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Welcome

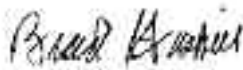
Welcome to Poudre Valley Rural Electric Association (PVREA). As a member of PVREA, you will be part owner of one of the finest rural electric utilities in Colorado. Membership will entitle you to take part in the Association's annual meeting, including the election of directors who will represent you in the operation of PVREA.

Until 1935, much of rural America survived without electricity. Investor-owned and municipal utilities were offered low-interest loans to initiate construction, but most declined. By the end of 1935, it was evident that commercial and municipal electric companies were not willing to extend service to rural people. It was in that year that President Franklin D. Roosevelt issued an executive order establishing the Rural Electrification Administration (REA). The REA was authorized to act as a banking commission for organizations willing to do the work needed to bring electricity into rural areas.

A group of Weld and Larimer county farmers eagerly followed these developments. When it became apparent that no other organizations would provide them with electricity, they took the matter into their own hands. After several meetings of potential members, the project was tentatively approved. During the summer of 1939, over 600 interested parties paid \$5.00 each for membership in the newly organized PVREA.

Since its beginning, PVREA has grown steadily over the years. It now has approximately 36,000 service connections, 3800 miles of line in Larimer, Weld and Boulder counties, and employs 90 full-time people. PVREA pays approximately \$800,000 in property taxes each year, and is one of the major taxpayers in the area. The territory served contains approximately 2400 square miles and extends from Boulder on the south to the Wyoming line on the north, and from the Continental Divide on the west to 20 miles east of Greeley. Annually, PVREA sells over 1 billion kilowatt hours of electricity and has a revenue exceeding \$95 million.

In 1998, PVREA joined forces with hundreds of other electrical cooperatives to form Touchstone Energy^(SM). Together these cooperatives serve over 30 million people in 46 states. Touchstone Energy^(SM) facilitates the sharing of ideas and technology to provide even better service for homes, farms, schools and commercial enterprises served by co-ops. By working as a Touchstone partner, PVREA increases its resources and perceptions, but retains its individual identity. PVREA is still a local company with hometown involvement.



Robert "Brad" Gaskill
CEO
May 2008



Your Touchstone Energy Partner 

Ownership: The Cooperative Difference

Ownership: The
Cooperative
Difference

Responsibilities and Rewards

Membership in a cooperative includes not only service from the cooperative, but also partial ownership. Members of cooperatives, such as PVREA, have a vested interest in providing themselves with service through a system they own. PVREA is a business owned by its users and operated for them.

PVREA's bylaws provide for 11 directors, elected by the members, to serve on the board. Each person serving on the board must be a member of PVREA. Board elections are held at the annual meeting in March. During the rest of the year, board



How PVREA is
Operated

meetings are held monthly and are open to the public. The board's primary responsibility is to establish the policies and provide the governance of PVREA. This is a major cooperative difference: you—the member—elect PVREA's policy makers.

Capital Credits

PVREA's objective has remained the same since its inception: to provide reliable electricity to its members at the lowest practical cost. Providing low-cost electricity does not mean that PVREA does not earn a margin (profit). However, because

PVREA is a cooperative, these margins are assigned as “capital credits” to the member/consumer. This is a major difference between a cooperative and an investor owned utility (IOU).

When members ask about margins, profits and/or capital credits, these are the questions they ask most often.

Q: What are margins?

A: Margins represent the difference between total revenue received and the operating expenses for the year.

Q: What are capital credits?

A: The margins are prorated annually to you, as a member, on the basis of your total electric bill. Each member/consumer is then assigned capital credits equal to his/her prorated share of the margins.

Q: Are capital credit payments redeemable for cash?

A: Eventually, capital credits are payable when the board of directors determines that we have met the financial conditions of our loan agreements and that cash reserves are adequate. By retaining capital credits, PVREA increases its equity and is able to reduce borrowing needs. PVREA currently pays capital credits on a first-in, first-out rotating basis.

Q: Can I get paid for my capital credits right now?

A: No. The membership agreement you signed when applying for electric service includes an agreement to comply with the bylaws of PVREA. These bylaws require the board of directors to determine when capital credit payments are to be made based on their knowledge of PVREA’s financial position and sound economics. In addition, the Rural Utilities Service (RUS – formerly REA), and other lending agencies, require cooperatives to earn additional monies in excess of the cost of doing business to insure their ability to repay their loans.

Q: If I leave PVREA, can I receive payment immediately, or do I lose my capital credits?

A: You do not lose your credits, but payments are not made out of rotation. If you leave PVREA's service, you are responsible to notify us of your new address so we can send you your capital credit payments when they are paid.

Q: Is it legal for PVREA to withhold payment of my capital credits?

A: Yes. The articles of incorporation and the bylaws of PVREA are in compliance with the laws of the State of Colorado. (More information can be found in PVREA's bylaws.) Capital credits cannot be used as payments for your electric bill. Debts with PVREA are collected without regard to capital credits. The final decision of when to pay capital credits rests with the board of directors.

