

# Understanding your OPALCO bill


**What is my OPALCO account number?**

**Did OPALCO receive my last payment?**  
This section shows a summary of activity since your last bill

**General and specific messages related to your account appear here**

**For what location is this bill?**  
Service type and location information will be shown here

**What have I been billed for?**  
Electric meter reading data (including consumption dates) and a detailed list of charges will be shown in the main body of your bill



**Orcas Power & Light Cooperative**  
183 Mt Baker Rd  
Eastsound WA 98245-9413

For Billing Questions: Eastsound - Call (360) 376-3500  
Friday Harbor - Call (360) 376-3550  
[www.opalco.com](http://www.opalco.com)

OPALCO Member  
P.O. Box 000  
Eastsound, WA 98245

**Account Number** 00000000

**Statement Date** 04/25/2011

Billing Summary	
Balance From Last Billing	218.57
Payment Received 04/12/2011	218.57 CR
Balance Into Billing	0.00
New Bill	165.74
<b>Total Due By 05/19/11</b>	<b>165.74</b>
<b>Total Due After 05/19/11</b>	<b>174.03</b>

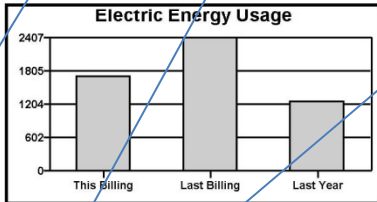
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**Messages**

Get on the boat - May 14th!

**Service Details**

Loc	Service Add	Desc	RESIDENCE	RC	1
<b>Meter Reading Details</b>					
Current Reading	04/15/11	12946			
Previous Reading	03/15/11	11238			
Total Usage		1710			
Days Served	31				



Electric Energy Usage

**Detail of Charges**

Balance into Billing	0.00
Basic Charge	25.50
KWH Charges	129.62
1710 KWH @ .0758	129.62
100 Watt Unmetered Light QTY: 1	10.62
<b>This Service</b>	<b>165.74</b>
<b>Sub-Total Amount Due</b>	<b>165.74</b>

KWH & Cost Comparison	No. Days	Total KWH	Per Day	Total Monthly Cost	Avg. Cost Per Day
Current Billing	31	1710	55	165.74	5.34
Last Billing	28	2407	85	218.57	7.80
This Billing Last Year	30	1254	41	131.17	4.37

Please Return This Stub With Your Payment  
Please Do Not Staple, Paperclip, Or Tape

**Account:** \_\_\_\_\_

**Statement Date:** 04/25/2011

**Total Due By 05/19/2011** 165.74

**Total Due After 05/19/2011** 174.03


Your payment and any returned items may be processed electronically.

Initial any programs below to sign up.


Pal Round-up or one-time donation \$ \_\_\_\_\_

Go paperless! Visit [opalco.com](http://opalco.com)

Green Power \$4/block  
# of blocks to add (or All to go All Green) \_\_\_\_\_  
See reverse for more information.



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**Available OPALCO programs are listed here.** Simply check the space on your payment stub or call OPALCO to enroll.

**What do I owe and when is it due?** Date due and total amount appear here. If you are enrolled in OPALCO AutoPay, this space indicates your enrollment status as "DO NOT PAY - AutoPay".

# Understanding your OPALCO bill (back)

The back of your OPALCO bill contains important information about bill payment options, office hours, other OPALCO programs/services, and outages.

## OPALCO is your member-owned electric cooperative - serving the San Juan Islands since 1937

### ABOUT BILL PAYMENT

Electric bills are due on the 19th of each month. Payments must be received by **4:00 p.m.** on the 19th to avoid a late fee. If you are experiencing a hardship and are having difficulty paying your bill, please contact a member services representative at 360-376-3500. We are happy to help connect you with available resources such as payment plans and Project PAL. Bills that are 30 days past due may be subject to disconnection and additional fees.

### CONTACTING OPALCO

Office hours are 8:00 a.m. - 4:30 p.m. Monday through Friday

Orcas, Shaw, Lopez, Obstruction, Blakely, Center, Decatur, Crane Islands 360-376-3500

San Juan (Friday Harbor), Henry, Pearl, Brown Islands 360-376-3550

**OUTAGES** - Report outages and access recorded status reports 360-376-3599  
After hours, the Sheriff's dispatch office answers calls

**ENERGY EFFICIENCY SERVICES** - Conservation, Renewables, Products, Rebates 360-376-3571

For a full listing of contact information, go to: [www.opalco.com](http://www.opalco.com)



Project PAL helps qualified OPALCO members to pay their winter electric bills. When you sign up for the PAL Round-Up Program, your monthly power bills are rounded up to the next whole dollar (average annual donation of \$6). One-time and monthly donations also help. To apply for PAL funds, pick up an application in the OPALCO offices, or download the form at [www.opalco.com](http://www.opalco.com).



When you sign up for eBill and AutoPay, you save a tree, save a stamp - and save your member-owned co-op 44 cents a month. eBill sends your bill via email and AutoPay automatically deducts the amount due from your bank or credit card account each month. To sign up, go to [www.opalco.com](http://www.opalco.com) - or complete the form below and send it in with your bill. It's the green thing to do.

<b>ADDRESS CHANGE:</b> Account #: 8932603 Cycle: 01 Bill Date: 04/25/2011  Name:  Address:  City, State, Zip:  Phone (day): _____ (eve): _____  Email:	<b>EBILL &amp; AUTOPAY AUTHORIZATION</b> <small>*Please continue to pay your bill until notified that eBill &amp; AutoPay have been activated. I authorize OPALCO to send my bill via email and charge my Visa, MasterCard, Checking or Savings account for any accrued balance on the OPALCO account listed.</small> <input type="checkbox"/> One time only <input type="checkbox"/> All future billings <input type="checkbox"/> Credit or Debit Card      Exp. date (mm/yy): _____ Number: _____ <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Checking Account (attach a voided check) <input type="checkbox"/> Savings Account (attach a voided check) Email Address (required): _____  _____ signature required to activate      date
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