

NUECES ELECTRIC CO-OP

Member Handbook

We offer more than electric service. We offer you the power of an electric co-op.



Nueces Electric Cooperative

Your Touchstone Energy® Cooperative 
The power of human connections

TO OUR VALUED MEMBER-OWNERS

Welcome to Nueces Electric Co-op! As a consumer of Nueces Electric Cooperative, Inc. (NEC), you are also a member of the Cooperative. You will commonly be referred to by our employees as a “member.” By calling you “member,” NEC employees respectfully acknowledge the fact that you are both a customer and an owner of Nueces Electric Cooperative.

As a member, you have a voice in the operation of NEC. Your voice is heard through the election of NEC district directors by you and your NEC neighbors, and through your ability to contact us at any time to ask questions or voice your concerns. The NEC directors are members just like you who are elected by the membership to guide and govern Nueces Electric Cooperative. We are truly owned and operated by our customers!

This is your Member Handbook for Nueces Electric Co-op. This title acknowledges that you are much more than a customer to Nueces Electric Co-op - you're also an owner. This guide contains important information about your electric cooperative. We encourage you to review this guide and keep it as a handy reference. If you have questions about any of this information, please contact us at 361-387-2581 (in the Robstown/Corpus Christi area) or toll-free at 1-800-NEC-WATT (1-800-632-9288).

Again, we are pleased to welcome you to the Nueces Electric Cooperative family! If we can do anything to better serve you, either now or in the future, please don't hesitate to give us a call.

Sincerely,

John L. Sims
NEC Chief Executive Officer

Contact Us!



CONTACT US

Contact us for your electricity service needs! We close the office on weekends and holidays, but we have 24-hour, continuous emergency service. After office hours, on weekends, and on holidays, our dispatch service (CRC -another co-op that's owned by other co-ops all across the country) will answer the phone. Just call the regular office number and CRC will dispatch our service crews to your location for emergency restoration service. During business hours, our helpful customer service staff will answer the phone to help meet your service needs.

Contact Us

At the NEC Main Office

709 E. Main Street, Robstown, TX 78380
(Mail: P.O. Box 1032, Robstown, TX 78380)

At the NEC Ricardo Service Center

123 CR 1026, Ricardo, TX
(Mail: P.O. Box 1032, Robstown TX 78380)

Online

General and Delivery Services: www.nueceselectric.org
Retail Division: www.necretail.com

By Phone

24-hours a day, 7 days a week
361-387-2581 (Robstown/ Corpus Christi)
or Toll-free at 1-800-NEC-WATT
(1-800-632-9288)

During its business hours, you may call directly to the Ricardo Service Center at 361-592-2075
(note: calls may also be transferred to the Ricardo Service Center through the main office phone numbers listed above)

Business Hours

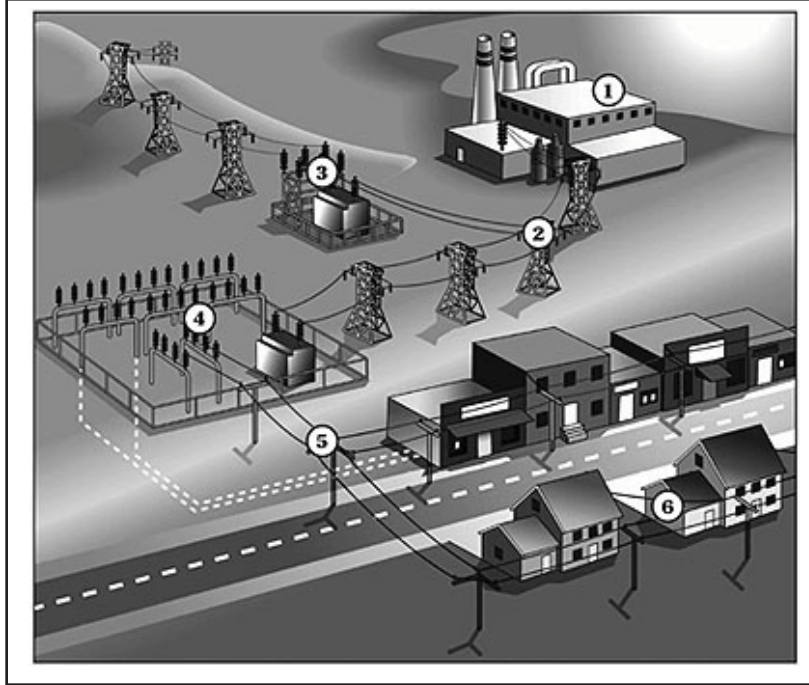
Main Office Hours: 8:00 a.m. to 5:00 p.m., Monday-Friday

*Ricardo Service Center Hours: 8:00 a.m. to 4:30 p.m. Monday-Friday
(closed from noon to 1 p.m. for lunch)*

How electricity is delivered to you

HOW AN ELECTRIC SYSTEM WORKS

Electric systems are designed to supply customers with safe, reliable and affordable energy. But doing that requires a number of complex processes and systems. Of course not all systems are designed exactly alike because each community has its own special needs, as well as its own special geography. However, the basic components are the same:



1. **Power plant** – Electricity starts here, produced by spinning generators that are driven by water, a diesel engine, or a natural gas or steam turbine. Steam is made by burning coal, oil or natural gas or by a nuclear reactor. When needed, extra power is brought into an electric system from plants outside the area.
2. **Power grid** – Electricity is carried over a network, or “grid,” that connects power plants to a substation and from there to distribution lines that take the power to homes or businesses.
3. **Transmission substation** – These facilities look like giant erector sets connected to wires from the power plant. Here large transformers increase voltage from thousands to hundreds of thousands of volts so the power can be sent over long distances.
4. **Distribution Substation** – You see them around towns and cities. They are those small fenced-in areas that have electric lines coming in and going out. Inside these fenced-in areas are transformers that reduce voltage to a lower level so the power can be sent out on distribution lines to the surrounding community.
5. **Distribution system** – Includes main or primary lines and lowvoltage or secondary lines that deliver electricity through overhead or underground wires to homes and businesses. You see these lines every day on poles alongside roads and streets.
6. **Service connection** – That’s the line that connects to the meter on the side of homes and businesses. The meter is used to determine how many kilowatt-hours are used by each customer.