Q: What happens to my outstanding capital credits if I die?

A: The heirs to your estate must transfer capital credits out of your name. A copy of the death certificate and documentation of heirship must be presented to PVREA before the capital credits are transferred. Capital credits will then be paid to the appropriate heir in the same manner as other capital credits are paid.

Q: I received a partial payment on my capital credits for a particular year, why wasn't the check the full year's capital credits?

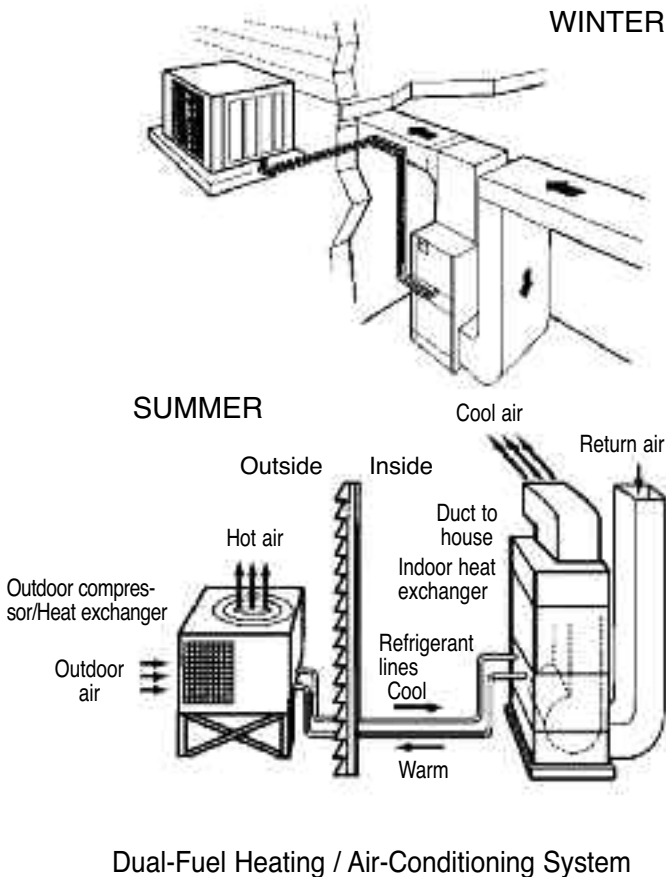
A: Capital credits are not always paid for complete years. The financial condition of the cooperative may only permit partial payment of any year's capital credits.

Q: I received nothing, but my neighbor received a capital credit check from PVREA, why?

A: Because capital credits are currently paid on a first-in, first-out basis, your neighbor's payment was for a period before you received service from PVREA, or your payment was less than \$10.00.

What Is A Dual-Fuel Heating/ Air-Conditioning System?

A dual-fuel heating/air-conditioning system actually utilizes two heating systems. An electric air source heat pump heats the home until the outside temperature drops to 35 to 40 degrees. At that point, a standard natural gas or propane furnace comes on-line to provide heating during colder temperatures. The system is operated by an outdoor sensor. Since a heat pump is also an air-conditioner, you get air-conditioning as a bonus.





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What PVREA Can Do For You

What PVREA
Can Do For You

Courteous, Reliable Service

Members expect dependable electric service, and PVREA works diligently to provide it. As a rule, PVREA keeps your power on 99.975% of the time.

There may be times, however, when electric service is interrupted. Service interruptions usually occur because of weather conditions, traffic accidents, and other uncontrollable circumstances. Electric service may also be affected temporarily when planned repairs or improvements are made to PVREA's system. As often as possible, line crews work while power lines are energized; however, safety factors and cost sometimes make it necessary to stop electric service temporarily while work is in progress.



Reasonable Rates

Members expect reasonable rates that are based on cost. PVREA is constantly striving to keep all costs as low as possible without compromising the quality of service.

Informative Communication

Member Information. PVREA communicates with its consumers through *Colorado Country Life*, an informative monthly newsletter that each member receives. Our website at www.pvrea.com also contains consumer information. For example, this handbook, the last 12 issues of "Power Lines" in *Colorado Country Life*, and some consumer forms for special services are on our website. Finally, each year at our annual meeting we give information to, and receive feedback from, our members.

Energy Usage Advice. We will be happy to provide information in the following categories:

- Efficient operation of electrical appliances and equipment;
- Heating and cooling equipment;

- Heat pump selection, use and care;
- Energy efficient commercial and residential construction techniques;
- Residential and commercial energy audits.

Energy Efficiency Rebate Program



To promote the installation of the most efficient heating equipment, PVREA works with Tri-State Generation and Transmission (the co-operative from which it buys electricity) to provide rebates on qualifying heating equipment. These rebates apply to new installations and replacements—unless otherwise noted.

