

ORCAS POWER & LIGHT COOPERATIVE

MEMBER SERVICE POLICY 12

PENALTY GRACE PERIOD

12.1 GOALS AND OBJECTIVES

To encourage prompt payment of OPALCO electric bills by recognizing those members who pay their bills promptly.

12.2 POLICY

12.2.1 It shall be the policy of OPALCO to allow members who have been prompt with their payments for a period of not less than eleven (11) months one late payment without penalty, provided the payment is received not more than twenty five (25) days past the billing date.

12.2.2 In order to qualify, members must currently hold an "A" credit rating as defined from time to time by the board of directors.

12.2.3 Those members meeting the criteria in 12.2.1 and 12.2.2 above will not receive a ten (10) day reminder notice. They will, however, receive a reminder notice twenty five (25) days after the billing date.

12.3 IMPLEMENTATION

OPALCO's general manager is responsible for implementing this policy.



Randy J. Cornelius, General Manager

Effective Date: November 18, 2004