

ORCAS POWER AND LIGHT COOPERATIVE

MEMBER SERVICE POLICY 1 NATURE OF SERVICES OFFERED

1.1 ELECTRIC SERVICES

- 1.1.1 OPALCO provides 60 cycle (Hertz) alternating current, either single or three phase, at available standard voltages. Voltage, frequency and waveform are regulated to conform to the standard practices of the industry.
- 1.1.2 OPALCO shall, unless otherwise provided in this policy, construct, operate and maintain the facilities necessary to deliver electrical energy to the point of service connection to the service equipment owned by the member or prospective member (hereinafter "member"). Responsibility for design, construction, operation and maintenance and removal of OPALCO's lines and other facilities shall rest with OPALCO. See Member Service Policy 5 for a detailed description of OPALCO's responsibility for construction of new facilities.
- 1.1.3 OPALCO shall only provide service to its members.

1.2 BUSINESS OFFICE

- 1.2.1 OPALCO shall maintain business offices in Eastsound and Friday Harbor. These offices shall be open from 8 a.m. until 4:30 p.m., Monday through Friday except Holidays. During business hours OPALCO may be reached at the following telephone numbers: Orcas District (360) 376-3500, San Juan District (360) 376-3550 or Lopez District (360) 376-3500. Outside of working hours these same numbers will be answered by our emergency dispatcher.
- 1.2.2 OPALCO will accept collect telephone calls from members concerning billing or other service related issues.



W. D. Bechtel, General Manager

Effective Date: 9/28/95