YOU MUST APPLY FOR YOUR REBATE WITHIN SIX MONTHS OF

THE INSTALLATION. Give us a call when you are replacing or installing any of the items listed below. We will be happy to send you the necessary rebate application forms (forms may also be available on our website www.pvrea.com).

Water Heaters:

1. Applies to new or replacement units
2. Minimum 30 gallon size with minimum 6-year warrant
3. Minimum DOE Energy Factor (EF):

Tank Size	Minimum E. F.
30 gallon	.93
40 gallon	.92
50 gallon	.90
60 gallon	.89
80 gallon	.86
100 gallon	.84

4. **Payments:**

Basic Program:

- \$70 per unit (\$50 from Tri-State G&T, \$20 from PVREA)
- \$25 additional incentive for units controlled by timers OR 3000 watt, or less, elements
- \$25 additional incentive for lifetime tank warranty

Super Efficient:

- \$120 per unit for direct exchange ground source or air source heat pump (\$100 from Tri-State G&T, \$20 from PVREA)
- \$25 additional incentive for lifetime tank warranty

Space Heating:

1. Efficiency Standards for the building housing the equipment are defined as the sum "R" value (insulation) of the ceiling and wall combined:
Existing building = R-30, New building = R-49.

2. **Payments:**

Controlled Off-Peak – electric thermal storage (ETS) etc.:

- \$20/kW for ETS units controlled by timers, etc. (\$16 from Tri-State, \$4 from PVREA)
- \$16/kW for controlled thermal slab units (\$12 from Tri-State, \$4 from PVREA)

Electric Heat Pumps:

- \$125/ton* for central air source with electric backup
- \$100/unit additional incentive for central air source with integrated controlled ETS back up
- \$275/ton for "dual fuel" central air source with non-electric back up (\$150/ton from Tri-State, \$125/ton from PVREA)
- \$400/ton for central ground or water source (\$150/ton from Tri-State, \$250/ton from PVREA)
- \$85/unit for terminal units

* *Heat pumps are rated in tons of heating/cooling capacity. Most houses require a 3 to 5-ton unit. The rebate for a dual-fuel system is \$275 per ton; therefore, most rebates range from \$825 to \$1375. The rebate should more than offset the cost difference between an air-conditioner and a heat pump. PVREA does NOT give rebates for air-conditioners.*

Heat Pumps

	SEER	HSPF	EER	COP
Air-Source	12.0	7.4		
Ground Water Source			11.0	2.8
Ground-Source Closed-Loop			11.0	2.8
Water Source			9.3	3.8
Terminal Air-Source			8.1	2.6

Motor Rebates: These rebates range from \$10.00 to \$21.50 per horsepower, with a minimum of 10 horsepower required. Call PVREA for more details.

Signup to Support the Green Power–Renewable Energy–Program

We have received many inquiries about the availability of green power for our members. A number of our consumers have read about programs that allow consumers to sign up to support the generation of power from renewable resources. Poudre Valley REA and other cooperatives in the state have passed these requests on to their power supplier, Tri-State Generation & Transmission Association, asking it to develop a plan we could offer to our consumers who would like to voluntarily support renewable energy resources. As a result, Tri-State has agreed to purchase for resale to cooperative members a limited amount of renewable energy from wind, solar, or small-scale, low-head hydro facilities.

The following is a detailed explanation of the Green Power Program.

Availability: The Green Power Program is available as a rate rider on the kWh rate schedule for each rate class.

Rate Rider Per Month: A charge of \$.50 per month will be added to each consumer's energy charge for each 100kWh block purchased.

Maximum Number of Blocks: The maximum number of 100 kWh blocks a consumer may purchase monthly is unlimited. Many consumers purchase blocks to match their monthly average usage.

Contract Period: There is no minimum contract period.

Green Power: Green Power shall be defined as energy produced from renewable resources such as wind, solar and small-scale hydroelectric facilities, either by Tri-state G&T or through a purchase contract between Tri-state G&T and a third-party resource provider. Commitment: PVREA is required by Colorado law to provide ten percent (10%) of its energy by the year 2020 in the form of renewable energy. You can help meet this requirement by purchasing Green Power

If you are interested in supporting these “green power” technologies, please contact our office at 970-226-1234 or 800-432-1012 and ask to sign up for the “Green Power Program” or to receive additional information.

New Construction Services and Service Upgrades

When power is required where none exists, a line extension is needed. To obtain new electrical service, an appointment with PVREA’s Engineering Department is necessary. We will meet with you to determine the location and what cost will be required for your new electric service.

Occasionally members expand their homes or businesses. These changes sometimes call for more power than they used in the past. Should you need any changes in your present electric service, PVREA can help with service upgrades.

The Engineering Department will schedule an appointment to discuss your plans.

The following services are also available from this department:

- Temporary services
- Security lighting
- Service quality concerns
- Environmental concerns
- Cogeneration Standards



Commercial/Industrial Accounts Have Their Own Rep

The electrical industry has seen many changes in the past few years. To help keep up with these changes, PVREA has a Key Accounts Program.

