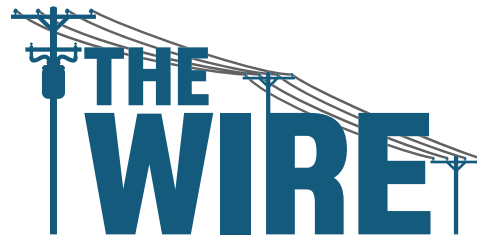




WATER & POWER
Serving Central California since 1887



DEC. 2024

**TID WATER & POWER
PODCAST—ALL
THINGS RATES
EPISODE**

Curious how TID approached the 2025 rate change? Tune in to Episode 43 to hear TID's CFO explain the process and reasoning that led to the update. Stream wherever you get your podcasts.



TID's 2025 Rate Change

After ten years without a rate increase, the TID Board of Directors has approved a rate change that will result in a 15% overall increase spread out over the next three years. TID residential customers will see a 5.6% increase starting in January 2025.

As a community-owned utility, TID works hard to provide the lowest electric rates in our region, and we continue to do so even with the 2025 rate increase. Because our customers have not experienced a rate increase in a decade, we made every effort to share the decision making process that led to the proposed, and now approved, rate changes. Over the last few months, TID has developed rate fact sheets, produced a podcast episode, hosted a budget workshop, and created a dedicated webpage to offer information about the proposed rate increase, including a bill calculator for customers to estimate how the increase will impact their bill, all in an effort to provide transparency and advance notice to our customers.

Graphic depicts example of an average residential customer usage of 905 Kilowatt hours per month.



Continued on next page.

TID CARES



The 2025 TID CARES rate assistance program will adjust with the 2025 rate increase. Residential customers who qualify will receive an increased \$16 discount on the customer charge and 15% off the first 800-kilowatt hours each month. The new discount will apply to enrolled customers' January 2025 usage bill.

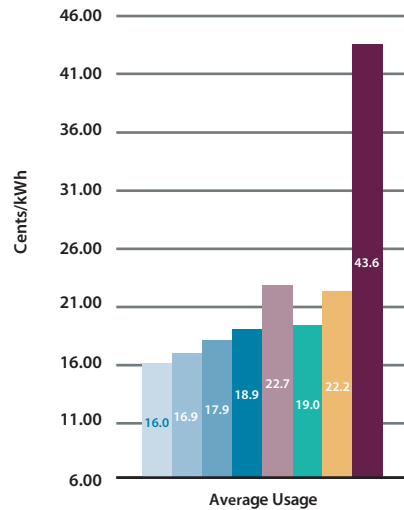
Visit [TID.org/cares](https://www.tid.org/cares) for program guidelines and to complete the online application. You can also visit the Turlock or Ceres Customer Services offices for a printed application. If you have questions about the program or need help with your application, please call TID Customer Service at (209) 883-8222.

SCAN QR CODE TO LEARN MORE.



TID RATE CHANGE CONT.

Residential Customer (DE) Comparison (¢/kWh)



We understand the rate increase will affect our customers, however with an anticipated increase of load in our service territory, and the need for new and updated infrastructure and many state mandates with which we must comply, the Board of Directors made the difficult decision to increase rates to maintain the reliability our customers depend on.

For more information on the rate increase, to review rate update fact sheets, or to use the bill calculator, visit [TID.org/rateupdates](https://www.tid.org/rateupdates).


CUSTOMER ACADEMY 2025



We want our customers to understand how their community-owned utility makes decisions about our operations, always with our customers in mind. This is why we developed TID's Customer Academy.

TID's Customer Academy program is designed to give interested customers the opportunity to gain insight into the District's history, operations, future plans, and our unique facilities

TID customers are invited to apply to be part of our 5-session program.

 The program takes place over four Wednesday evenings and a Saturday tour, March 5–April 5, 2025.

 For more information, visit [TID.org/CustomerAcademy](https://www.tid.org/CustomerAcademy). Application period is open now through January 6, 2025.

If you are looking to engage in conversations regarding important District issues and learn about your community-owned utility apply today! The TID Customer Academy is free and open to all TID Customers 18 and over. Space is limited and applying does not guarantee participation in the program.

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