are used as sleeping or living quarters by persons not members of the customer's family, but excluding dwellings where tenancy is typically less than 30 days in length such as hotels, motels, camps, lodges and clubs. Also excluded are apartment complexes served through a master meter.

Living units used jointly for both domestic and business purposes shall be considered residential services if more than 50% of the square footage of all enclosed structures served is devoted to domestic use. However, HES reserves the right to exclude combined business/residential services from the residential rate where a disproportionate amount of either the monthly KW or KWH load is consumed by the business portion, as determined by HES. The customer has the option, at the customer's expense, of separating the wiring such that the residential portion may be metered and billed separately.

Tampering: Any unauthorized breaking of HES's meter seals, locking devices, or meter glass; placing of a foreign object in a meter or otherwise interfering with an accurate registering of electric consumption; unauthorized reconnection of disconnected services; any act which interferes with the delivery, billing, and compensation of HES's services.

Temporary Service: A utility service of a short-term or transient nature which may or may not be a support or structure designed for permanence, including, but not restricted to, residential and commercial construction activities, short-term community events, seasonal roadside-type stands, and any service, as determined by HES, that does not meet the requirements for a permanent service line.

III. CUSTOMER SERVICE POLICIES, RATES, AND ASSOCIATED FEES

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A. Conditions of Service

Electric rate schedules are applied according to use and occupancy classification, i.e., Residential, Small Commercial, Large Commercial, Industrial, Irrigation, Street and Area Lights.

If several buildings are occupied and used by a customer in the operation of a single business, upon service review and the discretion of the Electric Utility Superintendent the customer may obtain utility service for the entire group of buildings through one service connection at one point of delivery.

If such a group of buildings is separated by a public street, highway or alley, the customer may be served through one service connection by securing the necessary permits from the governmental agency having jurisdiction thereof and by paying the costs of installing and maintaining such utility materials and equipment necessary to accept delivery of electric service.

The customer shall furnish, own and maintain all materials and facilities required to distribute electricity beyond the point of HES delivery to points of use on the customer's property. HES-owned facilities, such as metering located beyond the point of delivery, shall be maintained by HES.

Hermiston Energy Services shall not be responsible for loss or damage to life or property resulting from customer-owned, installed, and maintained facilities on, adjacent to, or connected to HES facilities, and the customer shall assume all liability therefor.

B. Application for Service

Acceptance of service, with or without a written application, shall be subject to compliance with HES Electric Utility Policies and Operating Procedures.

All persons desiring to establish a residential or nonresidential new account, transfer an account, or otherwise change an account shall make application to HES in person, by mail, by phone, or other electronic means acceptable to HES. Requests from persons other than the customer will be accepted only if such request is made by a representative documented as authorized by the customer.

Applicants for residential service shall provide HES with the following minimum information at the time each account is opened: full name, service and mailing address, date of service responsibility, other occupants (where applicable), employment, phone number(s) email address; any additional

information necessary to open an account for service. Applicants for nonresidential service shall provide information and signature(s) as required on the HES application for nonresidential service. The absence of an approved application for electric service may result in service being disconnected after appropriate notice.

HES reserves the right to reject any application for service not offered under available rate schedules or line extension policy, or which would result in excessive cost transfers to another customer(s), or which would affect supply, reliability, or quality of electric service to other HES customers, or for other good and sufficient reason.

Electric service applicants determined to have an unpaid balance from earlier electric service with HES may be required to pay such balance in full prior to receiving service.

Individual contracts with customers for large power loads, irrigation uses and street lighting shall be executed on appropriate forms provided for such services in accordance with established rate schedules and line extension policy.

C. Release of Information Concerning Customers

Specific account information (e.g. billing, payment, historic energy usage) may be released to a customer about the customer's own account only by an authorized HES employee or agent, at the convenience of HES, and upon verification of the requestor's identity.

Customer information may be released without permission from the customer when requested by agencies of local, county, state and federal governments as well as other utilities and agencies with whom the City has reciprocal arrangements. A release of information form is requested and required of a customer in order to allow HES to work with others on the customers' behalf. Credit information may be released in response to requests from other utilities, subpoenas, or requests from the customer.

D. Service Deposit

General Information

HES may require a security deposit from a customer to secure an account.

A customer may be required to pay a deposit each time the customer requests electric service from HES. An additional deposit may be required, prior to reconnection, from customers that are disconnected for non-payment of electric bills.

An existing customer, when required to pay or supplement a deposit, may pay the full amount or enter into an installment agreement within five (5) business days of the date of the notice from HES that such a deposit is required.

HES will furnish a receipt upon payment of a deposit and will hold the deposit until credit is satisfactorily established or re-established. Except as otherwise provided for herein, credit with HES shall be considered to be established or re-established if, after the customer has paid electric service bills for 12 consecutive months, the following conditions are met:

- the account is current;
- and the customer has had not more than two (2) delinquent billings;
- and the customer was not disconnected for nonpayment during the previous 12 months.