The goal of this program is to assist commercial and industrial consumers with their energy needs. It will also give PVREA the opportunity to enhance existing relationships, as well as create new relationships with these “key accounts.”

During on-site visits, the key accounts rep and the business owner will have a chance to get acquainted and exchange information. Commercial/industrial usage will be monitored to ensure that these accounts receive the best available rate. In some cases, this monitoring could result in financial savings.

If you own or operate a business on PVREA's system, and have questions or concerns about your energy usage, give us a call and ask for the Key Accounts Rep.



Your Touchstone Energy® Partner 

What PVREA Expects From You

What PVREA Expects From You

Stay Informed About Your Co-op

PVREA's membership magazine, *Colorado Country Life*, is mailed monthly to your home. The section entitled "Power Lines" is written by PVREA and contains information specifically about your cooperative. This publication (and our website at www.pvrea.com) is the most practical method we have of staying in touch with you. It contains articles on electrical safety, energy efficiency, rebate programs, new services, and other topics which relate to you and PVREA. In addition, EACH MONTH AN ACCOUNT NAME IS RANDOMLY SELECTED AND PRINTED IN THE "POWER LINES" SECTION. LET US KNOW IF IT IS YOUR NAME AND WIN \$25 IN ENERGY BUCKS—MONEY WHICH WILL BE APPLIED TO YOUR BILL.

Attend the Annual Meeting

Each year in March, PVREA holds its annual meeting. The event is free of charge to members and their families. Registration begins at 10:30 a.m., lunch is served at 12:00 p.m., and the business meeting starts at 1:00 p.m. The business of the Association is transacted and directors are elected.



Before the meeting, products and services of interest to members are on display. During the meeting, drawings are held and donated prizes awarded. At the end of the meeting, a Grand Prize is given to one lucky member. All in all, it is a day full of important information and fun. You will receive information about the annual meeting in February.

Let Us Know When You Move

It is important to let us know when you plan to move so we can disconnect or transfer your service. Please give us your forwarding address so your final bill can be mailed to you, and any deposit that may be due. We also need to know where to mail future capital credit checks.

Call for a Line Locate Before You Dig

If you are planning work at your property involving trenching, grading, installing fence posts, tilling or digging of any kind, be sure to contact the Utility Notification Center of Colorado (UNCC) at 800.922.1987. UNCC will schedule all utility owners to locate their underground facilities on your property. **ALLOW TWO BUSINESS DAYS AFTER YOUR CALL FOR UTILITIES TO COMPLETE THESE LOCATES.**



Removing Ground Over Lines

Many times consumers change an underground line depth when they (or their contractor/sprinkler company) landscape their yard. If this happens, cables may no longer be at their required depth and may become a safety hazard. Please notify the Utility Notification Center of Colorado at 800.922.1987 prior to excavating and landscaping so they can schedule locates, and we can work with the consumer to be sure our cables are reburied at the proper depth. These cables need to be at certain depths to satisfy safety and code requirements. This work can be done before grass, trees, etc., are planted if we are notified.

Allow Us to Trim Your Trees

When you sign up for electrical service, you agree to allow us to maintain adequate line clearance to assure safe, reliable service. Outages caused by trees in power lines can be reduced when PVREA personnel trim or remove trees. Please help us by cooperating with our efforts to maintain maximum right-of-way clearance on your property.



Green Power Tree Replacement Program

When trees must be removed because they interfere with overhead power lines, PVREA will remove the tree and give the owner a coupon for \$25 to purchase a new tree. If you have trees which have grown into a power line, contact our Operations Department to have them remove your tree and get your \$25 coupon.

Provide Access for Co-op Equipment

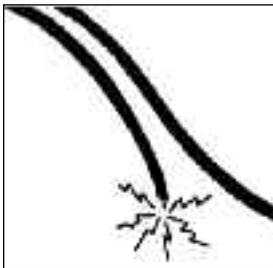
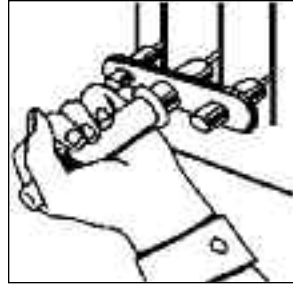
When you sign up for electrical service, you also agree to grant access to your property for PVREA employees and equipment. **PVREA NEEDS ACCESS TO ITS ELECTRIC METERS, UNDERGROUND CABLES, POLES OR TRANSFORMER.** If you add a fence or landscaping, it should not

prevent an employee from gaining access for meter reading or maintenance. PVREA employees and equipment are easily identified by company logo. If you plan construction close to an overhead or underground line, please contact our office to discuss your plans before you start.

Use Standby Generators Cautiously

All standby generators must be connected through a double-throw switch that disconnects the service from PVREA. Connecting a generator without a double-throw switch can be dangerous if your generator backfeeds current onto our lines while crews work to restore power. Please notify PVREA's office before you install a standby generator.

