

Category For the next two years, there is no outside funding from BPA for energy efficiency and conservation rebates. How should OPALCO continue to support our mission of environmental stewardship and reward our members' commitment to energy efficiency?

- Broadband Stay out of the internet business.
- Broadband Stop adding fiberoptic cable and concentrate on what matters. Our grid is so much better than past reliability. We don't need more reliability at the huge cost you are inflicting on us.
- Broadband Stop funding the fiber/broadband with opalco monies I dare you to have the broadband/fiber division of opalco to stand on its own two feet without the power division paying for the broadband/fiber experiment. If you didn't spend millions of dollars on the broadband/fiber experiment you wouldn't have had to have a rate increase you just imposed on us. I bet it would of been considerably less of an increase or not at all. Stop rate increases to pay for broadband/fiber.
- Broadband Stop installation of fiber optic cables and use the savings to pay for conservation program. We are a power and light coop, not a IT coop.
- Broadband Stop lies. Stop purchasing interest servers like Rock Island. Better management of your funds. How have been rewarding your members so far? With rate increases and baseline monthly increases. I suggest you DO NOT support environmental stewardship if it means raising our rates or baseline even 1 cent more.
- Broadband Stop programs which are not the very most basic to providing energy to members. Stop the programs in #10 above and stop any other programs that add to cost and rates. Base rates entirely on usage, and increase rates per kwh geometrically as kwh usage increases. Base rates entirely on usage and have no facility charge -- that will do the most to encourage conservation.
- Broadband Stop spending electric dollars on broadband
- Broadband Stop spending money on programs outside of providing power, such as broad band
- Broadband Stop taking on outside business ventures such as internet.
- Broadband stop the broadband investment, you are an electric provider.
- Broadband Stop the broadband project and get rid of the guy who brought it here. Make current broadband users pay the full cost of what they're receiving. If you do this, there should be no need for any rate increases. Keep the rate structure the way it is now.
- Broadband Stop the internet madness that we can not afford
- Broadband Stop the money drain of our energy coop into the broadband program, which I do not support. Why aren't you asking us questions about expenditures for broadband?
- Broadband Stop using our money for internet. It's unfair for us to be strapped by paying for your investment. You were not upfront with your members.
- Broadband Stop wasting money on broadband and concentrate on power.
- Broadband abandon fibre-optic scam
- Broadband Be smart and sell rock island internet and stay focused on conservative budgeting and planning in place of where you have placed all owners at risk do to a few individuals lack of common and good sound business sense.
- Broadband By not diverting any funds to the broadband expansion program.
- Broadband By not diverting any funds to the broadband expansion program.
- Broadband By not purchasing other businesses!!
- Broadband Create a tiered KWh charge system Don't expend capital on new business projects like internet
- Broadband cut costs by abandoning the broadband and internet server ambitions. Return Rockisland to private ownership. Keep it simple; stick to power and light only.
- Broadband Do not funnel resources to the broad band development. Use these resources for encouraging and rewarding reduction in energy consumption.
- Broadband do not put \$ into fiber optics
- Broadband Don't pass along costs of broadband to those who voted against it.
- Broadband Don't spend any more money on fiber optics, broadband, the new Rock Island company. Bite the bullet and issue a moratorium on "energy efficiency and rebates" for 2 years. You have unfortunately already committed the Coop to some expensive policies that members like us do not feel are in the best interests of Coop members.
- Broadband Drop everything related to Internet access.
- Broadband Drop the support of broadband service and get back to the mission of providing members with safe, reliable, cost effective and environmentally sensitive electric utility services.
- Broadband Expansion of broadband is not an electric utility service. Broadband is dependent upon electricity, but has nothing to do with the generation of it or support of it. Get back to the basics!!!!

Broadband Dump the fiber optics fiasco.

Broadband Eliminate these programs for two years. Perhaps not spending money on the internet project, would have allowed OPALCO to be solvent enough for this financial crunch to be handled.

Broadband Forget the broadband and put those funds toward conservation. Oops. Too late. Shame on you.

Broadband forget the broadband provider status

Broadband forget the broadband providing

Broadband Get control of and reduce the base infrastructure costs and apply any savings to conservation programs. the electric co-op should not be paying for the broadband adventure.

Broadband Get out of Internet business. Cut down excessive expenses by trimming management costs. Quit acting like a government agency.

Broadband Get out of the internet business and stick to what you know. Solar, wind & zero-waste facilities.

Broadband get out of the internet business and use the money to maintain and update electricity infrastructure and lowering costs to customers of said electricity.

Broadband get out of the internet business.

Broadband Higher kWh charge. Lower facility charge. The facility charge is already too expensive with it going up yearly to pay for broadband. The broadband should be payed for by the users. This is not an electric company purpose.

Broadband I am not sure. You have already spent a bundle to acquire Rock Island and we are paying for that acquisition whether we approved or not. That money could have gone a long way to funding the above and helping those who need help.

Broadband The whole broadband fiasco has soured people's perceptions of OPALCO. people don't see the value of superfast internet to them. And the board should have been more public and transparent. My suggestion is to walk your talk and demonstrate why we need high speed internet by cooperatively building a Super-Smart-Grid of the future, designed for long term sustainability and resilience. Use the best demand response controls, distributed generation and storage and vehicle-to-grid technology. Design incentives to encourage many rooftops and pastures full of PV panels, and garages full of batteries and electric cars. Put a MW scale wind generator on top of Mt Constitution. Pumped hydro from East Sound to the top of the mountain. We need a new energy system. This is not the time to cut back on programs to help the planet. Double down and go big!

Broadband Only increase rates for members who will be taking advantage of internet service. Members who are not wishing to have internet service should be offered regular rate with no rate increase.

