



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 July 11, 2016

Amended November 26, 2018

Amended November 9, 2020

Amended December 9, 2024

Adopted September 24, 2001

Amended April 14, 2003

Amended July 28, 2003

Amended October 8, 2007

Amended March 9, 2015

Amended July 11, 2016

Amended November 26, 2018

Amended November 9, 2020

Amended December 9, 2024

CUSTOMER SERVICE RATES AND ASSOCIATED FEES



VI. CUSTOMER SERVICE RATES AND ASSOCIATED FEES

(Amended December 9, 2024 per Resolution No. 2349; Effective March 1, 2025)

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CUSTOMER SERVICE RATES AND ASSOCIATED FEES

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

CUSTOMER SERVICE RATES AND ASSOCIATED FEES



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

<u>Single Phase</u>	<u>Three Phase</u>
\$23.00	\$37.50
\$24.25*	\$39.50*
\$25.25**	\$40.75**

Energy Charge:

\$0.0793 per kilowatt-hour

\$0.0847 per kilowatt-hour*

\$0.0894 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.

*Effective on all bills calculated after February 28, 2026

**Effective on all bills calculated after September 30, 2026



CUSTOMER SERVICE RATES AND ASSOCIATED FEES

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:

<u>Single Phase</u>	<u>Three Phase</u>
\$26.00	\$50.00
\$27.50	\$54.50*
\$28.75*	\$55.00**

Demand Charge:

\$8.25 per kW for all kW over 15 kW
\$8.75 per kW for all kW over 15 kW*
\$9.00 per kW for all kW over 15 kW**

Energy Charge:

\$0.0789 per kWh
\$0.0843 per kWh*
\$0.0892 per kWh**

CUSTOMER SERVICE RATES AND ASSOCIATED FEES

**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 \$1.00 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.

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CUSTOMER SERVICE RATES AND ASSOCIATED FEES

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:

\$175.00

\$185.00*

\$190.00**

Demand Charge:

\$8.00 per kW for all kW consumed

\$8.50 per kW for all kW consumed*

\$9.00 per kW for all kW consumed**

Energy Charge:

\$0.0578 per kWh

\$0.0613 per kWh*

\$0.0643 per kWh**

CUSTOMER SERVICE RATES AND ASSOCIATED FEES



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 \$1.00 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.

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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:

\$292.50

\$312.50*

\$321.50**

Energy Charge:

\$0.0561 per kWh

\$0.0596 per kWh*

\$0.0626 per kWh**

Demand Charge*:

\$8.25 per kW for all kW consumed.

\$9.00 per kW for all kW consumed*

\$9.25 per kW for all kW consumed**

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

CUSTOMER SERVICE RATES AND ASSOCIATED FEES



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.

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



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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:

<u>Single Phase</u>	<u>Three Phase</u>
\$29.50	\$52.75
\$30.75*	\$55.00*
\$31.75**	\$56.25**

Demand Charge:

\$7.25 per kW for all kW over 15 kW
\$7.50 per kW for all kW over 15 kW*
\$7.75 per kW for all kW over 15 kW**

Energy Charge:

\$0.0622 per kWh
\$0.0657 per kWh*
\$0.0687 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 \$1.00 equals the power factor charge.

CUSTOMER SERVICE RATES AND ASSOCIATED FEES

**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.

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CUSTOMER SERVICE RATES AND ASSOCIATED FEES

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.

<u>Fixture Type</u>	<u>Nominal Rating</u>	<u>Monthly Charge per Fixture</u>
HPS	5,800 Lumens	\$ 8.15
MV-Vertical	7,000 Lumens	\$ 8.70
HPS	9,500 Lumens	\$ 9.25
MV-Vertical	21,000 Lumens	\$16.00
HPS	22,000 Lumens	\$13.40
HPS	22,000 Lumens	\$25.75
HPS	22,000 Lumens O&M	\$ 7.50

<u>Fixture Type</u>	<u>Nominal Rating</u>	<u>Monthly Charge per Fixture</u>
HPS	5,800 Lumens	\$ 9.15
MV-Vertical	7,000 Lumens	\$ 9.70*
HPS	9,500 Lumens	\$ 10.25*
MV-Vertical	21,000 Lumens	\$17.00*
HPS	22,000 Lumens	\$14.40*
HPS	22,000 Lumens	\$26.75*
HPS	22,000 Lumens O&M	\$ 8.50*

General Terms and Conditions:

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

*Effective on all bills calculated after February 28, 2026

CUSTOMER SERVICE RATES AND ASSOCIATED FEES



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.

<u>Fixture Type</u>	<u>Nominal Rating</u>	<u>Monthly Charge per Fixture</u>
HPS	5,800 Lumens	\$13.00
MV	7,000 Lumens	\$ 11.00
MV	21,000 Lumens	\$19.25
HPS	50,000 Lumens	\$28.25

<u>Fixture Type</u>	<u>Nominal Rating</u>	<u>Monthly Charge per Fixture</u>
HPS	5,800 Lumens	\$14.50*
MV	7,000 Lumens	\$ 12.50*
MV	21,000 Lumens	\$20.75*
HPS	50,000 Lumens	\$29.75*

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.

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