How electricity is delivered to you

Co-op Benefits



The benefits of co-op membership

HIGH QUALITY SERVICE, WITH ACCOUNTABILITY TO YOU, IS OUR TOP PRIORITY

NEC is service motivated, not profit motivated. NEC conducts regular “cost of service studies” for each service type to be sure (1) you pay NEC only for the services you use, and (2) you are not subsidizing other members’ services. Extra money collected by NEC each year is allocated back to our members as capital credits. The money is allocated to “capital credit” accounts for each NEC member and, periodically, our Board decides to refund these capital credits to our members in the form of a bill credit (if still a member) or by check (if no longer a member).

YOU HAVE A VOICE WITH NEC

Our customers, also called NEC members, elect our Board of Directors which guides the management, policy, and direction of NEC. The directors serve rotating, three-year terms. Each year, three directors are elected at our annual membership meeting held in Robstown during the Fall. The Board of Directors meets monthly, generally on the 4th Monday of the month.

FOUNDED AND RUN BY MEMBERS JUST LIKE YOU

NEC was established by a few local citizens

in 1938 because they were unable to get electric service from any of the existing electric utilities. Today, NEC provides retail services throughout the State of Texas and NEC’s electricity delivery area includes parts of 8 area counties (Nueces, Jim Wells, Kleberg, Kenedy, Duval, McMullen, Brooks, and Live Oak). This area includes mostly rural areas and the “edges” of towns. Also, although our office is there, we do not serve the city of Robstown since the city has its own municipal electric utility system.

A FIRM COMMITMENT TO OUR VALUES

NEC uses a co-brand, *Touchstone Energy*. When you see the Touchstone Energy logo, it means that the cooperative is dedicated to the best service for its members and the community. Our values of accountability, integrity, and a commitment to our communities and continued innovation to better serve you reflect our commitment to top quality service for you.

A Nation-wide Support Network

While NEC is an independently owned cooperative. It is one of 76 electric cooperatives in Texas and approximately 900 across the country. As a result of this extensive support network, electric co-ops are continually ranked among the top electric service providers.

KEEPING YOU INFORMED

As a co-op, we have a responsibility to education our members about electricity issues and about those issues that affect the Co-op. NEC communicates with its members in a variety of ways:

Texas Co-op Power magazine: This award-winning magazine is distributed to approximately 1,000,000 Texans by 76 Texas electric cooperatives' statewide association, Texas Electric Cooperatives (TEC). The center 8 pages of this magazine are customized for NEC members with NEC specific information. You are encouraged to review these pages each month to keep up with NEC happenings.

Bill Inserts: NEC will periodically insert important information in the envelope along with your monthly electric bill. This information is ALWAYS important, so be sure you pay attention and read inserts carefully.

Websites: NEC has two websites:

www.nueceselectric.org has general information about NEC, its services and happenings, and focuses on information about NEC's electricity delivery services. Delivery service area customers may also pay their bills online through this website for a small convenience fee (see payment options later in this guidebook). On this site members may obtain copies of the wires tariff, its bylaws, NEC policies, annual reports and other financial details, and other information about your cooperative.

www.necretail.com has information specific to NEC's retail members. This site has

enrollment information for Texans who wish to choose the **NEC Retail Division** as their competitive retail electric provider. This site is also the source for retail customers who are NOT located in the NEC delivery service area. NEC consumers located in the NEC delivery service area do not have to choose NEC Retail in order to receive quality electric delivery services for NEC>

Annual Membership Meeting: As a co-op, NEC is required to hold a meeting for all of our members (or customers) each year. This meeting is also where you have the opportunity to vote for NEC Directors who guide the business decisions of NEC. The formal notice and our previous year's annual report will be included in the the issue of Texas Co-op Power magazine in the month the meeting is held. So, watch your mail in the Fall for the Annual Meeting issue and more details! It is the privilege and responsibility of each member to exert every effort to attend the meeting and exercise your right to vote for directors of your co-op.

We're just a visit or a phone call away! NEC is proud to offer high-quality, personal service to our members. You won't have to push 10 buttons on your telephone before you speak with a knowledgeable, customer service representative. We are always here to serve YOU!

What's a "Co-op?"



What is an electric cooperative?

A BUSINESS OWNED BY ITS CONSUMERS

A cooperative is a business owned by its customers to provide them with a service. For example, SunKist and Land O'Lakes are cooperatives owned by farmers to market their citrus fruit and dairy products, respectively. Similarly, electric cooperatives are owned by their customers to meet the customers' electric service needs.

