

# **ORCAS POWER & LIGHT COOPERATIVE**

## **INTRODUCTION TO MEMBER SERVICE POLICIES**

### **PREFACE**

Orcas Power and Light Cooperative (OPALCO) has developed these member service policies to assist our members, staff, and others with whom we deal by establishing and administering a uniform set of service standards. These policies are designed to provide equitable service to all members, individually and collectively as the co-op itself.

OPALCO has sole jurisdiction over OPALCO's primary distribution networks, including design; materials used; location of facilities; and installation methods. OPALCO's Engineering Department shall give information as to the interpretation or application of the Member Service Policies as they pertain to the interface with OPALCO's facilities, but will not lay out work or act as consultants for responsible parties beyond the secondary lugs of the meter base. The OPALCO Engineering Department requires secondary conductor protection at or by the member's meter.

On commercial and housing developments larger than a duplex house, OPALCO's sole jurisdiction ends at the secondary lugs of the serving transformer. The responsible party shall allow OPALCO to have dual jurisdiction with the State of Washington from the serving transformer to the first protective device isolating the member owned facilities from OPALCO's power distribution network.

### **BASIS OF AGREEMENT**

These policies form a contract between OPALCO and others with whom it deals. This document spells out what OPALCO must do and what the member or member's representative (builder, electrician, developer, excavating contractor, architect, etc.) must do. As with any contract, it is the responsibility of the user to be familiar with the provisions of the contract.

OPALCO works closely with all responsible parties to ensure that the Member Service Policies are administered fairly and consistently throughout all of OPALCO's three districts. Each Member Services Policy subsection is intended to stand alone and shall be applied to other Member Services Policy sections. To assure that the Member Service Policies are administered fairly and consistently, OPALCO's General Manager retains sole authority of interpretation and intent of these policies.

### **EASEMENTS**

The ability of OPALCO to serve its members, and to construct, operate, maintain, repair and upgrade OPALCO's electrical distribution and transmission system is wholly dependent on the Cooperative's historic and ongoing ability to obtain the necessary easements for these purposes from its member owners. It is a requirement of membership in the cooperative to grant OPALCO and it's assigns the necessary easements, in a form as determined by OPALCO's staff, to legally establish it's authority to construct, operate, maintain and upgrade the transmission and distribution system, to provide access and egress across the members real property, and allow the joint occupancy of the facilities by it's assigns. Failure to grant reasonable request for such easements may result in the denial or removal of membership.

Orcas Power and Light Cooperative may evaluate the need to obtain easements for existing facilities on an applicant's property, and retains the right to deny new membership based on the applicant's failure to grant the Cooperative such required easement(s).

## **AVAILABILITY**

Copies of this policy, forms of application and contract and electric service specifications are on file for public inspection at the offices of OPALCO during regular business hours. Upon request, an OPALCO representative will lend assistance in securing information from the policy.

## **ADOPTION**

These rules and regulations have been adopted by the Board of Directors of Orcas Power and Light Cooperative in compliance with OPALCO's Articles of Incorporation and Bylaws and in accordance with the requirements of federal, state and other bodies having jurisdiction.

No officer, agent, or employee of OPALCO has the authority to waive, alter, or amend this policy.

OPALCO, through action by its Board of Directors, reserves the right to change these rules and regulations at any time.

## **APPLICABILITY**

These member service policies apply to all services rendered by OPALCO, except as otherwise provided in individual rate schedules or special contracts.

## **DEFINITIONS**

**ACTUAL COST** - The true final cost of labor, material, and special services used to complete a line extension, addition to facilities or repairs. Labor costs are based on the average hourly rate for labor and includes direct and indirect costs and overhead. The hourly labor rate is set from time to time by OPALCO.

**APPLICATION** - Written request for electric service.

**COMMERCIAL (ACCOUNT)** - A business which advertises or offers a place of business frequented by the public for the purchase or sale of goods and/or services.

**CONTRIBUTION-IN-AID OF CONSTRUCTION** - Cash payment to OPALCO for the addition of facilities to serve the member. A contribution-in-aid of construction is not normally refundable. See Member Service Policy 5 for a full explanation of our Line Extension Policy. The ownership of all facilities constructed with contribution-in-aid of construction remains with OPALCO.

**COOPERATIVE** - Orcas Power and Light Cooperative (OPALCO).

**DEMAND** - The maximum amount of power delivery to a member during a billing period, measured in Kilowatts (kW), registered over a fifteen minute period by a demand meter.

**DEVELOPER** – Any person who builds a commercial or residential facility or property for the purpose of sale or the resale of the property within four years of installation of OPALCO owned facilities.