Broadband Opalco is all about energy. This survey is all about energy. So why is Opalco in the Internet business now that Opalco bought Rockisland. That is not energy. I believe Opalco would have a lot more capital and would not be in this crisis if Opalco was in the energy business and ONLY the energy business! I am unhappy that the purchase of Rockisland was not put out the the Co-op membership to vote on that acquisition. Opalco has defiantly strayed from its mission to environmental stewardship as you say.

Broadband Put "broadband" programs on hold.

Broadband Return co-op member capital used fund for-profit broadband entity

Broadband Reward us by not wasting precious funds on purchasing private companies for something that is non-energy related (rockisland.com). Cut out swag and expensive spreads for annual meetings, and all other freebies and apply those funds for rebates. Can you cut administrative costs? Can you cut materials waste? Don't bother with electric car stations, only a small percentage of people will be able to afford electric cars. Part timers should be charged more for maintaining infrastructure. Some of those funds could go for rebates.

Broadband Seriously question the wisdom of fiber optics program and associated cost. Need risk vs benefit analysis with results available to membership. This survey is skewed toward alternate energy solutions.

Broadband Start by making OPALCO a power company again. Leave the fiber alone, it is destroying OPALCO.

Broadband Stay out of the communication business and if not allow the Members to have a say in what happens.

Broadband * Do you already have a one-time, "hook-up" fee for new construction? If not, this should be implemented. If so, perhaps increase this a little. * Consider outside support for the Rock Island purchase.

Broadband What happened to rollout of internet? We have to have satellite which is measured service, very expensive as Rock Island told us they can not serve us well due to being on end of dsl which century link oversubscribed. we're waiting for opalco internet. our dsl speeds were 38K (!) less than half speed of dial up and worse than 98% of america according to speed tests - so much for fast dsl. Satellite is better but does not work well in rain/snow and has many outages and problems. We want opalco to pursue internet.

Broadband We would like to have high speed internet provided to our neighborhood.

Broadband Charge for broadband

Don't Know I don't know, I am sure we will be ripped off no matter what course of actions you take. Especially given we are now subsidizing your broadband initiative

Don't Know I don't know at this time, however, I was taken aback at the notice of a second rate increase this year. I have always been a strong supporter of OPALCO, but am confused as to the future direction with the two rate increases. When do the increases stop, or are we faced with an endless cycle of rate increases going forward?

Don't Know Don't know

Don't Know don't know

Don't Know don't know

Don't Know Don't know

Don't Know Don't Know

Don't Know don't know

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Don't Know Don't know

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Don't Know don't know

Don't Know Don't know enough about the issues to comment.

Don't Know Don't know enough to say.

Don't Know Don't know what to suggest

Don't Know don't know!

Don't Know Don't know!

Don't Know Don't know.

Don't Know Don't know.

Don't Know Don't know.

Don't Know Don't know.

Don't Know don't know.
Don't Know Don't know.
Don't Know Don't know.
Don't Know Don't know.
Don't Know Don't know.
Don't Know Don't know.
Don't Know Don't know?
Don't Know Don't really know the answer to this, just so it will benefit disabled and seniors
Don't Know Haven't a clue!
Don't Know I am a renter now and have no idea what the answer is. I think solar and wind are the only answers. My energy efficiency was not rewarded. Continue dialogue with community with people who know more about this than I.
Don't Know I am new to OPALCO - will owners of homes in the Lopez Community Land Trust/ Common Ground still be eligible for rebates? I need to learn more.
Don't Know I am not familiar enough with information needed to make a comment.
Don't Know I am not sure.
Don't Know I am not sure.
Don't Know I am not sure. I haven;t lived here long and don;t understand all of the resources available & needs.
Don't Know i do not know
Don't Know I dont know
Don't Know I don't know
Don't Know I don't know
Don't Know I don't know
Don't Know I don't know
Don't Know i don't know
Don't Know I don't know enough about the total OPALCO business operation to make a comment.
Don't Know I don't know enough to answer this question. I am a new customer just this month
Don't Know I don't know.
Don't Know I don't know.
Don't Know I don't know.
Don't Know I don't know.
Don't Know I don't know.
Don't Know I don't know. Sorry.
Don't Know I don't know; you're the experts!
Don't Know I have no idea.
Don't Know I have no ideas on this.
Don't Know I have not been on the island long enough to comment
Don't Know I haven't any ideas at this time.
Don't Know i hve no idea
Don't Know I think we have to try to hold rates, but that may not be possible with the commitments already made to those who have invested in the infrastructure for efficiency???
Don't Know I will leave it to the experts

Don't Know il donot know.

Don't Know I'm not qualified to answer this question.

Don't Know I'm not sure

Don't Know Insufficiently knowledgeable to make any relevant recommendations.

Don't Know No idea.

Don't Know no opinion

Don't Know no opinion

Don't Know No opinion.

Don't Know no opinon

Don't Know not my expertise

Don't Know Not qualified to answer this

Don't Know Not really sure.

Don't Know Not sure

Don't Know Not sure

Don't Know not sure

Don't Know Not sure

Don't Know Not sure

Don't Know not sure

Don't Know not sure

Don't Know not sure

Don't Know Not sure

Don't Know NOt sure

Don't Know Not sure at this time.

Don't Know son,t know

Don't Know I think that encouraging members to conserve and produce energy is very important, but OPALCO needs to stay within its budget. Sure, I agree that a small increase in rates would be acceptable in order to keep these programs going, but you cannot make the burden of this too heavy for the general membership. I have installed solar panels and at the time I was told that with the OPALCO incentives as well as the State incentives, the cost for this investment would be recovered in 10 years. Then OPALCO changed it's agreement with me and now it will take about 15 years to recover the cost of the solar installation and if I want to expand my system, the recovery rate would even be slower. Even though I think it is wonderful that so many people are signing up to produce renewable energy, it was not fair to change your agreement with me without my consent.