Nationally, almost 900 independent electric cooperatives serve the electricity needs of member consumers just like you. Many electric co-ops serve other needs besides electricity needs as they respond to the needs, whatever those might be, of their members. Many electric cooperatives are like Nueces Electric Cooperative, and are called "distribution cooperatives." A distribution cooperative handles your electricity delivery needs. In other words we maintain the power lines that run from the local substation to your home or business electric meter. NEC also offers "retail electric" services to customers in the Texas competitive electric market. NEC doesn't maintain or handle the delivery needs of retail customers unless they are in the NEC distribution area as approved by the Public Utility Commission of Texas (PUCT).

Nueces Electric Cooperative is a member of other cooperatives that provide various support services to NEC so that we can better meet your electric service needs. For instance, our power supply and transmission needs are provided by South Texas Electric Cooperative, our customer information system support is provided by National Information Solutions Cooperative, and our after-hours call center services are provided by the Cooperative Response Center. All of these organizations are cooperatives which are owned by other cooperatives. These organizations allow NEC to pool our resources with other co-ops to, ultimately, serve you more efficiently and effectively.

In Texas, 66 electric distribution co-ops serve more than 1.65 million meters in 241 of Texas' 254 counties. Your electric co-op serves over 12,000 member accounts in parts of eight South Texas Coastal Bend counties including Nueces, Kleberg, Jim Wells, Kenedy, Live Oak, Brooks, Duval, and McMullen.

History of your cooperative

THE HISTORY OF NEC

As a member of NEC, you are truly a part of our nation's greatest heritage; that of people helping people for the betterment of all. In the late 1930's our nation's government saw the need for providing electric power to the rural areas of the nation. Agriculture needed electricity, but large power companies were reluctant to venture into rural America because of the excessive cost involved in building miles of power lines for only a handful of consumers. On May 11, 1935, rural America took a giant step forward when Congress passed the Rural Electrification Act. This Act called for establishment of the Rural Electrification Administration (REA) which would have the authority to make available loans to groups of rural citizens working together to bring electricity to non-urban areas. These organized groups of citizens were called Electric Cooperatives.

Meetings were held throughout the various rural areas to acquaint farmers and ranchers with the feasibility of securing electric service. Prospective members were required to sign an agreement to buy electricity from the Cooperative when the lines were built and to pay a membership fee into the organization. The agreement and fee made them members of the Cooperative, and each member had one vote in elections for representatives or Directors of their Cooperative.

The Cooperative members elected a Board of Directors and they prepared and adopted the Articles of Incorporation with the assistance

of legal advisors from REA. A Charter was secured from the State of Texas and a loan was obtained from REA in Washington, D. C., to provide the capital necessary to construct the initial power lines.

NEC was chartered December 7, 1938, by a group of South Texas farmers and ranchers who truly exemplified the pioneer spirit. From the originally signed 355 members, NEC has evolved into a Cooperative that provides power to over 30,000 meters, and provides wires/delivery services to 17,000 meters utilizing over 3,100 miles of energized power line. And the growth continues today.

The Cooperative differs from investor owned utilities and other power suppliers in that all margins are ultimately returned to the members. These margins are designated "capital credits" in the bylaws, and are also referred to as "patronage capital." Your Cooperative also pays taxes in the areas it serves.

All these accomplishments have been possible through the efforts of a membership-elected board and the support and concern of all the NEC members in this community effort. Your continued support and participation promises even greater strides of progress for your Co-op's future.

History of NEC

Your Electric Meter



About your electric meter

YOUR ELECTRIC SERVICE METER

Your electric bill is calculated in kilowatt-hours (kWh) used in a monthly billing cycle. An electric meter measures kWh. As the electricity passes through the electric service meter it measures the kWh you use. A kWh is 1000 watts of electricity used for one hour. One 100-watt bulb burning for 10 hours equals one kWh. As the meter is read from month to month, the difference in these readings accounts for your consumption and you are billed accordingly.

The Cooperative will dispatch an employee to read your meter each month. Nueces Electric Co-op uses two types of electric meters to measure residential consumption. One type of electric meter has numerals similar to the odometer in your car. As energy is consumed these columns of numerals revolve, tallying the amount of kWh used. Some NEC meters are automated and are electronically read from the Cooperative office. The Cooperative personnel record the reading and check for any signs of tampering, including broken meter seals.

NEC MUST HAVE ACCESS TO ITS METER

The Cooperative may estimate a Member's meter reading and render a bill accordingly if we cannot access your meter for a reading. After two estimated meter readings, we MUST read your meter. Consumers are required to provide meter base and service entrance installations in a readily accessible location outside of a building or structure. That way, if your meter or service needs to be read or worked on by Cooperative personnel, it will be accessible. Occasionally, meters are behind locked gates, in areas with animals, or simply not accessible for some other reason. If you have a meter inside a locked area or a fenced area with a dog, you should make sure the Cooperative has a key or is able to access

the meter. If your meter is not accessible, you should make arrangements with Nueces Electric Co-op.

Please Remember...

If it is necessary to remove your meter, please contact any Co-op office and arrangements will be made to assist you. The meter is the property of the Cooperative and the seal is there for your protection as well as ours. Unauthorized meter/seal removal or meter tampering is not only unlawful, it is hazardous and could result in a severe injury or even death to anyone who attempts to bypass or alter the Cooperative's equipment.

Nueces Electric Cooperative seeks the maximum penalty for those guilty of meter tampering.