At the time the deposit is refunded, interest on deposits will be calculated and credited to the customer's account at HES's currently authorized interest payment rate for deposits. Interest will be calculated from the date deposited until the date the deposit refund is credited to the account, except that interest on deposits held less than one month will not be paid.

In the event a customer moves to a new address within HES's service area, the customer's deposit plus accrued interest, will be transferred to the customer's new account.

Discretionary authority to waive all or part of a service deposit requirement is granted to the Electric Utility Superintendent, who may delegate such authority to appropriate HES staff and agents.

Residential Accounts

The initial amount of deposit shall be $250.00 per residential meter.

The deposit may be waived if a new residential customer establishes credit with HES. Credit shall be deemed established if the customer has received gas or electric service from a service provider for twelve (12) consecutive months of service;

- **and** the customer has had not more than two (2) delinquent billings or not more than two (2) notices of proposed disconnection in the previous twelve (12) months;
- **and** the customer's service was not terminated for theft of service, or otherwise was not found to have diverted utility service;
- **and** the customer provides positive identification which is supported by any one of the following:

    1. An Oregon driver's license, or other state identification containing a photograph of the applicant.

    2. A U.S. issued passport, certificate of citizenship or naturalization, Immigration and Naturalization Service temporary resident card.

A deposit for a new residential customer may be waived if an existing HES customer with acceptable payment history signs a written Guaranty Agreement; the agreement expires upon 12 months of on-time payment history. Guarantor may withdraw Agreement with a 15-day notification, at which time a deposit will be required.

If a new customer provides false information to establish positive identification, HES may require a deposit as a condition for continued service.

Deposits on residential accounts will be refunded following twelve (12) continuous months of established credit with HES. Credit shall be considered established when the customer meets the conditions provided in General Information, above.

Deposits will be refunded at the time of the customer's final billing for residential accounts disconnected prior to twelve (12) continuous months of established credit.

Nonresidential Accounts

The amount of initial deposit shall be equal to two times the highest month's bill ever recorded at that meter location. For a new nonresidential service, an estimate of electrical usage will be used to calculate the size of deposit required. If the account is disconnected for non-payment, the deposit requirement is two times the highest month's bill ever recorded at that meter location and such deposit must be collected prior to reconnection.

In lieu of a deposit, the nonresidential customer may provide an Irrevocable Letter of Credit in an amount equal to the required deposit. Such Letter of Credit must be issued by a financial institution and be in a form approved by HES. Alternatively, an Annual Operating Bond issued by a company approved by HES may be provided in lieu of the required deposit. This bond must guarantee payment of the relevant accounts during the entire applicable year.

The deposit may be waived if a new nonresidential customer establishes credit with HES. Credit shall be deemed established if the customer has received gas or electric service from a utility for twelve (12) consecutive months of service;

and

- at the time service was disconnected, the customer did not owe a past due bill;

and

- the customer has had not more than two (2) delinquent billings or not more than two (2) notices of proposed disconnection in the previous twelve (12) months;

and

- the customer's service was not disconnected for theft of service, or otherwise was not found to have diverted utility service.

Deposits on nonresidential accounts will be refunded following twelve (12) consecutive months of established credit with HES. Credit shall be considered established when the customer meets the conditions provided in General Information, above.

Deposits will be refunded at the time of the customer's final billing for nonresidential accounts disconnected prior to twelve (12) continuous months of established credit.

Irrigation Accounts

The amount of initial deposit shall be equal to two times the highest month's bill ever recorded at that meter location. For a new irrigation service, an estimate of electrical usage will be used to calculate the size of deposit required.

A deposit in an amount not to exceed the previous operating year's billing will be required for the next succeeding irrigation season when an account is disconnected for non payment, or when an account is past due by 60 days or more. The deposit must be paid in full before service is rendered for the applicable irrigation operating season.

In lieu of a deposit, the irrigation customer may provide an Irrevocable Letter of Credit in an amount equal to the required deposit. Such Letter of Credit must be issued by a financial institution and be in a form approved by HES. Alternatively, an Annual Operating Bond issued by a company approved by HES may be provided in lieu of the required deposit. This bond must guarantee payment of the relevant accounts during the entire applicable year.

The deposit may be waived if a new irrigation customer establishes credit with HES. Credit shall be deemed established if the customer has received gas or electric service from a utility for twelve (12) consecutive months of service;

and

- at the time service was disconnected, the customer did not owe a past due bill;

and

- the customer has had not more than two (2) delinquent billings or not more than two (2) notices of proposed disconnection in the previous twelve (12) months;

and

- the customer's service was not disconnected for theft of service, or otherwise was not found to have diverted utility service.

Deposits on irrigation accounts will be refunded following twelve (12) consecutive months of established credit with HES. Credit shall be considered established when the customer meets the conditions provided in General Information, above.

E. Billing

Bills will be issued on a monthly basis. Reference to one month's service HES's Electric Rate Schedules relates to the billing period which may not be a calendar month. HES reserves the right to read meters and present bills for longer or shorter periods than a typical calendar month. In the event a meter is inaccessible for any

reason, HES reserves the right to estimate the meter reading and to issue bills calculated thereon.