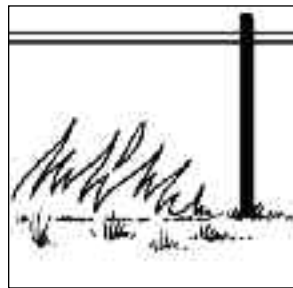
We will inspect your generator, free of charge, to assure that the double-throw switch is operating properly.



Report Line or Service Problems

You can be helpful by reporting any conditions along PVREA's power lines that may need attention. Please maintain adequate distance. Do not attempt repairs yourself. Call our Operations Department if you see any of the following:

- Broken or badly leaning poles;
- Wires sagging too low;
- Trees growing into lines;
- Broken insulators;
- Sparks coming from a main line or transformer;
- Grass fires burning – or threatening – poles;
- Unauthorized personnel inside substations;
- Damaged or unlocked ground-level transformers;
- Meter tampering or other theft of property.



Report Meter Tampering

In the event that a meter is by-passed, tampered-with, or otherwise caused to incorrectly record the amount of electricity used, PVREA may disconnect service without notice. Meter tampering is taken seriously and reported to the proper authorities (sheriff) for investigation and possible prosecution. The consumer is required to post a \$150 investigation fee, pay all past due billings (if applicable), and post a non-standard deposit (an estimated 90-day bill), before service will be reconnected.

Breaking a meter seal without notifying PVREA shall be considered prime evidence of tampering. If court action is necessary, the law allows PVREA to recover, as damages, three times the actual amount of damages, plus the cost of the suit and reasonable attorney fees.

Report Life Support Systems in Your Home

Some PVREA members use essential life-sustaining medical equipment in their homes. We maintain a list of consumers on electrically assisted life support systems. **IT IS UP TO THE CONSUMER TO LET PVREA KNOW IF SUCH A SITUATION EXISTS.**



Uninterrupted electric service cannot be guaranteed; however, these residents are given a higher priority – if possible – when restoring power after an outage. **IT IS THE MEMBER'S RESPONSIBILITY TO ACQUIRE A BACKUP POWER SUPPLY (BATTERIES, GENERATOR, ETC.) IF THE NATURE OF THE LIFE-SUSTAINING EQUIPMENT MAKES THIS A NECESSITY.**



Your Touchstone Energy Partner 

All About Your Electric Account

Getting Started

You started your service with PVREA by calling or coming into our office. A "Verification of Account Information and Written Confirmation of Request for Electric Service" form was sent to you to read and sign. You should have returned this form within 17 days to continue your service uninterrupted. A \$38.00 nonrefundable membership/connect fee is included in your first bill.



Deposits. PVREA requires a standard deposit for all services: residential, commercial, or large power. However, the deposit can be waived if the consumer:

- Supplies a letter from his or her last electric utility stating that the account was not disconnected for nonpayment in the preceding 12-month period and was paid in full; or
- Is a previous PVREA consumer with no outstanding amount due, or
- Signs up for the "Automatic Payment Plan," see next page for details.

Simple interest is paid on deposits. Deposits are returned, with interest, one year after service was started if the account is current; otherwise, the deposit is applied to the account. The rate of interest paid will be established from year to year by PVREA's board.

Consumers being served by PVREA will be required to make a deposit if service has been discontinued for nonpayment of electric bills more than once in the preceding 12-month period.

Paying Your Bill

The money you pay for your electric service is used to pay PVREA's operating expenses. By paying your electric bill on time, you help PVREA meet expenses and avoid unnecessary costs.

PVREA uses a ten-cycle meter reading/billing system. Our meter readers will read your meter and we will send you a bill each month for the kilowatt hours used. Approximately one-fifth of the meters are read every six days during the month. Bills are mailed soon after the meters are read showing the cycle, account number, kWh's used, amount owed, and date the payment is due. Past due accounts are subject to discontinuance without further notice following final notice. Your meter will be read and the bill will be due approximately the same time each month.

Automatic Payment Plan. In today's fast-paced world, anything that saves time is worth looking into. At PVREA, we offer, at no charge, an automatic payment plan that debits your checking account for the amount of your electric bill each month. No more check writing, no more worries about late payments, no more hassle! Call the consumer services rep for more information (or print the form from our website, complete and send in) and start your automatic payment plan today!

Pay Online. You may also make your monthly payment online by visiting <https://ebiz.pvrea.com>. You may pay by credit card or e-check. You must register by establishing a username and password before using the site



Budget Billing. For those members served under the Farm & Home Service Rate, we offer a budget billing plan. Here's how it works:

1. As long as you have at least a 12-month electric billing history with us, owe no amount to PVREA for electric service, except the current bill, and have not been disconnected for nonpayment in the preceding 12-month period, you are eligible for budget billing.
2. We will set your monthly payment schedule based on one-eleventh of your last 12-month's billing history. Any over-or-under charges will be adjusted in the 12th month.