CALCULATING YOUR ENERGY CONSUMPTION

Meters are highly accurate instruments. One way to monitor your consumption is to read your meter and check it daily or weekly. If you read your meter at the same time each day, subtract the present reading from the previous day's reading to determine the number of kilowatt-hours used in one day. By reading your meter at the same time each day, you will get an exact total of the electricity you have used. By noting high consumption activities, such as air conditioning in the summer, you will know where you are spending your energy dollars. Reading your meter often, along with careful observation of the weather and appliances being used, can help you manage energy consumption and evaluate the effectiveness of appliances.

Your electric bill

PAYING YOUR ELECTRIC BILL

In Our Office: Pay by cash, money order or check at 709 E. Main Street in Robstown or 123 CR 1026 in Ricardo

At an approved NEC Pay Station: Obtain an updated list in our office or online at www.nueceselectric.org (fee applies, bill stub must be provided, & payment can't be past due).

Online: Pay by credit card or electronic check at www.nueceselectric.org (convenience fee applies)

By Telephone: Call 1-800-232-8190 to pay by credit card or electronic check (convenience fee applies)

Use Bank Draft: Send NEC a voided check and your NEC account information or call us for a sign-up form to have your payments automatically drafted from your checking account each month.

Sign Up for Level Billing: Contact the NEC billing department for more information about this program that allows you to average your bills to help you manage your budget.

Volunteer for Operation Round UP: NEC members are automatically enrolled in this program that rounds-up your delivery service charges on your bill each month. Proceeds are donated to local charitable projects on behalf of NEC members. Call NEC's billing department for more information, or to OPT OUT of the program.

ELECTRIC BILL GLOSSARY

ESI ID: An identifier for your service location used by the Texas retail electric market. When you choose a power supplier, the new supplier will need you to provide them with this number in order to complete its enrollment process.

Account Number: NEC billing account number assigned to each location where a member has established service with NEC.

Map Location: Location of your service on a computer generated mapping system that lets us locate your service. This number, along with your meter and account numbers, are the best sources of information you can give NEC when requesting our field personnel.

Rate: This places you into a customer rate class based on residential/commercial and single or three phase service along with peak usage or Demand. NEC has been able to keep these rates steady due to an expanding customer base and always striving to

PLEASE NOTE: ALL NEC members will receive a bill from NEC. If you are in the NEC delivery service area and choose a power provider that does NOT offer a "single bill option," you'll receive a bill from NEC for wires/delivery services, and a second bill from your chosen provider for power supply. Please contact your provider for information/questions about their bill.

do things more efficiently.

Multiplier: If your meter records your usage using a multiplier, it will be indicated here.

Previous: Reading made at the beginning of this billing period.

Present: The reading made at the end of the billing period.

KWH Used: This is the Present reading minus the Previous reading to equal total kWh purchased during the billing period.

Energy Charge: Your rate plus the power cost recovery factor for the billing period times the number of kWh used by your service during the billing period.

Service Address: This is a short description of *what* is purchasing electricity at this location.

Meter Number: Identifies the meter at this service location for which you are being billed. This number is also referred to as your "member number."

Service From: Date your meter was read for in last billing period.

Service To: The date your meter was read in this billing period.

Demand: If your service is multi-phase you will be charged a demand charge and you will have a meter which will measure your peak demand during the period. Most residential members will not see demand charges on their bills.

Tax Charge: This includes any state, county, local taxes and fees which NEC is required to collect from you.

Total Amount Owed: The amount due for each meter.

Billing Date: Date the bill was printed.

Past Due After: This is 16 days after the printing day of the bill. After this date, the bill is considered delinquent.

Amount Due: This is for the total amount due for electric service purchased during this billing period plus any outstanding balances.



What are NEC's rates?

DELIVERY SERVICES RATES

NEC maintains an Access Tariff that includes all of the NEC delivery service rates for all of the various service types. This tariff also includes the rules that competitive providers must follow in order to provide their power supply to you within the NEC distribution service area - as the area is defined by the Public Utility Commission of Texas (PUCT).

NEC delivery service customers may request a copy of their applicable delivery rate from the NEC office. Also, to view/obtain a complete copy of the NEC Access Tariff, members may also visit the NEC website at www.nueceselectric.org. Please note that the delivery service rates DO NOT INCLUDE YOUR POWER SUPPLY RATES. Your power supply rates vary according to your chosen provider and you should contact your chosen provider for its power supply rates.

YOUR NEC AREA POWER SUPPLIER

Each NEC member may choose from a list of available competitive retailers (CRs) or electric power providers in the NEC area. The current list of providers is available in the NEC office, at www.nueceselectric.org, or in your monthly Texas Co-op Power magazine. These CRs must provide you with rate information, a terms of service document, and a "Your Rights as a Customer" document upon enrollment. For residential customers, the rate sheet is called an Electricity Facts Label (EFL) and combines both the CR's and NEC delivery costs on a simple to read sheet. A residential EFL includes the current total cost of electricity per kilowatt-hour if you use a certain amount of electricity. Since these costs include both fixed and variable costs, the amount you pay per kilowatt-hour will become less as you use more kilowatt-hours. Almost no one will use these exact amounts, so you probably won't see this exact rate reflected on your bill, but the EFL does give customers a standard basis for comparing prices between providers. Be sure to obtain an EFL and terms of service document from each provider you are considering and certainly before you enroll with ANY NEC area CR.

What to do when your lights go out

WHAT TO DO

Nueces Electric Cooperative strives daily to provide the most reliable electric service at the lowest cost possible. There will be unavoidable circumstances which cause the power to go off for short periods of time. If you experience an outage, please follow these few steps before calling the Cooperative office:

1. **Check your fuses or breakers.** If only part of your lights are out, then the problem is probably with your own fuses or breakers. *(Please remember — if you report an outage before you've checked your equipment, there could be an extra charge for our serviceman to visit you.)*
2. **Check neighbors' power.** If all of your lights are off, call your closest neighbor and see if their lights are off, too.