Don't Know do not know

Energy Savings stop all this non-sense and just supply power to members at the best price that can be attained

Energy Savings Stop punishing us financially for using less energy! It's as simple as that!!!!!!!!!!!!!!

Energy Savings 1. Support existing solar production with buy back of generated KWs sufficient to allow for reasonable resident system payback intervals. 2. Delay subsidy of new solar/efficiency programs until BPA or other funding becomes available.

Energy Savings Almost all of us are now aware through all of the publications and media coverage that it is crucial that we protect the environment. We should not have to get "treats" to encourage us to protect. So forget the rewards for these two years.

Energy Savings As someone with rooftop solar, I am willing to reduce or suspend my rebates for the common good until 2017, BUT am appalled that OPALCO has continued to pay if there were no funds available at this time,

Energy Savings Ask someone well informed, with a brain and a heart...

Energy Savings Back off on the environmental stewardship expenditures and rebates. Ridiculously high rates should be motivation enough to cause people to seek ways to conserve. People should not have to be rewarded to conserve.

Energy Savings be a data source, nothing more. Look at recent Michigan study....energy efficiency programs provide no long term benefits. Price signals are more effective, e.g. demand based rates, seasonal and TOU prices based on marginal variable costs. Do not collect fixed costs thru energy charges to provide correct price signals

Energy Savings be in a holding pattern

Energy Savings benefits should come from their own utility cost savings. Incentives cause a disconnect with reality.

Energy Savings BPA should fund, as well as other federal agencies

Energy Savings By focusing on cost neutral programs so lower income users who live full time in the islands can see no net increase in energy costs. If some energy efficiency programs need to be put on hold to achieve this goal then OPALCO should actively put that in place.

Energy Savings By insuring that delivery of voltage is stabilized. The outage on 8/29 caused significant damage to our 2 year old refrigerator!

Energy Savings Charge for power used, not per meter. If the power is expensive, people will reduce consumption. There is little incentive to reduce consumption when we get nailed for the meter instead.

Energy Savings cut it out and save the money

Energy Savings Cut rewards of members, seek outside sources for dunking like grants that support environmental and conservation efforts/.

Energy Savings decide if we want to value conservation,or increase energy usage.the message seems very mixed from opalco

Energy Savings Decrease and defer rebates

Energy Savings Do not increase KW useage charges.

Energy Savings Do not need rewards as the savings gained from energy efficiency should be enough.

Energy Savings Do not offer any rebates.

Energy Savings do nothing

Energy Savings Do nothing

Energy Savings do nothing for the next 2 years

Energy Savings do nothing for two years

Energy Savings Do nothing until funding is restored.

Energy Savings Do so within the current rate structure.

Energy Savings do what you need to do to move us toward solar power, efficiency and conservation, including raising rates and charging part timers to do it with rate relief for low income (not just for being a senior).

Energy Savings Donations or outside funding. Not rate increases

Energy Savings Don't

Energy Savings Don't

Energy Savings don't do it

Energy Savings Don't give rebates! it is your fault for OVER funding rebates and now you all think its OK to overcharge us to make up the difference?! are you all sick in the head? that money should come from all of YOUR PAYCHECKS! Not mine! i have done nothing but pay my bill and conserve and i barley get by and you want to charge me more \$\$\$ now

Energy Savings Don't increase rates to fund those things yourself.

Energy Savings don't unless we have a surplus

Energy Savings Don't.

Energy Savings Draw down on these programs

Energy Savings Drop all energy efficiency programs including large grants to the Conservation District and staff time.

Energy Savings Drop the program for the next two years.

Energy Savings Educate and participation should be voluntary during this time.

Energy Savings Education is more effective than minor financial incentives, and likely less costly. Being very specific about how to save energy and lower bills (as in avoiding generalizations about reducing air infiltration in favor of putting together "how to" instruction sheets complete with parts lists and where to purchase materials) will probably be as much of an incentive as a minor rebate, especially if the instruction sheets provide an average or expected payback period.

Energy Savings forget it

Energy Savings Getting "off-the-grid" is reward enough. OPALCO doesn't need to reward members. If the only way to support the mission is BPA funding, then wait 2 years until it is available.

Energy Savings Hold off on energy efficiency programs and conservation rebates. Why did Olpaco let out money on these programs thru 2017? Shame on them - borrowing from the future. Now we have an issue that will result, no doubt, in higher fees!

Energy Savings Hold off on them until financially feasible

Energy Savings I am sure that you will get as many answers as there are respondents to this question! Perhaps there are available grants that could be considered- aside from BPA? Some people will weather the rate hikes easily, while others will struggle- or not be able to pay...taking care of member needs is the only essential as I see it.

Energy Savings I believe that some low-income & some Srs. don't conserve energy since they are subsidized. Suspend Enrgy efficientsy/conserv rebates for 2 years.

Energy Savings I don't know, I just would like to avoid rate increases for a while. Are there other areas in OPALCO that could be made more efficient?

Energy Savings I don't think money should be spent on these programs if it means higher costs to the members. People should strive to be energy efficient without expecting something in return.

Energy Savings I don't think rebates and awards are essential. I believe (hope) we can attain beneficial goals via outreach and education.

Energy Savings I feel you are passing way too much on to the members. I don't think electric co. should expand into these other endeavors that "break the bank." Your multiple rate raises are breaking me.

Energy Savings put everything on hold

Energy Savings put it on hold

Energy Savings Put it on hold.

