

Merced Irrigation District
Electric Services Department
P.O. Box 2288
Merced, CA 95344-0288



Powering Eastern Merced County



the **SWITCH**

Merced Irrigation District Electric Services Update
Summer 2007

Growth of MID Electrical Services

Since its beginnings in 1996, Merced Irrigation District's (MID) Electric Service has experienced a tremendous surge of growth not only in its residential market but in its commercial market as well. Over the past ten years its customer base continues to grow, now servicing over 7,200 meters. These customer classifications are approximately 76% residential, 20% commercial, and 4% industrial, municipal and agricultural. MID attributes this growth to six main factors related to its Electric Services:

- Lower rates
- Responsiveness to customer concerns
- Emphasis on long-term community goals
- Local employment
- All savings stays in the community
- Not-for-profit status.

In order to meet the rapidly growing demand for electrical services, MID has continued to expand its electric distribution system. MID owns and operates two power generating plants at the new Exchequer and McSwain Dams. These two plants generate 105 MW of power which has been sold to PG&E under a long term contract signed in 1964. The contract expires in 2014 at which time the power generated from these two plants can be utilized by MID to help supply power to its customers.

The future looks very bright for MID Electric services. MID not only has the power requirement to meet the current peak demand, but also a comfortable cushion to supply new customers as they connect to the system in the future. |

Please visit the District's Web site to find out more information regarding MID'S electrical service growth at www.mercedid.org. |

Meet the Team

There are currently seven representatives on our Customer Service Team. Collectively, they have years of experience handling customer questions and solving problems.

Paula Sousa has just recently joined the MID Customer Service Team as the cashier. Paula will process all your deposits and customer applications along with taking payments at the counter, over the phone and by mail.

Gina Marks is our accounts representative and has been working with the Customer Service Team for two years. As an accounts representative, Gina is ready to take all your service requests and generate service orders that need to be processed. She also coordinates all of the street lights and processes them for billing. If you would like to set up new payment plans or have questions regarding your bill, Gina is who you should contact.

Sandra Hernandez is our billing representative. She has been working on the MID Customer Service Team for three years. Sandra performs all the billing for electric services and generates 15 day and 48 hour notices. Sandra checks all our customers' rates to ensure that our customers are being billed accurate monthly rates. Sandra is available for any questions you may have regarding your billing.

Beckie Veilleux has been with the MID Customer Service Team for seven years. Beckie is cross trained in accounts and billing but her primary role is to complete all the customer accounts that are leaving the district, prepare credit collection, and process customer applications. If you have any questions regarding set up, high bill complaints, or any other concerns, feel free to contact Beckie.

Bryan Brock is our new meter reader. He is responsible for reading the District's electric meters. Bryan just started with the MID Customer Service Team. He accurately and efficiently reads and records meter readings with the Mobile Collector.

Kris Morris is our irrigation billing representative. She has worked on the MID Customer Service Team for four years; Kris handles all irrigation billing issues as well as irrigation request from MID growers, if you are a MID grower, you have probably heard the soothing voice of Kris.

Megan Fordon is our irrigation order clerk. She has worked on the MID Customer Service Team for one year; Megan processes all irrigation payments and also takes irrigation request from MID growers.

For additional questions or concerns you may contact:

Linda Davidson – Customer Service Supervisor

Cindy LaCava – Customer Service Manager

CUSTOMER SERVICE REPRESENTATIVES. BOTTOM ROW LEFT TO RIGHT: GINA MARKS, MEGAN FORDON, LINDA DAVIDSON, KRIS MORRIS, PAULA SOUSA BACK ROW: BRYAN BROCK, BECKIE VEILLEUX, CINDY LACAVA, SANDRA HERNANDEZ

Survey Shows MID Electrical Service Customers Satisfied

Recently, the Californian Municipal Utilities Association (CMUA) commissioned a statewide survey on Californian residential customers served by municipal utilities. The survey consisted of 15 to 20 questions evaluating Merced Irrigation District's (MID) electrical service performance in customer service, reliability, power delivery, and price perceptions.

The results indicated that overall MID was among the highest ranked in the

state. Customers noted that the MID kept them informed about the District, delivered service without interruption, and kept the prices down. In response to the results Jem Brown, Assistant General Manager for Energy Resources, stated, "We're delighted that our customers are very happy with our service, our system costs a little bit more, but it is paying off in high customer satisfaction levels. Our goal is to keep it that way." |

Commitment to Serving You

MID has been committed to providing excellent customer service for Electric and Water customers since its beginnings in 1920 for Water and 1996 when Electric started. Our dedicated staff works hard to keep you informed and to answer any questions you may have. Our office hours are Monday through Friday, 8:00 a.m.-5:00 p.m. There are currently four ways in which you can reach us at MID.

Phone: (209) 722-3041 "Electric"
(209) 722-2720 "Water"

Fax: (209) 722-1457

Email: www.custsvc@MercedID.org

MID's most recent addition to the customer service department is the customer service webpage located at <http://www.mercedid.org/energy/residential/customerservice.html>. In this site our customers will find a variety of services ranging anywhere from energy rebates and money saving tips to applications for the California Alternate Rates for Energy (CARE) Programs. Information about billing, accounts receivable, disconnection and restoration fees along with others related services are also available. Check it out. |