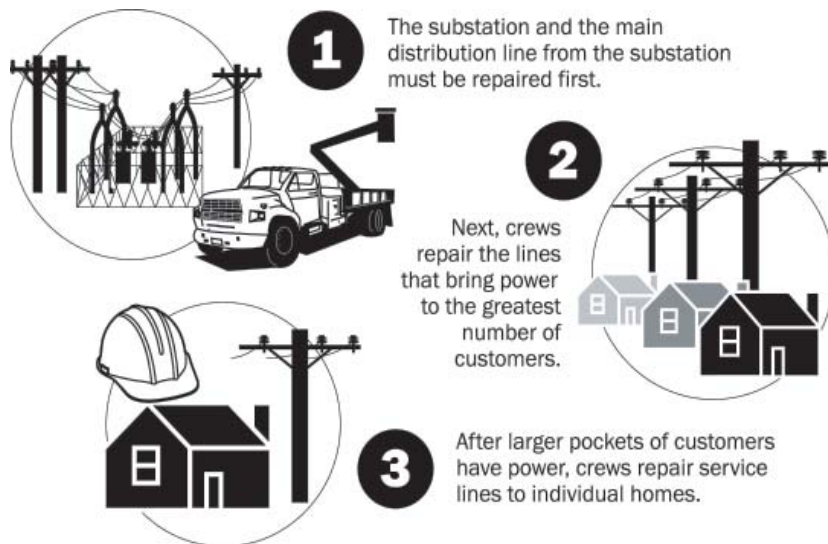
3. **Report it!** After you have determined there is an electric power outage, report the outage immediately and have the following information handy:
 - o your name, account number, or meter number (*on silver tag on the front of meter*)
 - o the location/address of the outage, and call-back telephone number
 - o the time of the outage
 - o the possible cause, if known
 - o neighbors' power status

UNDER NO CIRCUMSTANCES should members attempt to correct the cooperative's outage problem on their own. Our linemen are very experienced and will do what is necessary to restore power as soon as possible.

24- Hour Outage Reporting

Phone: 361-387-2581 (Robstown/Corpus Christi) * Toll free: 1-800-NEC-WATT (1-800-632-9288)
 Fax: 361-387-4139 (during business hours only)

The Process to Restore Your Power in an Outage



When the Lights Go Out



Vegetation Management for Safety & Reliability

POWER LINES, PADMOUNT TRANSFORMERS, AND VEGETATION

Safety is an important priority at Nueces Electric Cooperative. Our linemen wear protective gear when working around power lines and use equipment designed specifically for working with electricity.

However, playing it safe applies to everyone, not just utility workers. Power lines carry electricity, a commodity that powers our appliances, heats and cools our homes and work places, and lights our way. Electricity is a powerful tool; however, electric energy can burn, injure - even kill - unless you respect it and exercise caution when working around it.

Trees & Power Lines

Trees are one of the leading causes of electrical power outages. Pruning trees is a key part of providing safe and reliable electric service. A single limb that comes into contact with a power line can blink lights or cause an outage. A dangerous and sometimes deadly situation arises when trees grow too close to power lines. A child or someone in a tree that comes in contact with a power line could be seriously injured or even killed.

Nueces Electric Co-op only hires professional tree trimming contractors trained in using 'directional' pruning techniques developed by the National Arborist Association. These techniques are published by the American National Standard Institute (ANSI) and are the accepted industry standard promoted by the National Arbor Day Foundation and the International Society of Arboriculture. These methods remove only the parts of the tree necessary and encourage growth away from the lines. Trees are pruned in a way that will leave them healthy even though it may sometimes change the natural appearance of the tree.

Unfortunately, diseases, poor soil support, or storms may damage a tree enough to warrant removal. When trees are a threat to fall across power lines a representative will contact you about removing the tree.

By Texas law (Health & Safety Code, Chapter 752), only professionals who are authorized by Nueces Electric Co-op are allowed to prune or remove trees closer than 10 feet to our high voltage power lines. Contact NEC for assistance.

Call Before You Dig!

Padmount Transformers

Many homeowners have padmount (or underground) transformers located on their property. These are the big green boxes that sit on top of the ground.

Some consumers have the idea that the green box in their yard is an eyesore — and proceed to plant trees and shrubs around them. While they may appear to be harmless, that eyesore is the workhorse that transforms your power so that your television, computer, and cordless phones will work. They may look like an eyesore to some in the daylight, but to a lineman working trouble at night, it could be a beacon of light. When the power is off, it is critical for NEC's linemen to be able to find those transformer openings.

It is possible to attractively landscape around the transformer with ornamental flowers, but it is important to remember not to plant shrubs or trees within 10 feet of the transformer. And the padlock side of padmount transformers must be kept free of all planting for maintenance work to be performed on the transformer.

Keep in mind that a padmount transformer indicates buried lines in the area, so be sure to call 811 before you dig so a trained professional can mark all underground cables at your location. The underground utility location service is a free service that could save you time, money and could help you avoid a serious injury. For this service please call 811. Usually someone will respond within 48 hours.