Rate schedules are applied to locations and services according to use and occupancy at the time of application. Rate schedule assignments cannot be changed unless there is a permanent change in use or occupancy. If the use and/or occupancy of a location undergoes a change which involves conversion to another rate schedule, the customer shall notify HES and HES will determine the applicable rate schedule.

In billing an initial, or opening bill, electric consumption shall be billed at the next regular billing period sequence, except that any opening bill may be billed immediately at the discretion of HES.

Opening and closing bills shall be prorated on the basis of a 30-day month.

Current Billing

Bills are due and payable on the due date that is stated on the bill, which will be fifteen (15) days following date of issue.

Past Due Billing

Reminder Notices

For customer accounts with an unpaid balance from the previous month's bill, a prominent Past Due message is displayed on the subsequent month's bill.

A general automated phone call requesting the customer to contact Hermiston Energy Services is issued the next business day after the issuance of the subsequent month's bill. No customer information is disclosed on the automated call.

Disconnection Notices.

For customer accounts with established credit and an unpaid balance of $100.00 or more from the previous month's bill, a Final Disconnection Notice is generated and mailed a week after the automated phone call. The disconnection takes place the week after the issuance of the Final Disconnection Notice.

No disconnections shall take place without express approval of the Electric Utility Superintendent if a licensed physician, registered nurse, licensed nurse practitioner, physicians' assistant, or a public or private agency providing physical or mental health care notified HES orally or in writing prior to the proposed disconnection date, that disconnection of service will significantly endanger the physical health of a residential customer or any member of the customer's household.

The customer must also be advised that in order to remain effective, the oral notice shall be confirmed by certification in writing within fourteen (14) days, and such certification must be renewed every thirty (30) days thereafter, unless the certification states that the condition is chronic, in which case the certification need not be renewed to continue in effect.

The Final Disconnection Notice shall be mailed by first class mail or delivered in person, to the last known address of the customer or a third party designated by the customer to receive notices. Service shall be deemed complete as of the date of mailing or personal delivery.

HES shall also attempt in good faith to contact the customer by telephone, electronically or in person to explain payment arrangement alternatives, available assistance, and determine the reason or reasons the customer has not responded to the Final Disconnection Notice.

Immediately prior to disconnection of service, HES shall again attempt, in good faith, to contact the person in possession of the residence and the customer or his designated representative in person and advise them of the proposed action.

Where personal contact is made and the circumstances are such that a reasonable person would conclude that the customer does not comprehend the consequences of the notices of service disconnection, for any reason, HES shall delay disconnection of service until it has appropriately notified the Electric Utility Superintendent. In such case, the customer shall have an additional date stated in the notice to reach agreement with HES or to appeal the Notice of Disconnection before the service may be disconnected.

Information Relating to Financial Assistance

Prior to disconnection of service, HES shall inform residential customers who cannot pay their bills of the names and telephone numbers of appropriate social service agencies within federal, state and local government which can help the customer determine what federal, state, local, or private assistance may be available to that customer.

F. Bill Payment

HES reserves the right to establish the means or form of payment (cash, money order, bank cashier's check, etc.) from any customer who has previously tendered an unhonored check on account, or gives the indication funds are not sufficient to cover any check tendered.

Service Charges established by HES may be added to a customer's account to cover costs of collection effort in the processing of unhonored checks and the disconnection/reconnection of services. (See Customer Service Rates and Associated Fees, Section VI)

HES shall make every reasonable attempt to secure payment of all delinquent accounts receivable. When deemed necessary by HES, services may be restricted or disconnected following due notice, accounts may be referred to collection agencies, or other available legal procedures may be used.

Bill Payment Options

Payments may be issued via:

- **a.** Mail to HES's main post office box
- **b.** In person at Hermiston City Hall or at a designated HES paystation
- **c.** Hermiston City Hall or other designated HES drop box
- **d.** Authorized automatic debit or credit of customer's bank or credit accounts
- **e.** Interactive Voice Response automated telephone system
- **f.** SmartHub web link
- **g.** SmartHub mobile app
- **h.** HES designated Kiosk

G. Bill Payment Assistance

Residential customers who are having difficulty paying their HES bill may receive assistance from HES. This assistance may include referrals to organizations, agencies, and programs which provide bill paying assistance as well as other services offered by HES which may benefit the customer. Information will be disseminated regarding HES and community service agencies which may have programs designed to assist with payment of utility bills.

H. Average Payment Plan

HES will provide an optional Average Payment Plan as a convenience for those customers who qualify. Under the Average Payment Plan, the customer, although receiving a regular monthly bill, pays only the average monthly amount of the bills, which are based on the most recent 12 months of billings.

An estimated annual total bill will be calculated by using the previous 12 months' usages and the expected rates for each of the next 12 months. Dividing the estimated annual bill by 12 will produce the initial monthly average payment amount. Future calculations will take into account any positive or negative account balances and any public energy assistance received.

The average payment amount will be analyzed monthly and may be adjusted at any time. Once on the Average Payment Plan, the customer must pay the average amount each month, even if there is a credit balance. Failure to meet the payment obligations of the Average Payment Plan may result in the customer's removal from the Plan.

