

Questions about the Territory Transfer from Graham County Electric Cooperative, Inc. (“GCEC”) to the Town of Thatcher (“TOT”)

- 1) Why is my service being transferred to the Town of Thatcher?
 - Municipalities such as TOT have the right to acquire electric utility service territory within the Town limits. GCEC and TOT have service territorial agreements dating back to 1973.
 - GCEC and TOT signed a new “Distribution Wheeling and O&M Agreement” on February 3, 2016 that transfers all Thatcher residents who are currently served by GCEC to the Town.
- 2) When will the transfer occur?
 - Subject to Arizona Corporation Commission (ACC) approval, it is anticipated the transfer will occur on or about July 1, 2017. (The current target date is June 27th)
- 3) Will my power go out during the transfer?
 - GCEC and TOT don’t anticipate any outages will be necessary and will make every effort to minimize any outages during the transfer.
- 4) Will I be charged any disconnect or connect fees by GCEC or TOT for the transfer?
 - There will be no disconnect or connect fees associated with this transfer by either GCEC or TOT.
- 5) When will I receive my final bill from GCEC?
 - You should receive your final bill from GCEC within a few weeks after the transfer in the month of July 2017.
- 6) When will I receive my first bill from the Town of Thatcher?
 - You should receive your first utility bill with TOT in August 2017.
- 7) What happens to my deposit and/or membership with GCEC?
 - All deposits and memberships associated with your electric service will be applied to your final bill with GCEC. Any amount remaining will then be refunded approximately 2-3 weeks after the final bill.
- 8) Will TOT charge me a deposit?
 - Please contact the TOT at 928-428-2290 regarding their policy on deposits.
- 9) Will there be any changes to my meter once service has been transferred to TOT?
 - TOT plans to change all meters to their metering infrastructure once the transfer is complete. Meter changes will occur gradually as TOT is able to make the changes. Please contact TOT at 928-428-2290 if you have any questions about your meter.

10) What happens to my capital credits with GCEC?

- All capital credits that have been allocated to Thatcher residents will continue to be retained by the customer. Capital credits will be retired according to the GCEC capital credit retirement policy.

11) If I still have gas service with GCU then will I still be a member of the Co-op?

- Yes you will still be a member of the Graham County Utilities, Inc. (GCU) Co-op but not Graham County Electric Cooperative, Inc. (GCEC). Thatcher residents that have gas utility service with Graham County Utilities (GCU) will continue to be members of GCU and receive their gas service from GCU.

12) Can I choose to stay with GCEC for electric service?

- No. All residents in the current town limits will be customers of TOT for electric service after the territory transfer is complete.

13) Who should I contact during a power outage or if I have a problem with my service after the transfer?

- All Thatcher residents should contact TOT at 928-428-2290 during a power outage. Information will then be sent by TOT to GCEC personnel to respond to the outage.

14) If GCEC is going to be the wire provider and restore power during an outage then why can't I contact GCEC directly if I'm a Thatcher resident?

- GCEC and TOT have agreed that residents of TOT should call the Town for all questions related to their electric utility service. After the transfer, Thatcher residents will be customers of TOT and not GCEC for electric service. The Town will be able to determine if the outage is because of non-payment or some other issue.
- If it's determined that the outage is due to power or equipment failure then the Town will be responsible for contacting GCEC to have service repaired as soon as possible. Following this process will avoid unnecessary call outs for GCEC crews which will help decrease the amount of time it takes to restore power during an outage. The customer will also avoid additional charges or fees for unnecessary service calls.

15) Who do I call after hours in the event of a power outage?

- Thatcher residents will still call TOT at 928-428-2290 for power outage issues even after hours. It will be the responsibility of TOT to notify GCEC of the problem.

16) If I move to a different address in TOT then who do I contact?

- If you are moving to a new address in TOT limits then you will still contact TOT at 928-428-2290. TOT will be responsible for connecting and disconnecting service for both existing homes and new construction in TOT.

17) If I want to upgrade or make any changes to my electric service then who do I contact?

- Thatcher residents will contact TOT regarding any service upgrade or changes. TOT will then notify GCEC of the required changes and GCEC personnel will complete construction as part of the regular scheduled work orders. If GCEC personnel need to communicate with the customer about the service upgrade or changes then TOT will share the customer contact information with GCEC.

18) What is the difference in rates between GCEC and TOT?

- TOT electric rates and monthly minimum charges are generally lower than GCEC rates. The chart below compares the residential rates for both entities:

	GCEC	Thatcher
Residential monthly minimum charge	\$9.00	\$7.00
Residential commodity charge per kWh	\$0.11038	\$0.091

- Please contact TOT at 928-428-2290 if you have additional questions about the rates and fees for TOT.

19) If I have a problem or question about my electric utility bill then who do I contact?

- Contact TOT at 928-428-2290 for all questions related to your utility bill.