**Know what's below.
Call before you dig.**



NEC Contractors & NEC Members

Nueces Electric Cooperative has relied on contract crews to be there for our members with specialized equipment, manpower and experience for over half a century. Whether it's routine line clearance, line construction, or storm work, NEC partners with contractors who are dedicated to offering the same level of service, response and economy as Nueces Electric Cooperative does everyday. We expect our contractors to share our concerns and goals. We encourage our contractors to hire and promote local personnel, buy from vendors who are also our members, and support our communities...just like good neighbors should. Contractors support our efforts- from obtaining permissions to providing comprehensive support programs to help us deliver power reliably, safely and economically. Below are a few guidelines for our partnership with our contractors and their responsibility to NEC and our members.

1. NEC Contractors are independent and generally not subject to control by Nueces Electric Cooperative, Inc.
2. An NEC contractor is not an agent or employee of Nueces Electric Cooperative, Inc. and therefore will always refer you to the cooperative office (at 361-387-2581 (Robstown) or toll-free at 1-800-632-9288) if you have questions about the work they are performing under contract with NEC.
3. Safety comes first for NEC and we expect the same commitment from NEC Contractors. Work by contractors will be performed in accordance with all applicable safety laws and in accordance with laws that govern our state and local governments.
4. Unless defined in a contract, NEC generally cannot require a contractor to be at a particular place or to devote particular time or hours to NEC business; cannot confine the Contractor activities to a particular type of customer or a particular territory; cannot dictate schedules or itineraries or reporting, or prevent the contractor from engaging in any other type of business.
5. NEC Contractors acknowledge that time is of the essence while doing work under an NEC contract and agree that all work, services, labor and/or material will be completed in an efficient and timely manner in accordance with contract terms.
6. NEC Contractors are responsible for any claims or actions that may arise out of or from the work, services, labor and/or materials used and provided by the Contractor or its subcontractors for the

benefit of Nueces Electric Cooperative, Inc. or its members.

- 7. An NEC Contractor secures all permitting required to perform contractual services and work for Nueces Electric Cooperative, Inc.

If you have a concern about an NEC Contractor, please provide the information about the incident below and we will pass your concerns on to the Contractor and forward a copy of your concerns to NEC management.

Your Name: _____

Date: _____

Contact Phone Number: _____

Location of Observed Incident: _____

Please describe incident below (attach additional pages if necessary): _____



Street Lighting

NEC'S LIGHTING PROGRAM

Nueces Electric Co-op has a variety of outdoor lighting options to meet the needs of our residential and commercial members.

Members must sign a lighting agreement with NEC. A competitive retail electric provider (CR) for lighting must be chosen just as for metered services. The prices for lighting (provided on the agreement) are only for the equipment and lines to deliver your lighting power. The cost of power is based on the price of power as determined by the Member's chosen competitive retailer. Ask the New Service Coordinator for an agreement form. For pricing on non-existing poles or non-standard poles/fixtures, contact NEC. All lighting remains the property of Nueces Electric Cooperative.

Lighting Distribution Costs

NOTE: This table only includes delivery costs. You must choose a power provider and obtain their portion of your lighting costs from them.

Watt	NEC Distribution Cost Per Month
HPS 70	\$8.44 + chosen CR charges
100	\$8.44+ chosen CR charges
250	\$9.96 + chosen CR charges
1000	\$29.22+ chosen CR charges
HPSX 70	\$11.63+ chosen CR charges
100	\$11.63+ chosen CR charges
150	\$11.63+ chosen CR charges
250	\$12.76+ chosen CR charges
MH/HPS 400	\$23.55+ chosen CR charges
MH 1000	\$29.22+ chosen CR charges
Metered 1000	\$29.22+ chosen CR charges
Existing NEC Pole Charge	\$4.26

New Pole Charge: The setting of a NEW pole for a security light is considered an NEC "new construction project" which may take up to 6 weeks to complete, once scheduled. If the pole is for an existing service location, the customer will be charged the full cost of the materials and labor, and all charges must be paid before the work can be scheduled.



New Service Connection

If your new location has had electrical service with NEC in the past, we consider this a new "connection." Normally, a new connection can be done with 5-7 working days notice. In such case, we'll need a completed membership application along with the following...

YOUR NAME & ADDRESS

We'll need your name and your spouse's name for our files. We'll need to know your current permanent mailing address and your mailing address at your new location.

TELEPHONE & SOCIAL SECURITY/ DRIVER'S LICENSE NUMBERS

We'll need phone numbers for you and your spouse — both daytime (work) and evening. We'll also need to record each of your social security and/or driver's license numbers.

LOCATION OF YOUR NEW SERVICE

We'll need to know where to connect your electrical service. Your 911 address is required. The name of the previous resident and/or member is useful to NEC.

CREDIT ESTABLISHMENT/ DEPOSITS/ MEMBERSHIP FEE/NEW ACCOUNT FEE

A *deposit, credit check (\$3 fee) or a letter of credit* from your present utility company showing you have not had a late payment more than 2 times within the last 12 months is required. The letter of credit may reduce or eliminate the deposit that NEC requires. The deposit earns interest and will be returned to you following a 12-month period showing no late bill payments while with NEC.

If you are not currently a member of NEC, a *\$15 membership fee* is required.

A non-refundable *\$25 customer account fee* is also charged for each separate new account. This fee covers the cost of processing a new account.

A *\$60 meter security deposit* is required for each new meter connected. This deposit earns interest and is returned to the consumer when service is discontinued and all money owed is paid to NEC.

All of the above costs, except the deposit, may be applied to your first bill. The deposit must be paid before electric service can be activated.

When a member leaves the Cooperative (requests disconnection) the deposits and the membership fee are credited to the final bill. Any amount still remaining is refunded to the member.