**EASEMENT** - A legally binding right afforded to OPALCO to make limited use of a member's property to construct and maintain overhead or underground electric and communication facilities on the property of the grantor.

**ELECTRICAL DATUM PLANE** - the highest expected water level.

**ESTIMATED (CONSTRUCTION) COSTS** - OPALCO's estimate of the costs of labor, materials, labor overhead, easements, permits and other direct costs to complete a line extension or addition of facilities. Responsible party is required to pay the full cost of services provided at the completion of the project.

**FACILITY** – Building, structure or apparatus which requires power, or are used by OPALCO to house or protect electrical connections or interfaces.

**FAIRSHARE** – Partial reimbursement of the Contribution in Aid of Construction (CIAC) to the contributing member of record for which the CIAC was made.

**LINE RETENTION** – The minimum monthly revenue to be paid by the responsible party to OPALCO to help amortize the electrical facilities owned and maintained by OPALCO to serve the member.

**MEMBER** - A legal entity, including any natural person, firm, partnership, association, corporation, body politic or subdivision thereof, who has paid the membership fee and therefore agreed to be bound by the bylaws, tariffs and policies of Orcas Power and Light Cooperative.

**MEMBER SERVICE POLICIES** - Published policies governing OPALCO and its members in the matter of the furnishing of electric service by OPALCO and taking of electric service by the member.

**METER** - A device used to measure the amount of electric energy passing through the point of metering.

**METER SEAL** - A device made of plastic or metal which can not be removed from the electric meter without visible evidence of tampering. Meter seals are used by OPALCO for public safety and to detect meter tampering. It is the responsibility of the member to protect the meter seal from unauthorized removal.

**MOBILE HOME COURT** - Three or more trailer spaces with water and sewer systems to each space. This includes transient recreational vehicle spaces.

**MULTIPLE RESIDENTIAL UNITS OR STRUCTURES** – More than two structures or dwelling units which are supplied power from a common transformer connected to a common meterbase.

**NON-REFUNDABLE CASH PAYMENT** - Cash payment to OPALCO for the cost associated with providing services of a special nature to serve the member. This payment is nonrefundable.

**OWNER (OF RECORD)** - One or more persons or entities who are holders of a fee simple title to a parcel of land. Those having an interest as security for the performance of an obligation shall not be deemed an owner.

**PERMANENT (Electric Service)** - Electric service to premises which will take electric service permanently and continuously. OPALCO uses the following criteria to determine permanence: access by standard vehicle, adequate water and sewer systems, useful, inhabitable structure of at least 500 square feet attached to suitable foundation, incapable of being easily moved to other locations and having a minimum remaining useful-life as a residence or business of ten years. A permanent service must also be approved as such by the State of Washington Electrical Inspector.

PLAT (LONG) - Any division of land that results in five or more separate parcels.

PLAT (SHORT) - Any division of land that results in fewer than five separate parcels.

POINT OF DELIVERY - The point at which OPALCO delivers power to a member.

POWER DIVERSION - Any means or method used to obtain electric energy without paying the proper amount. The member does not have to be aware of the diversion or have instituted the diversion.

PRIMARY (Voltage) - Electrical facilities energized at a voltage greater than 480 volts. OPALCO will not normally provide service to a member at primary voltage.

RESIDENTIAL (Dwelling) - A building or portion of a building that is set up for temporary or permanent habitation. Evidence of a residential dwelling may include beds, closets, kitchen, normal furniture, bath or shower, etc. A residential dwelling need not have anyone living there.

RESPONSIBLE PARTY - Member, prospective member, property owner, property owners authorized agent, developer, subdivider, or any person who requests services of and from OPALCO.

RURAL - All of OPALCO's service area that does not fall within an area classified as urban.

SAN JUAN COUNTY LAND DIVISION REQUIREMENTS - The conditions which must be met by a land divider prior to final plat approval by San Juan County.

SCHEDULE OF DEPOSITS, FEES AND CHARGES - A published list of standard dollar amounts which OPALCO charges its members for specific services rendered by OPALCO.

SECONDARY LUGS - Electrical connection.

SERVICE CONNECTION (Point) - The precise location at which OPALCO-owned electrical facilities connect to member-owned electrical facilities. See also Point of Delivery.

STANDARDS REVIEW COMMITTEE – A standards review committee is made up of one representative from the engineering department and one representative from the operations department. This committee shall be appointed by the department managers and charged with reviewing and accepting or denying a request for adding a non-standard piece of equipment into OPALCO inventory.

SUBDIVIDER - Any person who divides a parcel or piece of property.

TEMPORARY (Electric Service) - Service to premises which OPALCO determines will probably not take electric service permanently and continuously. Temporary services must meet all of OPALCO's permanent meter base installation requirements.