I. Disconnection or Reconnection of Service

By the Customer

a. A customer must order electric service resumed or reconnected between 7:30 a.m. and 4:30 p.m. Monday through Thursday, excluding HES observed holidays. Customers requesting utility service shall be charged after business hours rates according to the schedule of fees contained in Customer Service Rates and Associated Fees, Section VI.

b. The customer shall be liable for all services and charges rendered up to the date HES receives notification to discontinue electric service. Exceptions may be made by HES based on an evaluation of specific circumstances.

c. Any customer whose electric service has been disconnected or has not kept prior payment arrangements at a prior service address may be denied service at a new address until payment of the prior balance is paid in full or acceptable payment arrangements have been made, which may include required deposits, guarantors' advance payments, and payment of customer contact charges and reconnection charges as provided through HES's Customer Service Policies, Rates, and Associated Fees.

By HES

HES may, at its option, in addition to all other rights and remedies at law or in equity, restrict or disconnect the delivery of electricity:

a. Without written notice upon evidence of fraud, tampering, or vandalism

All HES electric meters, equipment and services shall be kept free of all forms of tampering, diversion, and vandalism. HES will maintain a continuing program for detecting and deterring such activity through education, collection of costs of damaged equipment and associated labor, estimated lost revenue, and prosecution.

If tampering is found, HES will impose against the customer's account charges equal to the estimated cost for services used and not previously billed, as well as actual costs of repair and replacement incurred by HES. A tampering charge to recover administrative and operating costs will also be added according to the schedule of charges. (See Customer Service Charges and Associated Fees, Section VI). In addition, the details of each case may be referred to proper authorities for possible prosecution.

b. Without notice to protect health, life or property

Options may be exercised at the discretion of HES whenever and as often as any violation or default may occur. Any delay on the part of HES in exercising such option, or omission of any action permitted under such option, at any time, shall not be deemed a waiver of HES's option rights.

Code Violations

Upon written notice from the governmental agency having jurisdiction thereof to disconnect service because a code violation exists, service will be disconnected without written notice, but with reasonable effort to make personal contact with the customer before service is disconnected. Under most circumstances, this policy relates to national, state and appropriate local codes affecting electric utility service.

Resumption of Service after HES Action

Whenever utility service has been discontinued or temporarily suspended by HES for any national, state or local code violation, fraud, failure to pay all charges for service, or for violation of any part of these Customer Service Policies, the service will not be resumed until the situation requiring

such action has been corrected to the satisfaction of HES or the governmental agency having jurisdiction thereof. Any changes in the customer's wiring that may be necessary shall be made at the customer's expense.

If service has been disconnected by HES and reconnected without HES's authorization, HES may disconnect the service from HES's supply system.

A customer shall be charged according to the established schedule of charges for all resumption or reconnection of service. (See Customer Service Charges and Associated Fees, Section VI).

Emergency Situations
HES employees who are dispatched to disconnect services are responsible for reporting circumstances which present reasonable justification for allowing such services to remain connected pending further review.

Where it is necessary that utility service be temporarily disconnected or connected to protect health, life, or property, HES may, at its discretion, take such action without charge to the customer.

J. Temporary Service

Temporary service refers to utility service for short-term or transient-type installations. Mobile homes which do not have a permanent structure for the point of attachment, short-term commercial activities and on-site service to construction operations are in this category.

Short-term temporary service is limited to 12 months use from date of connection and will be disconnected unless agreed upon with HES in advance of connection.

K. Resale of Electricity Services

HES's rate schedules provide for the sale of electricity for the sole and exclusive use of the customer. The customer shall not resell electricity services supplied by HES.

Redistribution of utility charges by the customer for master-metered services is permitted only for the purpose of allocating the actual cost of service to individual tenant-occupants.

Such allocation shall be based solely on an equitable distribution of actual utility billings for services provided by HES through a master meter. In no case shall the sum of the charges to tenants be greater than the actual charges billed by HES in any given billing period.

L. Rights-of-way and Rights of Access, Tree Trimming

HES shall be granted, at no cost, all rights-of-way, rights of access, and easements necessary to serve the customer for the installation, maintenance, repair, replacement, removal or use of any or all equipment or materials used to supply and deliver electricity.

Access at all times to the premises of the customer for the purpose of reading meters, testing, repairing, removing or exchanging any or all equipment or materials used to supply and deliver electricity shall be deemed granted during the time electric service is accepted by the customer.

HES shall be granted all necessary rights-of-way and rights of access to perform clearing and trimming of trees, shrubs, vines or other vegetation it deems prudent to maintain proper clearances and accessibility for the maintenance and operation of electric service, or as may be required by standard utility safety practices. Normally, there will be no charge to the customer for clearing or trimming activities in the vicinity of HES's facilities.

The decision to trim or clear around HES facilities shall be the exclusive right of HES.