Energy Savings Put it on hold.

Energy Savings Put on hold

Energy Savings Put on hold

Energy Savings put on hold

Energy Savings Put on hold.

Energy Savings Put the program on hold

Energy Savings put the program on hold stop looking for reasons to increase rates

Energy Savings Put the program on hold for the next two years.

Energy Savings Stop throwing money at hippies and ridiculous solar projects that make no financial sense.

Energy Savings suspend

Energy Savings Suspend for 2 years and ramp up outreach and education about energy efficiency. At the other energy co-op I'm a member of, I give extra on my bill to support energy efficient programs.

Energy Savings Suspend program for several years

Energy Savings You are rewarding them now with larger bills due to the higher facility charge. CUT EXPENSES AND WASTE.

Energy Savings You can't and still live within your budget. If I read your information correctly, you need to sell more electricity to reduce rates. If so, why reward energy efficiency?

Energy Savings you cant keep talking conservation while you are raising rates and telling us its because we didn't use enough power.

Energy Savings You don't. If you aren't getting funds to support a program, then you halt the program. You don't increase facilities charges or "connection fees" to customers just because your federal funding for optional programs ran out.

Energy Savings You guys need to live within your means. No money coming in means no money going out.

Energy Savings You have told us that conservation=higher utility bills due to contract penalties. Why would anyone believe in conservation?

Energy Savings You may have to delete that program temporarily if there isn't funding. How can you spend what you don't have. It's a great mission but not essential to staying warm.

Energy Savings Your mission should be to provide the lowest cost energy to your members. It should not be to provide incentives to encourage certain behaviors. I

Energy Savings Education, but not direct funding.

Energy Savings Education, charge for grid-tie and use to fund community solar.

Energy Savings Educational programs for members are fine. However, with recent rate hikes, OPALCO must begin to curtail budget expenditures in order to stop burdening members with high electric bills. By necessity, this means curtailing programs that are non essential even if they are attractive.

Energy Savings eliminate rebates but make it clear to members why it's being done!

Energy Savings eliminate spending on non electrical projects

Energy Savings Eliminate the rebates until funding becomes available.

Energy Savings Encourage conservation programs and don't raise rates

Energy Savings encourage energy efficiency and conservation as a long term benefit rather than something realized now as a rebate

Energy Savings Encourage energy efficiency via lowered rates. Maintain the facilities cost as a known cost and amount fairly divided per household including the "part time" users.

Energy Savings Encourage reduced power use by not charging for any month in which no power is used.

Energy Savings encourage volunteer conservation efforts- rates and facility charges are already too high, huge increase from last year already

Energy Savings encourage volunteer help in lieu of paid.

Energy Savings Energy and efficiency rebates are important however if there is no outside funding available we face a challenging circumstance trying to determine how to distribute costs of those programs across the spectrum of co-op members without burdening those who already find electric costs high. Certainly raising facilities charges contributes to the burden of costs for those of lesser means and penalizes them for personal efforts to conserve.

Energy Savings environmental stewardship; bury power lines, incentivize solar, wind, heat pump systems that regenerate power into the OPALCO grid and provide a Rate Relief program for all qualified members.

Energy Savings Explain to membership the relationship of OPALCO to BPA and the Co-op's reliance and lack of foresight to the impact that the end of the pass through rebates would create.

Energy Savings Find another type of incentive. Increasing the facility charge is bad for low income user. Money is tight as it is and With the increased facility charge it will be that much harder to pay my bill. I already get Project Pal but \$150 doesn't go far.

Energy Savings Find new support.

Energy Savings Find other funding sources

Energy Savings Find other grant sources

Energy Savings Find other sources for funding. You can raise rates on electrical power, but do so according to how much is being used. For households using less power, the rate per Kw should be less. For households using more, the rate should be higher

Energy Savings Give up your plan to switch from rate basis to larger fixed rate in billing. Absolutely give up the STUPID idea that fuel switching does anything for the environment - just your bottom line. CONSERVATION - figure out how OPALCO will move into a world of less ENERGY (yes, not just electric!!) use.

Energy Savings Good question! It appears the only choice is to raise rates since you had to spend the rebate dollars to replace the cable cut by the SUBMARINE!

Energy Savings Have rates be entirely dependent on usage, no facilities charge. Have higher stepped charges for higher energy usage, i.e. \$x.xx for lowest amount, \$x.xx*1.0x for next step, etc. Do not fund any programs at all, provide only basic electricity services.

Energy Savings There is no reason to reward your members' commitment to energy efficiency.....paying less on their own electric bill is incentive enough.

Energy Savings Don't know, raising rates is not the answer

Energy Savings I lowered my monthly energy usage by 40 KWH from last year's usage. My bill increased by \$12.58. That was more than a 15% increase. I understand that part of the reduction was due to warmer weather but the cost increase does NOT encourage the energy conservation you are trying to promote!

Energy Savings I support education without monetary support of individual projects. Suggest OPALCO focus on tying costs as closely as possible to the actions that result in the cost (e.g. constructing a home that needs power infrastructure). That way people will understand the true cost of their actions and can make informed choices. When services are subsidized, people don't recognize the true cost of the service.