CHOOSE A POWER PROVIDER

YOUR SERVICE WILL NOT BE CONNECTED UNTIL NEC HAS BEEN NOTIFIED OF YOUR ACCEPTANCE BY YOUR CHOSEN POWER PROVIDER. Please see list of available providers available from our New Service Coordinator or online at http://www.nueceselectric.org/Shop/NEC_Shopping.html.

New Service Construction

If you are in a location where electric service has not been built by NEC, we call this “new construction.” In this case, you will need to meet with one of NEC’s Staking Engineers who will design and build your new service. NEC members are responsible for their own meter loops, however they may purchase one from NEC. (New members are urged to have the finishing/installation work completed by a licensed electrician.) Diagrams for meter loop construction are available from NEC’s New Service Coordinator. New construction can take four to six weeks. In addition to the items under “New Service Connection,” the following information is needed...

EASEMENT

NEC provides new members with easement forms. You must complete the form, have it notarized, and return it **BEFORE** service can be built. A legal description of your property will be needed to complete the easement form. (NOTE: Acquiring easements from your neighbors is your responsibility.)

UNDERGROUND LOCATION & MARKING

NEC’s Staking Crew will mark all major utilities within the utility right-of-way. However, it is the member’s responsibility to mark the location of septic tanks, sprinkler systems, and other member-owned underground systems.

SIZE OF BUILDING & PLANNED ELECTRICAL LOAD

NEC needs to ensure that the size of the service we build/connect will meet your needs. We’ll need to know the following:

- The square footage
- Is it an all-electric building
- Will an alternate energy source be used.
- If you plan to build any future “add-ons”
- If you have any appliances that use an unusually large amount of electricity

Take the time now to consider these important questions to ensure that your new service best meets your electricity needs.

NEW CONSTRUCTION DEPOSITS & ISSUES

DEPOSITS: You will be required to pay a minimum deposit of not less than \$350 to cover the cost of pre-construction work, such as engineering design, for all new service construction.

1. On site visits to establish engineering “estimates” shall be billed at \$100/hour and will be reimbursable upon construction of the project.
2. The deposit shall be paid in advance of any engineering work performed by the Cooperative for the project.
3. Upon completion of the new construction project, the deposit shall be credited to the Aid to Construction invoice.
4. If after completion of the engineering-related work you do not proceed with the project, the work order will be voided and the deposit will be retained by the cooperative to cover the costs of all work performed.

BEFORE WE INITIATE CONSTRUCTION...

A stake must be placed on the property where the permanent meter will be set. **Call NEC’s office to let the New Service Department know when a stake’s been placed.** An engineer will not go to your location until you have contacted our office (800-632-9288) or 387-2581. If you do not contact our office, your service construction will be delayed.

Your job will not be scheduled for construction until all paperwork and any money owed is received by NEC.

- Service/membership applications

- Deposits
- Trenching costs
- Payment for meter loop
- Signed easements
- Any construction costs not covered under discount

NEW CONSTRUCTION COSTS

- A standard 30-foot meter pole is provided by the cooperative for no charge.
- The meter loop may be purchased by new members from NEC for \$482.00. An electrician will still need to install the main breaker and place it on the pole.
- For Underground Service there is a charge of \$3 per foot for trenching over 50 feet.
- A service fee will be assessed for any return trip(s). No exceptions are made.
- Discounts for line extensions for new members are available as listed below. In some instances, payment in aid of construction may be required.