When access to any of HES's facilities is impaired by the customer's actions, animals, trees, shrubs, changes of grades, fences, locked doors, gates, or other obstructions, HES will notify the customer and/or property owner that one of the following actions should be taken: the customer will remove the obstacle or eliminate the interference preventing timely access to HES's facilities; or HES's facilities will be relocated and the customer shall reimburse HES for costs HES incurs. For access to electric meters, the customer must provide key access or permit HES to install remote meter reading equipment, if required.

M. Interruptions, Curtailments, Fluctuations, Shortages, and Outages

HES shall exercise reasonable diligence in supplying satisfactory and continuous electric service. It is inherent, however, that there will at times be some degree of failure, interruption, suspension, curtailment or fluctuation. HES cannot and will not guarantee constant or uninterrupted delivery of electric service and shall have no liability to its customers or any other persons for any interruption, suspension, curtailment or fluctuation in utility services or for any loss or damage caused thereby when such interruption, suspension, curtailment or fluctuation results from the following or from any other causes:

1. Causes beyond HES's reasonable control including, but not limited to, accident or casualty, fire, flood, drought, wind, action of the elements, court orders, litigation, breakdown of or damage to facilities of HES or of third parties, acts of God, strikes or other labor disputes, civil, military or governmental authority, electrical disturbances originating on or transmitted through electrical systems with which HES's system is interconnected and acts or omissions of third parties.

2. Repair, maintenance, improvement, renewal or replacement of facilities, or any discontinuance of service (which in HES's judgment, is necessary) to permit repairs or changes to be made in HES's source of supply, transmission or distribution facilities or to eliminate the possibility of damage to HES's property or to the persons or property of others. Whenever HES schedules maintenance in advance which will require customers to be without utility service for more than one hour, HES will notify customers as follows:

   a. At HES's discretion, customers may be contacted in person, by phone, or by written notice either mailed or left in plain view at the location which is scheduled for temporary disconnection.

   b. The oral or written notice will include the following:
      1. Date and approximate time disconnection will begin
      2. Expected duration of disconnection

   c. Whenever possible, customers expected to be without service beyond one hour will be notified at least one day in advance.

3. Automatic or manual actions taken by HES (which in its sole judgment are necessary or prudent) to protect the performance, integrity, reliability or stability of HES's electric system or any electric system with which it is interconnected. Such actions shall include, but not be limited to, the operation of automatic or manual protection equipment installed in HES's system or the systems of its Agents.

4. Action taken by HES with respect to any plan or course of action to conserve electric energy at times of anticipated deficiency of resources, including, but not limited to, nonvoluntary curtailment or suspension of utility services.

N. Metering Service

Electric service supplied by HES at more than one location shall be metered separately and billed at each such location.

An official account will be kept on the records of HES of all meter readings and such records shall be accepted and received at all times and places, and in courts, as prima facie evidence of the use of electric power and energy, and shall be the basis on which all bills are calculated, except for those customers having unmetered service.

Under certain circumstances, and at the option of HES, unmetered electric service may be provided.

HES shall own, install and maintain all necessary meters for measuring the amount of electricity used by the customer. Where a master meter is used, HES shall not furnish or read auxiliary or submeters used for the customer's convenience, except under special contracts.

For rate schedule purposes, all meters serving the customer's premises will be considered separately and the readings not combined, except where HES, for its own convenience or operating requirements, elects to install two or more meters to serve the customer's premises. When additional metering is installed at the customer's option to serve a customer's premises, each additional meter shall be served under the applicable HES rate schedule. Each meter shall be billed separately, including any applicable basic customer charge or minimum charge.

If any meter should malfunction and incorrectly register the amount of energy or power, the customer shall be notified as soon as possible after the metering malfunction is determined. Charges for the affected current billing period shall be computed by estimating the consumption and demand. The immediately preceding billing period or the comparable period of the previous year, taking into account weather conditions, shall be basic factors in arriving at the estimate.

HES will, upon request and at no charge, test any customer's meter once each consecutive twelve-month period; however tests of the customer's meter shall be made only if the customer is present to observe the test. The customer will be required to pre-pay a non-refundable fee of $30.00 for any additional tests conducted during a consecutive twelve-month period. If the meter is found, upon testing, to over-register more than two percent, the customer's billing shall be adjusted for a maximum of six months to reflect the correction.

O. Revision of Customer Service Policies, Rates, and Associated Fees, and Operating Procedures

HES reserves the right to change, with reasonable public notice, any or all of its Customer Service Policies, Rates, and Associated Fees, and Operating Procedures, as it deems necessary.

Where applicable, these Customer Service Policies, Rates, and Associated Fees, and Operating Procedures cancel and supersedes all previous regulations issued by HES governing its electric service.

P. Conflict

In case of conflict between any provisions of any rate schedule and these Customer Service Policies, Rates, and Associated Fees or Operating Procedures, the rate schedule will apply.

Q. Unauthorized Attachments Prohibited

Written consent shall be obtained from HES before any equipment or material of any description may be attached to any facility or property owned by HES. HES shall not be responsible for loss or damage to life or property resulting from customer-owned installed and maintained facilities on, adjacent to, or connected to HES's facilities and the customer shall assume all liability.