- Energy Savings If a member decreases his energy use, OPALCO earns less money. Therefore, energy efficiency is fiscally counter-productive, from OPALCO's point of view. So, if we all become more efficient, what will OPALCO do? It will probably increase our household rates. Right? That's a good business model, but it's a lousy conservation model. I don't have a real-world answer for you, but what I see in the future is not a pretty picture: No matter what a homeowner will do to conserve energy, he will end up paying out more money. One thought is to end the "wholesale pricing" that business users enjoy, and make them pay the same rates that homeowners pay. Businesses are not as good at conservation, as could homeowners be. Therefore, "soak 'em."
- Energy Savings If a person is using less energy, their bill is lower. I am NOT for increasing the base rate so high that it hurts those who are making less money and are more energy efficient.
- Energy Savings If Opalco cannot afford what they are doing HOW can rebates even be sent out??? We don't need your \$100 once year what we need is reasonable rates and honesty from Opalco EVERY MONTH!!!! Off the grid living is becoming more attractive much more than dealing with an electric company that does not have our best interests in mind only wants to charge charge more more money!!!
- Energy Savings If the membership wants to pursue renewables, it should be through purchasing of electricity from large scale solar/wind facilities rather than member-owned rooftop - net metering is simply an economic transfer to the [largely] upper income members who can afford the installation costs - they should not be subsidized.
- Energy Savings If there is no funding then you just can't offer it. Otherwise, ask for corporate donations.
- Energy Savings If we have done so well, couldn't we do without rewards for a couple of years?
- Energy Savings If you dont have the money for rebates then you are just going to have to give us a pat on the back for being energy efficient for the next two years. Raising rates is never the answer. I do LED bulbs and turn lights off when I can, but the energy that I use is the energy that I need. Raising my rates is not the answer. From what you have told me the BPA budget was through 2017 and you have used it all up. If there is nothing left it is not right to raise rates to keep it going, you should have remained in budget until 2017
- Energy Savings I'm a low income member and so, do not feel I have a choice (or voice) in regard to donations, though donations by members of high usage would be my choice; "member support."
- Energy Savings Increasing the variable charge and lowering the fixed charge will provide customers with a price signal to conserve and make efficient choices between self generation and alternative fuels. Your suggestions to raise rates to fund electric vehicles and solar is essentially a cross subsidy that is more likely to benefit the wealthy COOP members at the expense of the majority. I support relatively low cost efforts such as education and community outreach to encourage energy efficiency
- Energy Savings individual owner costs, not OPALCO subsidized
- Energy Savings Informational publications. NO more rate increases!
- Energy Savings It might be necessary to waive rebates for these next two years to offset the loss. Users of power should not bare the brunt.
- Energy Savings it would help if household energy usage was reported and tracked in smaller than 40 kw increments. Currently, this 40 kw "unit" of reporting is useless for a household trying to manage domestic usage. not enough granularity in the info
- Energy Savings Just bill for power used. Nothing extra!
- Energy Savings Just following through on what makes the most sense for keeping costs down, especially after the last rate hike.
- Energy Savings Just how much "member" money to you plan on squandering on these pie-in-the-sky plans? Can't you just operate a utility professionally? If your revenues are down, cut expenses to the bone and ride out this two year span. Cut salaries; cut personnel; and any other form of savings that can be put into place. OPALCO is not the Federal Government. Stop attempting to copy their operations!
- Energy Savings Just keep everyone's cost from going up
- Energy Savings keep expenses down
- Energy Savings Keep on top of items needing replacement for the electrical company and drop the idea to be an internet company. Your basket is too full of big eggs. specialize in electricity--it is the MOST IMPORTANT EGG.
- Energy Savings Let the market work. As it is you have raised the rates because there is not enough energy use. Stop the manipulation, focus on primary mission of cheap, efficient, reliable energy. Stop trying to be more than electric utility program.
- Energy Savings Let's be realistic. Electricity unless from solar is just as bad as propane and gas. It still pollutes, just at the source where it is generated. Switching someone from propane to electric does not make the world a better place. OPALCO could educate folks to understand that we either pollute at the source (where the electricity is generated) or the destination (propane, wood, gas). I don't think OPALCO needs to reward people.
- Energy Savings Look for a donor from the high-income community

Energy Savings Look for other funding.

Energy Savings Look for other sources (grants and donations) for money related to efficiency. See what other electric coops are doing - if they have extra money.

Energy Savings look for other such grants from private sector. Fund raise more, there is money out there, find it, use it, share it.

Energy Savings Lower usage will be the incentive. Don't do anything else.

Energy Savings Low-income people should be the ones helped, instead of the ones buying fancy new appliances. Getting help with more insulation, help with energy bills. Building windmills is great but not if you are trading for something else. Help low-income people.

Energy Savings manage on the budget you are allowed. Do the programs you have the resources for. do not continue to increase rates to fund projects if the funding is not there.

Energy Savings Mark accounts and award rebates retroactively when the funds come in from BPA in the future. Only offer rebates when you have the money in hand!

Energy Savings maybe do not need rebates

Energy Savings Members are rewarded by a smaller monthly bill for the conversation they are able to do. Additional rebates are a nice perk but is sounds like that option is not available for the next two years.

Energy Savings Members rebates will likely have to be reduced.

Energy Savings Members should do it on their own because it's in their own interest: reward is lower bill

Energy Savings Members which use less energy naturally have a lower monthly bill. Their choice.

Energy Savings members will get their own reward by conserving electricity.turn down the heat, put on a sweater, wash clothes after 6pm, shut off computer, turn off lights.

Energy Savings Members with low kw hours should be rewarded, not penalized by higher rates.

Energy Savings minimize or drop rebates

Energy Savings Minimize rates

Energy Savings My sense is that most users would complete/install the energy efficiency measure without OPALCO rebates or assistance. Those rebates are not the deciding factor in by far the majority of efficiency measures. Giving money away is a waste of member monies. My experience has been that OPALCO can be most helpful by providing expert guidance on how to complete energy surveys, what local options/suppliers are available to install renewable energy, how does the user calculate the economics of installing renewable energy or retrofitting doors/windows/insulation.