The advantage of budget billing is that you know exactly what your monthly bill will be, and you can monitor your monthly kilowatt-hour consumption to detect high electrical use problems before they get out of hand.

Credit/Debit Card Payments. Consumers may also use a valid credit/debit card to pay for deposits, current bills, past due bills, collection (visitation) charges, reconnect charges, and after-hours charges.

PVREA accepts a variety of credit cards, and reserves the right to limit the number of vendors and types of credit/debit cards it accepts.

Third-Party Notification

Some consumers, due to various situations, find it preferable to designate a third-party to be notified in the event of possible discontinuance of service. For example, if a consumer's unexpected absence or unavailability causes a bill to remain unpaid for a prolonged period, a third-party can take steps in time to prevent a possible shut-off of electric service. The designated third-party may be a relative, personal friend, landlord, or even an agency. A shut-off notice is sent only as a last resort.

If you are interested in third-party notification, call us or drop by our office. We have a special form that you need to fill out designating the third-party. The notification does not obligate the third-party to pay a consumer's bill, but it does encourage prompt action on the past due account.

Automatic Transfer of Service for Rental Property

PVREA offers a program for automatic transfer of rental property. This gives the Association written authority to continue electric service should a renter move and request termination of their electric service. The electric service is then transferred into the owner's or property management's name. A transfer order shall not apply when a renter's account becomes delinquent, is returned by the bank unpaid, or the renter does not sign an application for electric service form. If you are interested in this service, please call or stop by our office and ask for our customer service representative.

Other Billing-Related Topics

Complaints. In the event of a dispute with respect to the amount, date due or violation of any rule, and in case the dispute cannot be resolved with the accounts receivable representative, you have the right to make an informal complaint to PVREA's management. The complaint may be in writing, stating the dispute and including supporting data and documents. Should the decision of management not be satisfactory, you have the right to make a formal complaint to PVREA's board of directors by submitting a signed complaint. Please contact our office for a copy of the format to use for a formal complaint.

In the event you need help paying your bill, contact your local county social services department for customer assistance or benefits relating to utility service.

Collection Charges. In the event PVREA collects or attempts to collect a payment from a consumer in the field to avoid the disconnection of the electric service for insufficient payment of the consumer's account, a collection charge (visitation fee) of \$39.00 for a single-phase service, or \$45.00 for a three-phase service shall be billed to the consumer.



Disconnect/Reconnect. If your bill is past due, a delinquent/disconnect notice will be mailed to you stating the amount and date due. If the amount due is not paid by the disconnect due date, electric service may be disconnected without further notice. If the meter is disconnected because of a consumer's failure to pay a bill, the service will not be reconnected until the consumer pays all amounts due for service rendered to the date of disconnection.



A reconnect charge of \$57.00 for a single-phase service or \$125.00 for a three-phase service will be billed to the consumer if reconnected during regular working hours. In the event PVREA is required to perform such duties during other than normal work hours, the consumer making the request will be required to pay an after-hours charge of \$90.00 for a single-phase service, or \$200.00 for a three-phase service for connections or reconnects.

In addition, PVREA may require a deposit to be paid on an account disconnected for nonpayment.

Returned Payment Charge. A payment returned by the bank unpaid shall be subject to a \$30.00 returned payment charge. PVREA reserves the right to duly notify any consumer who has presented two or more returned payments in any 12-month period that future payments must be made by a valid debit/credit card, a certified check, money orders, or cash.



Minimums and Fees	Charge
Minimum monthly billing for metered and unmetered accounts	Varies with contract
New account connect fee	\$38.00
Field collection (visitation fee) of delinquent accounts	Single-phase \$39.00 Three-phase \$45.00
Returned payment charge	\$30.00
Regular hours reconnect fee	Single-phase \$57.00 Three-phase \$125.00
After-hours reconnect fee	Single-phase \$90.00 Three-phase \$200.00

PVREA Forms Available on the Internet. The following forms are available at our website (go to the "Consumer Info and Forms" tab on the Home Page). Print the form you need, fill in the information and include any other required documentation. Write the name of the form on the front of the envelope to help get the form to the correct department.

If the form you are looking for is not listed below, check the website anyway since forms are continually added.

- Automatic Payment Program form
- Green Power Program info and form
- Hot Water Heater Energy Efficiency form



Your Touchstone Energy® Partner 

Member and Community Services

Free Community Meeting Room

In our headquarters building we have a meeting room which is open for public and community use free of charge. The room is dedicated to J. Arthur Anderson, a director at PVREA from 1939 to 1979. The Anderson room is equipped with a small kitchen, chairs, tables, chalkboard, podium / microphone, easel and flip-chart. The room holds 78 people. Political, religious, and commercial meetings are prohibited. Weddings and anniversary celebrations are also prohibited. For more information give us a call.