HES may enter into authorizing agreements with various entities desiring to attach their equipment, such as telecommunications or cable equipment, to HES's distribution and transmission poles or other facilities. HES will receive payment under rates determined and modified, as necessary, by the Electric Utility Superintendent, for each such attachment contact.

R. Grades and Locations Within Private Property

HES may, at its discretion, install electric ducts and related facilities where the developer has provided satisfactory easements in subdivisions, planned unit developments, minor land partitions, etc. Such facilities are installed to provide utility services for the convenience of adjacent properties. It shall be the developer's responsibility, while excavating accesses and parking facilities, to provide an additional width of level ground, constructed to grade, to permit HES to efficiently install and maintain underground and surface-mounted facilities.

It shall be the responsibility of the developer to stake engineered grades and locations, conforming

to HES's facilities designs, prior to HES's construction. Upon completion, it will be the developer's responsibility to confirm that HES's installations have been made in the location and to the grade provided by the developer's engineer.

After review and acceptance by the developer, the developer or purchaser of the lot shall be responsible for the cost of all repairs and adjustments subsequently required by grade changes or location changes resulting from construction activities. Failure to pay these costs will result in denial of utility service until payment is made to HES.

S. Locating - Underground Facilities

HES will provide locating services upon request, via the Oregon Utility Notification Center, directly to HES, or HES's contract locating service, in accordance with ORS 757.571 (1995 Legislation - effective July 1, 1997) and OAR 952-001-0010 through OAR 952-001-0090, to assist excavators in identifying the existing location of underground electric facilities. Information, maps, field stakes and painted locate marks indicate the approximate location of facilities within parameters set forth by the above-mentioned legislation. Excavators will be held responsible for costs and consequential damages resulting from damage to HES's facilities as the result of the excavator's activities. Oregon Utility Notification Center - Telephone 1-800-332-2344.

T. Damage

Damages or alterations to HES's property and/or facilities due to any construction activity by third parties associated with improvements or changes for individual properties, shall be the responsibility of the owner of the property to reimburse HES all costs to repair or replace the damaged property and/or facilities to original condition. In the event any of HES's property and/or facilities are required to be altered or moved because of the changed configuration or usage of any properties, the property owner shall be responsible for the full cost of the alteration or relocation.

IV. ELECTRIC UTILITY OPERATING PROCEDURES

The Electric Utility Operating Procedures of Umatilla Electric Cooperative, HES's distribution operations contractor, will serve as HES's Electric Utility Operating Procedures.

V. ELECTRIC LINE EXTENSIONS

The Electric Line Extensions Procedures of Umatilla Electric Cooperative, HES's distribution operations contractor, will serve as HES's Electric Line Extensions Procedures.

VI. CUSTOMER SERVICE RATES AND ASSOCIATED FEES

(Amended March 9, 2015 per Resolution No. 1976)

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VI. CUSTOMER SERVICE RATES AND ASSOCIATED FEES

CUSTOMER SERVICE FEES

A. Final Disconnection Notice $15.00

B. Service Reconnect Fee for Non-Payment (per call-out)
Reconnection during regular business hours $20.00
Reconnection after regular business hours $75.00

C. Initial Service Connect Fee at Customer's Request
Connection during regular business hours ..... No Charge
Connection after regular business hours $75.00

D. Returned Check Charge (per returned check) $25.00

E. Tampering Charge $150.00

F. Customer-Damaged HES Facilities.....Actual Cost

G. Meter Testing Fee (customer-requested field-conducted test)
Field Tests Exceeding One Test Per 12 Consecutive Months $30.00

H. Interest on Account (Late Payment Fee)
.....3/4 percent per month on any unpaid balance at time of next billing.
.....(9 percent per annum)

I. Service Deposit Fees (as required by HES)
Residential Accounts (per meter) $250.00

Nonresidential Accounts (per meter)
..... an amount equal to two times the highest bill recorded at location

Residential Service - Schedule R1

Applicable:
To separately metered single-family residences, including rooming houses and group care facilities where not more than four rooms are used as sleeping or living quarters by persons not members of the customer's family, but excluding dwellings where tenancy is typically less than 30 days in length such as hotels, motels, camps, lodges and clubs.

When a major portion of a dwelling is regularly used for the conduct of business, the customer may separate the wiring so that the residential portion may be metered separately and billed on the Residential Schedule.

Rate schedules apply to the sale of electrical energy for the sole and exclusive use of the customer. The customer shall not resell electrical energy supplied by HES.

Monthly Billing:
The Monthly Billing shall be the sum of the Basic and Energy Charges.

Basic Charge

Single Phase	Three Phase
$14.00	$22.50

Energy Charge:
$0.068 per kilowatt-hour

Minimum Charge
The minimum charge per month shall be the Basic Charge.

General Terms and Conditions:
Service under this schedule is subject to the Customer Service Policies of HES.

Small Commercial - Schedule C1

Applicable:
To nonresidential customers whose electric loads have not registered greater than 100 kilowatts, more than four consecutive months in the preceding 18 month period. Service shall be supplied only at the phases and voltages as HES may have available or is willing to make available.

