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the Wire

Electric rate hearing set for November 22

As part of the process for planning for 2012 and beyond, Turlock Irrigation District will host an electric rate hearing November 22 at 9 a.m. inside the TID Board Room, located at 333 E. Canal Drive in Turlock.

The hearing is open to all members of the public, and customers are encouraged to attend. The purpose of the rate hearing is to solicit opinions and feedback regarding the proposed 2012 electric rates.

The TID Board of Directors will vote at a December meeting on whether to adopt the proposed 2012 electric rates.

The November 22 hearing and Board meeting culminates 2012 electric rate planning, which began back in April when staff presented preliminary information to the Board for guidance. Four customer workshops were held at various locations in August to present preliminary budget numbers, discuss California's current and future renewable energy mandates, and discuss projects TID has undertaken to improve reliability and service to benefit customers.

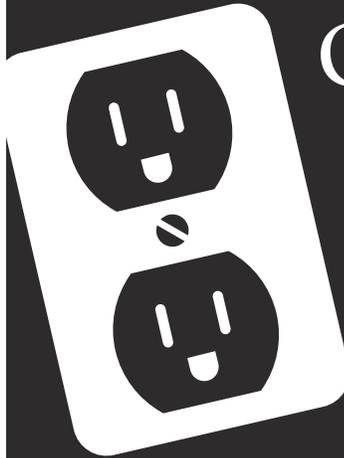
The information presented at the August workshops is available online at tid.com/news-resources/public-notices/rate-information.

Customer Rate Hearing

WHEN: November 22, 2011 at 9 a.m.

WHERE: TID Board Room, 333 E. Canal Dr., Turlock

WHAT: The TID Board of Directors will listen to comments from the public regarding proposed 2012 rates. The Board will consider adopting the proposed rates at a December meeting.



Q: "What's so great about public power?"

A: It's owned by you, and it's focused on you. Take a look below.

TID & other Public-Owned Utilities	Topic	Investor-Owned Utilities (IOUs)
Not-for-profit public agencies	Organization	For-profit companies with multiple subsidiaries
To optimize benefits and services to the customer	Primary Goal	To optimize investment returns and appease shareholders
Locally elected officials oversee policies and rates	Regulation	Utilities commissions provides oversight for policies and 'rate case' approval
Full disclosure in decision-making process while adhering to Brown Act, Public Records Act and competitive bid requirements	Transparency	In-house decision making; limited public input and review; no requirement to conduct business openly
Rates set in open forum at the local level	Rate Setting	Rates approved by third party, this making customer participation difficult
Public utility rates are significantly less than investor-owned utilities	Rates	IOUs have an obligation to please shareholders, which affects rates
Complaints and service problems are dealt with swiftly; customers invest in strong power line infrastructure	Reliability	Larger infrastructure takes more resources to maintain, if only to meet regulatory obligations
Small or medium-sized and accessible to customers	Size	Large and complex; inaccessible to ratepayers

Organized in 1887, Turlock Irrigation District is one of more than 2,000 public power systems in the nation. For more TID information, visit tid.com/about.





In addition to proper ID, attire and paperwork, TID representatives drive vehicles donning TID logos.

Watch out for fraudulent activities

From time to time, Turlock Irrigation District will contact customers over the phone or in person to conduct TID business, which may include collecting payments.

However, fraudulent individuals falsely acting as TID representatives sometimes prey on customers to gain personal information or some form of money. Knowing this, TID wants customers to be aware of the following facts about the way it conducts business.

On the phone

- Calls from the TID Customer Service Division will come from TID's (209) 883-8222 phone number. Outgoing phone calls from most TID offices generally come from a (209) 883-xxxx number, where the x's can represent any digit. Calls from TID's Patterson Office will come from a (209) 892-xxxx number.
- Customers who suspect a caller is not a TID representative are advised to hang up and dial (209) 883-8222 or any other appropriate number listed at www.tid.com/contact-us/customer-service-numbers.

- TID will be able to verify the account holder's name and account number.
- TID never uses e-mail to seek payments or personal information from customers.

In the field

- TID employees drive white vehicles with blue TID logos visible on the door panels. The vehicles will have State of California Exempt license plates.
- Service workers wear canvas blue shirts with TID logos embroidered on the front and/or back.
- All TID employees also have company-issued ID badges.
- Customer Service Representatives at (209) 883-8222 will know if a TID employee is supposed to be at a particular service address.
- TID employees in the field have official paperwork indicating the service address at which they are supposed to be, the name of the account holder, and the proper account number.

New assistance program to offer customers 'Hope'

As the temperatures begin to cool and the seasons change, homes with inefficient or damaged windows can wreak havoc on a families' abilities to keep homes warm and keep energy usage down.

This is one of the reasons why Turlock Irrigation District is proud to partner with Habitat for Humanity Stanislaus County and its 'Windows of Hope' program.

The purpose of the program is to help ease the financial burden of replacing inefficient windows for low-income homeowners. The program allows qualified homeowners to purchase energy efficient windows for \$25 each. Customers are asked to install the windows on their own, but Habitat for Humanity can assist.

To participate in the program, TID electric customers must not exceed the income guidelines listed below, and must own the home in question, in addition to other requirements.

Size of household	1 or 2 people	3 people	4 people	More than 4 people
Yearly income (not to exceed)	\$22,065	\$27,795	\$33,525	Add \$5,730 for each additional member

TID electric customers who meet these eligibility requirements are directed to **call Habitat for Humanity Stanislaus County at 575-4585, extension 100**, for further instructions.



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Storm Safety and Preparedness Tips



Who do you call when your power goes out? What should you do to prepare? What if you see a downed power line? Go online to tid.com/storms for answers.

TID Board of Directors

- Division 1 Michael Frantz
- Division 2 Charles Fernandes
- Division 3 Joe Alamo
- Division 4 Rob Santos
- Division 5 Ron Macedo

The TID Board of Directors holds regular meetings every Tuesday at 9 a.m. at the TID Canal Office, 333 E. Canal Drive, Turlock. For meeting agendas and board minutes, visit www.tid.com or call 209.883.8300.



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