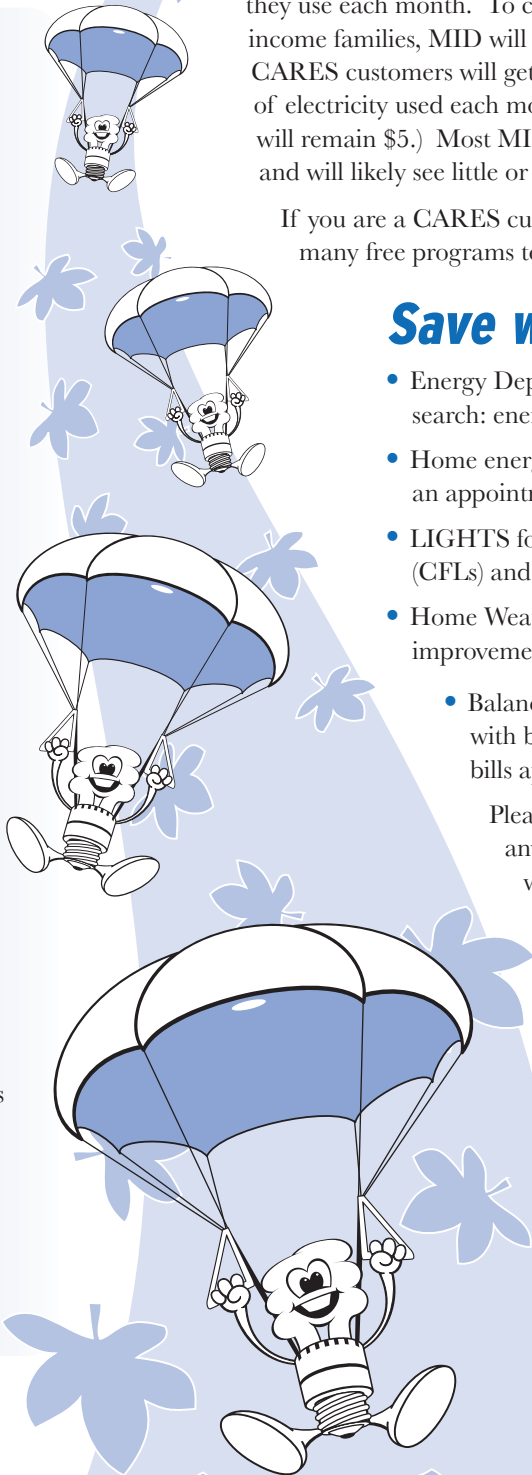


## Light it right and save this fall

As the nights get longer, lighting takes a bigger slice of your electric bill. Lighting is 20-30 percent of residential electric use for most households. Here's how to save this fall:

- Turn off lights when you leave the room.
- Use the right light for the task – for example, a desk lamp for a work area, not a ceiling light.
- Install dimmer controls when appropriate for the light fixture.
- Install motion detectors for outdoor security lights.
- For indoor security lighting, timers are the answer.
- CFLs vs. incandescents: This is a no-brainer! ENERGY STAR® qualified CFLs use one-fourth the energy and last 10 times as long. CFLs now come in any shape or size you need.



## MID CARES change coming in January

Currently MID CARES customers get a 23 percent discount on all the energy they use each month. To continue serving the largest possible number of low-income families, MID will limit CARES benefits starting January 1, 2010. CARES customers will get the discount on only the first 850 kilowatthours (kWh) of electricity used each month. (The fixed monthly charge for CARES customers will remain \$5.) Most MID CARES customers use less than 850 kWh per month and will likely see little or no change in their electric bills.

If you are a CARES customer using more than 850 kWh per month, MID has many free programs to help you save energy and manage your electric bill.

## Save with FREE MID Programs

- Energy Depot® online home energy check-up ([www.mid.org](http://www.mid.org), search: energy depot).
- Home energy check-up by MID – Call 209 526-7339 to schedule an appointment.
- LIGHTS for LE\$\$ – Switch to compact fluorescent light bulbs (CFLs) and get a rebate up to \$20.
- Home Weatherization Program – Make simple home improvements to save energy.
- Balanced Payment Plan – Averages the current month's bill with bills for the previous 11 months. Makes your electric bills approximately the same dollar amount each month.

Please call 209 526-7435 or 1-866-645-6625 if you have any questions about the MID CARES change. MID will also notify each affected CARES customer of this change by mail.

## BONUS!

Light bulb - Meet Mr. Dust Rag!

A few minutes dusting bulbs and fixtures will provide better light throughout your home.

Cost: Zero.



## Your helping hand will make a difference



Please help people in need keep their power on this winter. These are MID customers who have used up other sources of aid, and whose electricity would otherwise be turned off due to non-payment. Through a program funded by private donations and administered on a non-profit basis by the Salvation Army, a needy customer can receive up to \$275 once a year. In 2008, MID customers like you voluntarily gave \$21,250 to help less fortunate neighbors. Use the special envelope with your MID electric bill this month. Write your check payable to Salvation Army – MID Customer Fund to earmark your gift for MID customers only. For details, call the Salvation Army at 209 521-6249, Monday or Wednesday afternoons. Thank you for your compassion and generosity.

### NOVEMBER IN THE VICTORY GARDEN



In 2008 MID recycled 174,507 pounds of scrap iron – over 87 tons!

It seems like our Central Valley area is always hit first when the economy turns down, and last to recover when the economy gets better.

Times are especially hard for the unemployed, low-income seniors and those whose disability or chronic illness prevents them from working.

## Power outage reminder

Though we pride ourselves on providing superior, reliable service, MID cannot guarantee continuous power. MID is not liable for any loss or damages caused by power outages – whether due to supply shortages or delivery interruptions – or fluctuations in electric voltage or frequency. It is your responsibility to protect yourself, your equipment and property against such occurrences.

Terms and conditions of your electric service are set forth in MID's Electric Service Rules and Electric Service Guide. These documents are available online at [www.mid.org/services](http://www.mid.org/services) or by calling the office of the Board Secretary, (209) 526-7360.



## Because you asked: Customer privacy

**Q:** My wife called to ask when our MID bill was due, but the MID customer service person wouldn't tell her because the account is in my name. What gives?

**A:** Utilities can give account information only to the person whose name is on the account. It's a federal law\* to protect your privacy. MID is prohibited from giving any information to spouses, other relatives, roommates or any person who isn't named on the account.

The account holder – that's you – can approve giving information to another person by telephone to MID, in writing or in person at the MID office. You can grant information access on a one-time basis, or you can add another person's name to your account permanently.

To add another person to your MID account, just call MID Customer Service at 209 526-7337 (1-888-335-1643 toll-free) and provide your name and the last four digits of your Social Security number. The other person must also call and provide his/her personal information.

Of course the choice is yours. You don't have to add another person to your account if you don't want to. **IMPORTANT:** If a person is added to an MID electric account, that person becomes equally responsible for paying all charges on the electric bill. Talk it over first! Be sure you and the other person agree.

*\*Fair and Accurate Credit Transaction Act of 2003*



Alternate forms of this bill insert, the MID Update, are available to qualified individuals with disabilities.

Contact the MID Public Affairs Department:  
**(209) 526-7454**

Para información de MID en español:  
**(209) 526-7365**