When a major portion of a dwelling is regularly used for the conduct of business, the customer may separate the wiring so that the residential portion may be metered separately and billed on the Residential Schedule.

All of the customer's lighting, heating and power requirements shall be served through a single meter at one point of delivery under one phase and one secondary voltage classification. Service shall be supplied only at the phases and voltages as HES may have available or is willing to make available.

Rate schedules apply to the sale of electrical energy for the sole and exclusive use of the customer. The customer shall not resell electrical energy supplied by HES.

Monthly Billing:
The Monthly Billing shall be the sum of the Basic, Demand, Energy, and Reactive Power Charges.

Basic Charge:

Single Phase	Three Phase
$24.00	$35.00

Demand Charge:
$5.75 per kW for all kW over 15 kW

Energy Charge:
$0.062 per kWh

Minimum Charge:
The minimum charge per month shall be the Basic Charge.

Reactive Power Factor Charge:
If the average power factor is less than 97%, a power factor penalty shall be charged as follows: 1. Subtract the average power factor from 97%. 2. Multiply the result times the metered maximum kW demand.* 3. Multiplying the result by $5.75 equals the power factor charge.

Demand:
The kW shown by or computed from the readings of HES's demand meter for the 15-minute period of the customer's greatest use during the month, determined to the nearest kW.

General Terms and Conditions.
Service under this schedule is subject to the Customer Service Policies of HES.

Large Commercial - Schedule C2

Applicable:
To nonresidential customers whose electric loads are between 100 kilowatts and 300 kilowatts during at least four consecutive months, and to new customers who are deemed by HES to have loads between 100 kilowatts and 300 kilowatts. Service shall be supplied only at the phases and voltages as HES may have available or is willing to make available.

When a major portion of a dwelling is regularly used for the conduct of business, the customer may separate the wiring so that the residential portion may be metered separately and billed on the Residential Schedule.

All of the customer's lighting, heating and power requirements shall be served through a single meter at one point of delivery under one phase and one secondary voltage classification. Service shall be supplied only at the phases and voltages as HES may have available or is willing to make available.

Rate schedules apply to the sale of electrical energy for the sole and exclusive use of the customer. The customer shall not resell electrical energy supplied by HES.

Monthly Billing:
The Monthly Billing shall be the sum of the Basic, Demand, Energy, and Reactive Power Charges.

Basic Charge:
$160.00

Demand Charge:
$5.75 per kW for all kW consumed

Energy Charge:
$0.0465 per kWh

Minimum Charge:
The minimum charge per month shall be the Basic Charge.

Reactive Power Factor Charge:
If the average power factor is less than 97%, a power factor penalty shall be charged as follows: 1. Subtract the average power factor from 97%. 2. Multiply the result times the metered maximum kW demand.* 3. Multiplying the result by $5.75 equals the power factor charge.

Demand:
The kW shown by or computed from the readings of HES's demand meter for the 15-minute period of the customer's greatest use during the month, determined to the nearest kW.

General Terms and Conditions.
Service under this schedule is subject to the Customer Service Policies of HES.

Industrial - Schedule I1

Applicable:
To non-irrigation accounts with a load size over 300 kW. Deliveries at more than one point, or more than one voltage will be separately metered and billed. Service for intermittent, partial requirements, or highly fluctuating loads, or where service is seasonally disconnected during any one-year period will be provided only by special contract for such service.

Monthly Billing:
The Monthly Billing shall be the sum of the Basic, Demand, Energy, and Reactive Power Charges.

Basic Charge:
$200.00

Energy Charge:
$0.0463 per kWh

Demand Charge*:
$5.75 per kW for all kW consumed.

Reactive Power Factor Charge:
If the average power factor is less than 97%, a power factor penalty shall be charged as follows: 1. Subtract the average power factor from 97%. 2. Multiply the result times the metered maximum kW demand.* 3. Multiplying the result by $5.75 equals the power factor charge.

Harmonics Power Quality Charge:
A harmonics power quality charge may be billed by HES.

Scheduling Load:
Customers on this rate must cooperate in scheduling their load according to HES's Operating Policy.

Minimum Charge:
The minimum monthly charge shall be the sum of the Basic, Energy, Demand, Harmonics and Power Factor Charges. A higher minimum may be required under contract to cover special conditions.

Continuing Service:
This schedule is based on continuing service at each service location. Disconnect and reconnect transactions shall not operate to relieve a Customer from minimum monthly charges.

Rules and Regulations:
Service under this classification is subject to the General Rules and Regulations of HES.

*** Definitions:**
Maximum kW Demand is measured for the 15-minute period of the account's greatest use during the billing month.

In the instance that a single entity is served at multiple metering points, the determination of applicability of this policy to the individual meters, or the entity as a whole, shall be left to the judgment and discretion of the Management of Hermiston Energy Services.

This policy is subject to change based upon direction provided by the Hermiston City Council.