Energy Savings NO

Energy Savings No action needed. Market forces (capital costs and lower energy use) should provide the appropriate degree of incentives to implement conservation. It is counter-productive to try and manipulate member economics.

Energy Savings No more rate increases. Been member 38 years and this is the first time haven't trusted opalco. Something is wrong. OPALCO is hurting people who can least afford it. I conserve every way I can and still make no progress with the bill. On SS and its taking more than I can afford. I will keep working on saving, but can't afford to fix my house or change our appliances. All I can do is tuck in. O seems to be supporting people who can afford these changes. Read the newspaper - there's always someone goinng "what's going on?" Becoming a self serving entity not a coop. Doesn't care about the people. Quit trying to add all this new stuff. Most people working hard just to survive.

Energy Savings No programs that would increase our rates as some of us have not had a pay increase in almost 10 years

Energy Savings No rate increases

Energy Savings No rebates, but perhaps a little lower rate.

Energy Savings no support

Energy Savings none

Energy Savings Not by increasing your neighbors rates to pay for others rebates.

Energy Savings Not for the next two years.

Energy Savings Not necessary-energy conservation provides its own obvious reward

Energy Savings Not OPALCO's job

Energy Savings Not outsource funds (\$200,000) to contracted work, funds should have stayed in house for self funding option without raising rates to meet energy efficiency.

Energy Savings NOTE! Hydroelectric power is NOT entirely a renewable resource. The dams have a long life but many are aging, and climate change will have a significant impact on their energy generation over the next few decades. Track and investigate other renewable sources such as tidal generation.

Energy Savings nothing

Energy Savings OPALCO can publically support conservation and efficiency via the media, etc., but there should be no financial subsidy by OPALCO to encourage these programs. Your job is to generate electricity as efficiently and economically as you can while working to improve reliability. You are in the electricity business, not in the business of catering to environmentalists.

Energy Savings OPALCO can't afford an Energy Efficiency Program. Dismiss expensive consultants and OPALCO management time for conservation rebates that are not providing a good return on OPALCO member's dollars.

Energy Savings OPALCO has no business subsidizing fuel changes from gas to electricity nor should they be spending money to pay for charging stations. Both of these expand the use of electricity and do not conserve one bit.

Energy Savings OPALCO should focus on keeping member rates from increasing any further, as higher electricity costs negatively impact residents. While energy efficiency measures may be desirable, they are NOT essential. Providing electric power at rates that members can afford to pay IS essential.

Energy Savings Opalco should not reward its members commitment to energy efficiency other than through educating its members. . It is in the member's self-interest to practice energy efficiency and they should not be subsidized by the Co-op.

Energy Savings Opalco should not support programs we cannot afford to pay for. The reward for energy efficiency is realized by each member through reduced kwh usage, and does not require additional funding from opalco.

Energy Savings Opalco should pursue the best interest of the rate payers and put the environmental/political concerns as distant secondary.

Energy Savings Other State programs, federal programs, WIN the GUEP competition! Help from Community Foundation(s)

Energy Savings Pare down a bit, maybe volunteer donations, or volunteer \$5 per month rate increase to support it.

Energy Savings Pay for completed projects out of future BPA funding; tell those with new projects they will be at the end of a queue.

Energy Savings Place projects on hold.

Energy Savings plan ahead

Energy Savings Please recognize that some members have always been energy conservationists, so never base anything on % reduction, because some have already done that as a matter of life course. Each person should decide stewardship and conservation for themselves, and OPALCO should not encourage them monetarily. THIS CHOICE is NOT just fuel switching, "lower KWh charges, higher facilities charge..." but a recognition that fixed costs should be paid equally for all users, and that what is paid for energy being the only non-fixed cost is the only portion that is flexible. Stop trying to influence behavior with the rates, and just charge the fixed costs equally, and the flexible costs on a graduated scale from energy conservator to energy hog. Let the extreme users who keep their homes very warm in the winter pay for that consumption, but always keeping the rates for energy heat be what you promised years ago.

Energy Savings provide only essential services and avoid extraneous programs/initiatives that cost money or staff time--concentrate on basic needs--sorry to say this, since I support an active committed coop, but back to basics

Energy Savings Put "environmental stewardship" and "rewards" (for "members' commitment to energy efficiency" on hold for the next two years, and carefully document all effects.

Energy Savings Put it in neutral.

Energy Savings PUT IT ON HOLD FOR NOW! OPALCO is already charging more than necessary due to company decisions and further rate increases hurt the middle class, poor and seniors!

Energy Savings Put on hold for the next two years

Energy Savings put on hold until BPA funding resumes

Energy Savings Put the program on hold! OPALCO has increased the user electric bill recently when they admittedly exceeded their projected expenditures. We customers conserve, OPALCO raises the rates.

Energy Savings Put the rebates on hold for these next two years....sounds like you've already spent that money if I read this correctly. Don't spend money we don't have! -

Energy Savings Put these efforts on hold until BPA helpsfund them. Encourage individual conservation on a voluntary basis and not expect to be paid for your efforts to conserve.Do it for the planet!

Energy Savings put things on hold for two years

Energy Savings Put this program on hold.

Energy Savings Question the necessity of spending funds on extra projects. Education

Energy Savings Quit paying the rebate to the long-term coop members... stop it. Use this money to help fund solar programs, and to help pay for the ever-increasing utility fee.

Energy Savings Quit raising my monthly bill when I have reduced my usage. Also, you should not be in the business of providing internet service which results in increased costs to non-users of that service.

Energy Savings Quite wasting money on program that don't make any difference. charge a fair rate and work hard to keep cost down. Don't continue to implement programs that just cost more money to fix a problem that doesn't exist!