Electric Safety Demonstration

PVREA stresses safety education. Upon request, we will present an electric safety demonstration for schools, scout troops, and adult groups within our service territory. The demonstration involves the use of a miniature power line that actually carries 12,000 volts. With the use of miniature people, cars, irrigation pipe, trucks, trees, and kites, the model leaves a lasting impression on children and adults alike. If you would like to preview this demonstration, we conduct it at the Colorado Farm Show in Greeley and the annual meeting each year.

Scholarships

In an increasingly competitive world, PVREA believes higher education is the key to a brighter future for our youth. For our members who have children starting or attending college (or for members who are attending college themselves) the following scholarships are available through PVREA. The scholarships are offered annually.



PVREA offers six \$1,000 scholarships to high school seniors and undergraduates who plan to attend Colorado

State University, Front Range Community College, University of Northern Colorado, Aims Community College, or the University of Colorado.

PVREA and Tri-State Generation and Transmission (our wholesale power supplier) jointly offer two \$500 scholarships, also for high school seniors and undergraduates. Scholarships are limited to Colorado State University, Front Range Community College, University of Northern Colorado, Aims Community College, and the University of Colorado.

Basin Electric Power Cooperative (a wholesale power supplier), through PVREA, offers a \$1,000 scholarship, unrestricted to choice of school.

Scholarship information, requirements, and application forms are available at local high schools in October and on our website, www.pvrea.com.

Cooperative Youth Leadership Camp

PVREA sponsors three youth delegates to the Cooperative Youth Leadership Camp, usually held in Steamboat Springs each July. The Cooperative Youth Leadership Camp is limited to students who will be seniors the following school year and whose parents are members of PVREA. The purpose of the camp is to show students what a rural electric cooperative is and how it works for its membership. Field trips to power plants, transmission, and distribution facilities and safety demonstrations keep the participants busy. In addition, plenty of fun is included: gondola rides, banquets, swimming, and lots of sports. Applications for the Leadership Camp are in a late fall issue of *Colorado Country Life*, at local high schools, and on our website, www.pvrea.com.

Washington Youth Tour

Each year in June, one lucky high school senior is selected to travel to Washington, D.C., as a guest of PVREA. He or she joins over 1200 other high school students for the Rural Electric Youth Tour. During the week, they learn about the city, government, cooperatives, and rural electrification. To qualify for the tour, the student's parents must be PVREA members. Tour announcements are in September's Colorado Country Life and on our website, www.pvrea.com.



Other Community Contributions and Sponsorships

When members move without giving us their forwarding address, PVREA cannot refund monies which may be due them. When that occurs, the board has discretion to use such unclaimed funds for educational, charitable, or rate-making purposes. In the past, these funds have been used for the Colorado Low-Income Energy Assistance Program (LEAP), United Way, the 4-H Youth Foundation, junior livestock sales, and public schools in our service territory.



Related Organizations

Colorado Rural Electric Association (CREA)
5400 N. Washington Street
Denver, CO 80216
303-455-2700 www.crea.coop

CREA, whose offices are in Denver, coordinates legislative, training and safety programs for rural electricians in Colorado. CREA also publishes *Colorado Country Life*, a magazine featuring news and articles of interest to Colorado rural electric consumers.

National Rural Electric Cooperative Association (NRECA)
4301 Wilson Blvd.
Arlington, VA 22203-1860
703-907-5500 www.nreca.coop

NRECA is the national service organization of the nearly 1000 rural electric systems in the nation. It represents your interests in the nation's capitol and provides services such as management training, insurance and safety programs to its member systems.

Rural Utilities Service (RUS)
U.S. Department of Agriculture
Washington, DC 20250
202-720-9540 www.usda.gov/rus/electric

Formerly the Rural Electrification Administration (REA), RUS is a federal agency within the U.S. Department of Agriculture. It lends money to cooperatives or any other corporation willing to extend rural utilities. RUS does not own any power lines or sell any electricity. The RUS is simply one of PVREA's lenders. It makes loans that cooperatives repay on schedule with interest from the revenue they receive when members pay their electric bills.

Tri-State Generation & Transmission Association, Inc. (Tri-State)
1100 W. 116th Ave./POB 33695
Denver, CO 80233
303-452-6111 www.tristategt.org

Tri-State, with its headquarters located in Westminster, Colorado, is PVREA's wholesale power supplier. PVREA does not generate its own power, but rather purchases it from Tri-State, along with 44 other rural electric systems in Colorado, Nebraska, Wyoming, and New Mexico. Tri-State was organized in 1953. It currently employs over 1000 people and serves more than 543,000 meters.



Your Touchstone Energy Partner 

Other Helpful Information

If Your Power Goes Off

Reporting an Outage. If your electricity should go off, first CHECK YOUR MAIN ELECTRICAL PANEL to see if a fuse has blown or a breaker has tripped. Also CHECK YOUR SERVICE DISCONNECT BY YOUR METER. Blown fuses must be replaced while breakers need only be



reset. If the problem is not in your main panel, call a neighbor to determine if other homes in the area have been affected. After you have determined that the problem is not with your wiring or equipment, call PVREA at the number for our area listed on the back of this brochure.