Agricultural Pumping Service - Schedule A1

Applicable:
To nonresidential customers desiring service for irrigation and soil drainage pumping installations only. Service furnished under this schedule will be metered and billed separately at each point of delivery.

Rate schedules apply to the sale of electrical energy for the sole and exclusive use of the customer. The customer shall not resell electrical energy supplied by HES.

Monthly Billing:
The Monthly Billing shall be the sum of the Basic, Demand, Energy, and Reactive Power Charges.

Basic Charge:

Single Phase	Three Phase
$27.50	$40.00

Demand Charge:
$6.00 per kW for all kW over 15 kW

Energy Charge:
$0.05 per kWh

Minimum Charge:
The minimum charge per month shall be the Basic Charge.

Reactive Power Factor Charge:
If the average power factor is less than 97%, a power factor penalty shall be charged as follows: 1. Subtract the average power factor from 97%. 2. Multiply the result times the metered maximum kW demand.* 3. Multiplying the result by $6.00 equals the power factor charge.

Demand:
The kW shown by or computed from the readings of HES's demand meter for the 15-minute period of the customer's greatest use during the month, determined to the nearest kW.

General Terms and Conditions.
Service under this schedule is subject to the Customer Service Policies of HES.

Streetlight Service - Schedule L1 (No New Service)

Applicable:
For service furnished from dusk to dawn for lighting of public streets, highway, alleys and parks by means of presently installed high-pressure sodium-vapor (HPS) or mercury vapor (MV) streetlights owned by the City. Service includes installation, maintenance, energy, lamp and glassware renewals.

Monthly Billing:
Flat rate based on the fixture type and installation.

Fixture Type	Nominal Rating	Monthly Charge per Fixture
HPS	5,800 Lumens	$ 7.15
MV-Vertical	7,000 Lumens	$ 7.70
HPS	9,500 Lumens	$ 8.25
MV-Vertical	21,000 Lumens	$15.00
HPS	22,000 Lumens	$12.40
HPS	22,000 Lumens	$24.75
HPS	22,000 Lumens O&M	$ 6.50

General Terms and Conditions:
Service under this schedule is subject to the Customer Service Policies of HES.

Area Light Service - Schedule L2 (No New Service)

Applicable:
To all customers for outdoor area lighting furnished from dusk to dawn by means of presently installed City-owned mercury vapor (MV) or high-pressure sodium-vapor (HPS) luminaires. Service includes installation, maintenance, energy, lamp and glassware renewals.

Monthly Billing:
A flat rate based on the fixture type and installation.

Fixture Type	Nominal Rating	Monthly Charge per Fixture
HPS	5,800 Lumens	$11.50
MV	7,000 Lumens	$ 9.50
MV	21,000 Lumens	$17.75
HPS	50,000 Lumens	$26.75

Pole charge:
A monthly charge of $1.00 per pole shall be made for each additional pole required in excess of the number of luminaires installed.

General Terms and Conditions:
Service under this schedule is subject to the Customer Service Policies of HES.

Streetlight Service - Schedule L3

Applicable:
For service furnished from dusk to dawn for lighting of public streets, highways, alleys and parks by means of high-pressure sodium-vapor (HPS) streetlights owned by the City. Service includes maintenance, energy, lamp and glassware renewals.

Monthly Billing:
A flat rate based on the fixture type and installation.

Fixture Type	Nominal Rating	Monthly Charge per Fixture
HPS	100 Watt	$8.50
HPS	200 Watt	$12.50

General Terms and Conditions:
Service under this schedule is subject to the Customer Service Policies of HES.

Area Light Service - Schedule L4

Applicable:
To all customers for outdoor area lighting furnished from dusk to dawn by means of City-owned high-pressure sodium-vapor (HPS) luminaires. Service includes maintenance, energy, lamp and glassware renewals.

Monthly Billing:
A flat rate based on the fixture type and installation.

Fixture Type	Nominal Rating	Monthly Charge per Fixture
HPS	100 Watt	$11.50
HPS	200 Watt	$16.75
Metal Halide	400 Watt	$17.50

Pole charge:
A monthly charge of $1.00 per pole shall be made for each additional pole required in excess of the number of luminaires installed.

General Terms and Conditions:

Service under this schedule is subject to the Customer Service Policies of HES.

Miscellaneous Unmetered Service - Schedule U1

Applicable:
For service provided to miscellaneous unmetered public and customer applications as approved by the City.

Monthly Billing:
A flat rate based on the type of installation and estimated energy use.

Description Monthly Charge
Cable TV booster or amplifier (unmetered) $35.00
Emergency Managment (unmetered) $12.00
Hermiston City Services (unmetered) $12.00

Charges for other types of unmetered installations may be established by the City based on the electric characteristics of the specific installation, as applicable.

General Terms and Conditions:
Service under this schedule is subject to the Customer Service Policies of HES.

Renewable Energy Rate-Schedule G1

Applicable:
To all customers desiring renewable energy (green power) when available in addition to their regular electric charges.

Monthly Billing:
A flat rate of $5.00 per each block of 200 KWh.

General Terms and Conditions:
Service under this schedule is subject to the Customer Service Policies of HES.