Energy Savings Reduce rebates for the next 2 years.

Energy Savings Reduce revenue and consequently charges volatility by charging users to cover the total infrastructure cost plus a smaller per kWh charge before funding any rebates or incentives.

Energy Savings Reducing rates for those who use less.

Energy Savings Revise the mission until BPA funding is restored.

Energy Savings should not support

Energy Savings Slight rate increases for kwh usage, and put on hold payouts for new windows, new furnaces, etc for 12-18 months. Member owned generation should be paid by that member, not by OPALCO.

Energy Savings Sometimes you can't do it all. Why not try something new and not spend what we don't have. Surely the world will continue to spin.

Energy Savings Sometimes you just can't be Batman to all the Robins in the world!

Energy Savings Start the process of energy self sufficiency in the islands. All your current talk of 'efficiency' is bullshit, and now that I've found out that all the previous talk was funded externally, I'm really pissed. Grow some balls, say what you mean, mean what you say

Energy Savings Stewardship is a personal action that should not be accomplished through a co-op. Conservation and stewardship are popular and growing. OPALCO doesn't need to make it a mission.

Energy Savings Your mission should be to provide power to your customers as efficiently and effectively as possible. That's your mission.

Energy Savings stop, until rebates are available..

Energy Savings Streamline overhead costs including staffing and outreach activities. Is the return on investment of sending people out into the community paying back enough? Community fairs, giving away nightlights that never turn off... thus using MORE energy seems wasteful!

Energy Savings Tell all public buildings reps and private individuals to turn down the heat and put on a sweater!

Energy Savings Temporarily suspend rewarding members.

Energy Savings Thank them for their efficiency. Their lower rate will be an incentive

Energy Savings Thanking them

Energy Savings There are two lessons here. First, don't spend all your BPA \$\$ at once, so you don't have two zero-income years. Second, getting the word out is essential, through mailers like the one I received to email contact. The message "Conserve electricity to help everybody and lower your own bill" is a very positive one that everyone can understand. I think the recent rate increase has outraged a lot of people, including these part-timers who can't be on the island much but are subsidizing everyone else by rate increases for power they can't use.

Energy Savings There should be no rebate and we should not reward member's commitment to energy efficiency. I like what Alexander Conrad had to say and I think this survey is avoiding the embarrassing level of debt service OPALCO has racked up. I don't believe it is possible to support environmental stewardship or reward efficiency until we all address the elephant in the room. Don't be afraid to admit a mistake, however large; we will get through this together. Please don't sugarcoat with the surprise of warmer weather or of the "reality of global warming." It really is embarrassing to send the message that conservation is key when you need all of us to be as inefficient as possible. We can't even celebrate our own budgets because OPALCO wrote something along the lines that "our bill will remain about the same even though we will now be receiving a surcharge." That didn't make me feel good at all; I felt like OPALCO was being a "snake oil salesman." It sucked and I wish people would just be honest. My budget is suffering because of poor planning on the part of OPALCO. I wish OPALCO would just own up to it and embrace it and then we could solve the problem together. Debt is such a 90's problem; why are we living in the past and taking out loans for anything at all? We still need to help the elderly and the poor, but don't raise the rates, just advertise and use the existing ability to pay toward the fund. It is your job to tell us what the need is and members will help out, but it isn't fair to raise everyone's rates and then also ask for additional add-on donations.

Energy Savings These are all individual choices to make not yours we have no energy shortages more bureaucracy will add to the inefficiency not help...

Energy Savings These program mainly reward people with discretionary income. Keep in mind the middle and low income families that do not benefit from these programs

Energy Savings They should put this on hold for 2 years.

Energy Savings they shouldn't

Energy Savings This was a program that has lost its funding. It should not be continued when that was its basis.

Energy Savings Tiered energy rates/base rate based on KWH's used. As it is now, energy efficient customers are being penalized with base rate increases. We do NOT need to continue paying the local conservation district and other entities, whose mission does not coincide with an electrical coop.

Energy Savings tighten our belts/conserves wherever possible-hold on for the two year period

Energy Savings To me its not worth raising rates if there is no money or good incentive to do so. If I super insulate my home, I reap the rewards of the energy efficiency by lower heating and cooling cost. If OPALCO has to raise rates to provide these incentives, then its not worth it. Maybe OPALCO needs to tighten its belt for the next few years. It makes no sense to me to give seniors and low income discounts by raising rates for the rest of us.

Energy Savings Try to do more with less. People are not stampeding to buy electric cars. The price of propane is going down. Why would anyone switch? Conservation means lower revenue, and businesses faced with this must lower their costs and even reduce staff.

Energy Savings Wait for BPA \$

Energy Savings Wait for BPA funding. Rate increases do not encourage conservation or efficiency by rewarding a few with rebates, rather they basically are penalizing the rest of the users across the board.

Energy Savings Wait for BPA to return to funding the rebates.

Energy Savings Wait for outside funding.

Energy Savings Wait til more external help

Energy Savings Wait two years and see if the incentives/rebates return.

Energy Savings Wait until money is available to do things.

Energy Savings we are as energy efficient as we can be in our house. 610kwh and our bill has increased 20% over last year with less useage.

Energy Savings When BPA provides funds, they are paid for by all BPA's customers, like us. It is not free money. So if we start charging for our own programs with higher rates, that is more money out of our pockets. Adjust your rates to encourage conservation and let the economics work by themselves.

Energy Savings When times are lean then services may suffer, some may lose jobs, we will all have to make do, including OPALCO. Right now the "reward" for less energy use is increased rates. This is counter productive. I am using exactly the same amount of KWH as last year with an 18% increase in rates. My income has not increased by 18%.