What We Need to Know. When you call to report the outage, please be prepared to give us the following information:

- Your name (or the name the account is under);
- Your service address;
- Your meter number;
- Any information about the possible cause of the outage (tree or limb on the line, pole hit by car, etc.).

Be patient. Your service will be restored as soon as possible. After you report the outage to us, there is usually no reason to call back unless your power does not come back on.

During the Outage. While the power is restored quickly following most outages, major storms can cause extensive damage and widespread, prolonged outages. In such a case, while the power is off, it is important to take a few precautions to ensure against loss in case of a power failure that may cause the freezer to stop. Colorado State University Extension advises if for any reason you anticipate an extended power failure (i.e., snow storm, construction in the area), reduce the freezer temperature to -10 or -20 degrees. The colder the food, the more time it takes to thaw. If you become concerned that your food might not last that long, arrange to store the food at another location, or use dry ice to protect the food from spoilage.

Leave only one light on to let you know when the power is restored. We recommend that you unplug all sensitive electronic equipment, such as VCRs, computers, television sets, microwave ovens, etc., until the power has been restored.

When power is restored, turn on appliances and other equipment one at a time.

ALWAYS STAY AWAY FROM POWER LINES ON THE GROUND. It is impossible to determine when such a line is – or may become – energized. **DO NOT ATTEMPT TO REMOVE TREES OR LIMBS FROM LINES.** That is PVREA’s job.

NOTE: If you or anyone in your household is on life support equipment, be sure to give us this information when you become a member. See the section entitled “Report Life Support Systems in Your Home,” in this brochure.

Limited Liability for Property Damages

PVREA makes every effort to provide reliable and dependable electrical service. PVREA installs equipment such as circuit reclosers, lightning arrestors and voltage regulators that are designed to help make the supply of electricity as dependable as possible.

PVREA endeavors to furnish continuous service, but does not guarantee uninterrupted service, and is not liable for any damage which the member may sustain by reason of the failure or partial failure of the power, failure or reversal of phases, or variation in service characteristics, whether caused by accident, repairs, storms, or incurred by the use of any service wiring, connection, instruments, service or appliances installed by or for the member. Nor is PVREA liable for damages that may be incurred due to the presence of PVREA’s property on a member’s premises. In the case of three-phase service, the installation and maintenance of adequate fuses, relays, or circuit breakers to protect against single-phase conditions and phase reversal are recommended and their installation and maintenance are the responsibility of the member.

More and more members are installing electrical equipment that is extremely sensitive to very minor variations in power supply. Home computers, satellite dishes, and hot tubs are the best examples. You may consider adding special protective equipment that will ensure a constant and regulated power supply.

There are certain steps the member can take to control losses due to electrical outages or electric power surges. Most home owner’s insurance does not cover damage to personal property due to a cause that occurs off of the insured’s property. You may want to see if such losses are covered, and if not, you may be able to add this coverage at an additional cost.

A Word on Safety: Electricity Provides Convenience–Commands Respect

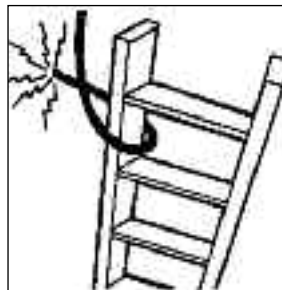


Electricity provides necessities and luxuries that certainly add to the quality of our lives. However, carelessness with electricity can result in burns, injuries or even death.

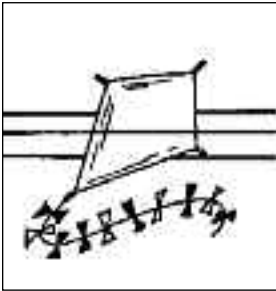
Similar to lightning, electricity is always striving to find a path to the ground. Should any part of your body come in contact directly or indirectly with an energized object, you may provide that pathway and be in imminent danger.

PVREA encourages you to remember the following safety rules:

- Treat any electrical line with respect. Keep all objects (kites, ladders, irrigation pipe, and antenna) away from power lines.
- Never attempt to raise or move electrical lines.



- If your power lines are underground, call PVREA before digging. We will locate and mark the path of our lines.
- Report to PVREA any potential power line hazards, including trees growing into the lines.



- Always stay away from any electric line on the ground. Call PVREA immediately.
- Never touch a person or object that is in contact with a power line.

- If you are in a car with a downed electric line on it, stay in the car if possible. If the line is energized, contact with the ground and the car at the same time will provide a pathway through your body for the electricity to travel. If you must exit, jump free of the vehicle with both feet together—all at once.



DISCLAIMER

The information in this handbook is deemed to be accurate at the time of printing. However, the Association Rules and Regulations on file at the office shall be used to determine the current applicable Rates, Rules and Regulations. The Association reserves the right to change, modify, delete or add to the Association's Rates, Rules, and Regulations as approved by the Board of Directors.