Residential & Small Commercial

(single phase, under 35kW demand) Discount = \$1,742.00

Residential & Small Commercial

(Three phase, under 35 kW) Discount = \$5,225.00

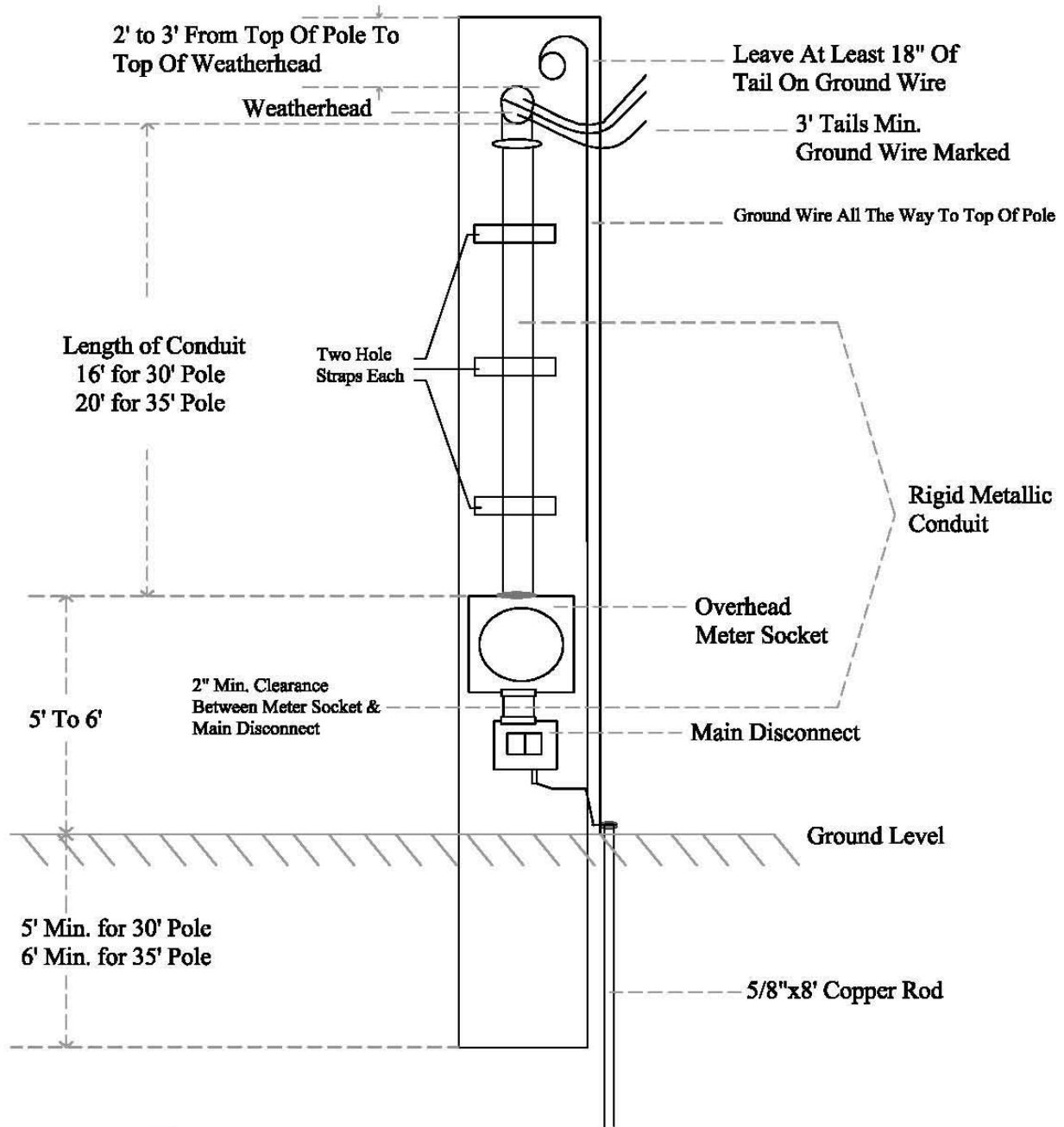
Large Commercial (single or three phase, 35 kW demand and above) Discount = \$7,840.00

- In order to receive service & the applicable discount...
 - √ Your concrete foundation must be poured or flooring must be down
 - √ If a mobile home, the hitch & axle and wheels must be removed and mobile home completely skirted
 - √ Water Wells must be dug
 - √ Seasonal, Temporary, Barns, Water Wells, etc. are not eligible for a discount. To receive service barns, cabins, sheds must have 4 finished sides and a complete roof.

If you require temporary service, you will be charged an “Up and Down Charge.” This charge covers the cost of material and labor to construct a power line to serve you and must be paid in advance. This fee can be returned to you if you complete the necessary requirements within one year from the date the fee was paid. Temporary service can normally be constructed with 5-7 working days notice and can be provided at a maximum distance of 50 feet from an existing NEC pole or within 10 feet of a padmount transformer.

IMPORTANT: WHILE CONSTRUCTION MAY BE SCHEDULED, YOUR SERVICE WILL NOT BE CONNECTED UNTIL NEC HAS BEEN NOTIFIED OF YOUR ACCEPTANCE BY YOUR CHOSEN POWER PROVIDER. PLEASE SEE LIST OF AVAILABLE PROVIDERS AVAILABLE FROM OUR NEW SERVICE COORDINATOR OR ONLINE AT [HTTP://WWW.NUECESELECTRIC.ORG/SHOP/NEC_SHOPPING.HTML](http://www.nueceselectric.org/SHOP/NEC_SHOPPING.HTML) .

OVERHEAD SERVICE TO METER POLE



Nueces Electric Cooperative

Drawn By SP

Approved By VI

Rev. 2/23/2009

See NEC's *Official Meter Construction Specifications* Brochure for all types of service specs and diagrams.

OVERHEAD SERVICE TO METER POLE

NOTES

Wire Sizes:

	<u>Copper</u>
100 AMP	#4
150 AMP	#1
200 AMP	#2/0

Conduit Sizes:

1 1/2"
2"
2"

Additional Notes:

- MAIN DISCONNECT: Fused switch or circuit breaker with AMP rating no larger than the meter base.
- Meter Pole Location:
 - Marked by a stake & wrapped with a ribbon
 - The stake should be no farther than 50' from home or no less than 5'
 - The stake can be a max. 75' from transformer pole or service pole.
 - The path for NEC's wire to the meter pole cannot cross over any structure. If home/building does not currently exist at location, stake the 4 corners of the home/building.
 - Face meter loop away from home, preferably toward a road.
- Minimum 100 Amp entrance as per National Electric Code
- All houses or barns will have a min. of 100 Amp service.
- A manually operable switch or circuit breaker equipped with handle or other suitable operating means positively must be identified and marked for mechanical operation by hand. It must be a weather proof box.
- The tails out of the weather head should be a min. of 3' long.
- Conduit for NEC overhead service feed must be rigid metallic (Aluminum or Galvanized). No EMT or PVC.
- Conduit straps shall be placed every 2'.
- Conduit between meter socket and main disconnect must be of rigid metallic (Aluminum or Galvanized). Length must be a minimum of 2" but not more than 6"
- No more than 2 conductors per hot terminal will be allowed.
- Must use A 5/8" x 8' Copper Ground Rod.
- Must use meter can constructed specifically for overhead service.
- The ground wire shall be no smaller than #6 Copper and shall be placed inside a 1/2" Rigid Metallic (Aluminum or Galvanized) conduit leading to ground level.