



CUSTOMER SERVICE POLICIES, RATES, AND ASSOCIATED FEES MANUAL

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Amended November 26, 2018

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Amended November 9, 2020

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CUSTOMER SERVICE RATES AND ASSOCIATED FEES



VI. CUSTOMER SERVICE RATES AND ASSOCIATED FEES

(Amended July 11, 2016 per Resolution No. 2034; 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
\$25.25*	\$40.75*

Energy Charge:

\$0.0813 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



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>
\$26.25	\$50.00
\$28.75*	\$55.00*

Demand Charge:

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

Energy Charge:

\$0.0809 per kWh
\$0.0892 per kWh*

Minimum Charge:

The minimum charge per month shall be the Basic Charge.

CUSTOMER SERVICE RATES AND ASSOCIATED FEES



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.

*Effective on all bills calculated after February 28, 2026



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

\$190.00*

Demand Charge:

\$8.00 per kW for all kW consumed

\$9.00 per kW for all kW consumed*

Energy Charge:

\$0.0593 per kWh

\$0.0643 per kWh*

Minimum Charge:

The minimum charge per month shall be the Basic Charge.

CUSTOMER SERVICE RATES AND ASSOCIATED FEES



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

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:

\$293.00

\$321.50*

Energy Charge:

\$0.0576 per kWh

\$0.0687 per kWh*

Demand Charge*:

\$8.25 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 transactions shall not operate to relieve a Customer from minimum monthly charges.

*Effective on all bills calculated after February 28, 2026

CUSTOMER SERVICE RATES AND ASSOCIATED FEES



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
\$31.75*	\$56.25*

Demand Charge:

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

Energy Charge:

\$0.0637 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.

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.

*Effective on all bills calculated after February 28, 2026



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.

*Effective on all bills calculated after February 28, 2026



CUSTOMER SERVICE RATES AND ASSOCIATED FEES

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.

<u>Fixture Type</u>	<u>Nominal Rating</u>	<u>Monthly Charge per Fixture</u>
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.

<u>Fixture Type</u>	<u>Nominal Rating</u>	<u>Monthly Charge per Fixture</u>
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.

CUSTOMER SERVICE RATES AND ASSOCIATED FEES



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.