Energy Savings Why did OPALCO not budget and plan ahead for the next two year period? Seems like OPALCO spent the BPA money and has now run short. Family's cannot do that without running out of money at the end of each month.

Energy Savings Why was this not noticed as the funds were being depleted? Issuing gold stars on recycled paper may be the answer... Seriously, better bookkeeping & money management must be practiced!

Energy Savings with no outside funding from BPA we should suspend energy efficiency and conservation rebates.

Energy Savings without outside funding, no rebates are available

Energy Savings 1. Incentives to members to encourage solar installation.

Energy Savings address rates appropriately; it's more complicated than "somewhere in the middle" in question 11. conduct a rate study (if not already done). Seek grants and donations and support community-wide energy generation.

Energy Savings Adopt a wait and see stance to see what BPA will do for us in the future on that issue.

Energy Savings After 25 years, the only thing that has worked for me, was the water heater control. The problem with conservation is that it always comes with higher cost.....to me, the consumer.....

Energy Savings Apply for alternative grants to cover additional effort. New technology advances so rapidly it might pay to sit back and wait a year or two for more efficient improvements.

Energy Savings Are there grants for which you could apply...from a state or national level funding source?

Energy Savings Are these two missions really important?

Energy Savings Ask for donations from wealthy consumers, raise rates slightly

Energy Savings balanced funding for energy efficiency first. Energy production secondary. All subject to meeting basic needs to sustain balanced provision of services and monthly costs to members.

Energy Savings be fiscally responsible

Energy Savings Being part time residents, and non't having knowledge of OPALCO's operating systems, I can't give you an answer on this. We do know that a low carbon impact is very important.

Energy Savings bonds

Energy Savings build more solar and wind and tidal generation

Energy Savings Buy em a Has-en- das dark choc. Pop. ---OR---- In a more serious vein ---- Have the school kids do their senior project on an ecological approach to reduced energy usage

Energy Savings By discouraging members for upgrading consumption

Energy Savings By having a tiered kilowatt-hour rate. The higher the use the higher the rate with a small facility charge. The big users should pay more to save the environment and encourage efficiency.

Energy Savings By well-communicated example within the OPALCO buildings and operations and within the personal property of the members of the board.

Energy Savings charge a per kWh rate based on usage in warm years and then, if revenues exceed need (including sufficient reserves for at least 3 warm years in a row), then rebate members.

Energy Savings Conservation education

Energy Savings Continue to get your electricity from BPA. You need nothing else and I know that you can do so.

Energy Savings Continued education, promotion of the long term benefits to the individual and the community that come from making personal efforts and investments in energy efficiencies. I see little value working on energy efficiencies in our Shaw Island home if my reward is higher facility charges regardless of my power use. Energy usage is becoming a smaller and smaller part of the actual cost.

Energy Savings Continued outreach about conservation. I don't support rooftop solar - it's an expensive way to get solar when energy generated by large generated solar facilities costs so much less than net metering.

Energy Savings Detailed analysis of success and failures in current program. Rank best to least effective. Based on this, initiate detailed planning of way to proceed in 2017.

Energy Savings Do like BPA

Energy Savings Doing research and educating the customer. my bill has gone up \$10 this month from last year and my usage has gone down. What do I get for it? Nothing that I can see.

Energy Savings Dollar for wattage decrease amount rebate on bill.

Energy Savings Don't support, let market decide.

Energy Savings Each member is responsible for his own actions.

Energy Savings Educate customers on how they can do both

Energy Savings Educate people on ways to conserve on their own. ie: LED bulbs etc.

Energy Savings educate people with simple facts

Energy Savings Educating members

Energy Savings Education

Energy Savings Education

Energy Savings Education

Energy Savings Education

Energy Savings Education - particularly on the problem of excess carbon going into our atmosphere and consequently the oceans (Ocean Acidification). Knowledgeable members make more informed and wise decisions.

Energy Savings Education aimed at making informed choices, increasing recognition that infrastructure maintenance and renewal are shared costs (over and above straight usage). De-emphasize rebates and savings via conservation; let members decide that on their own.

Energy Savings Education and Awareness, yet most importantly walk the talk!

Energy Savings Education and information

Energy Savings Education and it is in members self-interest to seek efficiencies..

Energy Savings Education and outreach

Energy Savings Education and outreach.

Energy Savings Educational programs.
Having been the beneficiary of help with tightening up my home, I do think it is important to help more low-income citizens & Seniors reduce leaks in their home's walls & windows. But

Energy Savings less emphasis on purchase- rebates for appliances?!? I am a power-miser from way back, and do not see many ways to conserve a lot more than I do already. My solar rooms do help in the winter...

Energy Savings Help us to make decisions regarding clean energymalternatives for our homes.

Energy Savings hold bake sales and silent auctions like everyone else.
I do not like the "facility" fee added to each bill -- it defeats my effort to reduce consumption. Explain why our rates are so high (i.e., serving 20 islands) and include that cost in all our

Energy Savings bills evenly. I guess that's what the facility fee does (?), but it feels different. Include renters like me in being able to benefit from conservation efforts, like tightening homes, using solar, etc. Give landlords incentives to protect their renters from sky high electricity costs.

Energy Savings I don't know. Environmental stewardship is very important but it is equally important to provide affordable power. There has to be a balance.

Energy Savings I don't know. My bill is half again as high as it was one year ago and I have not increased use.

Energy Savings I don't know; if our rates hadn't risen significantly, I would advocate raising rates to cover this. However, the truth is, the rates have already been raised because we are more efficient I understand.

Energy Savings I don't really understand Support of Member Owned Renewable Energy or conservation rebates, so that's why I went with neutral above

Energy Savings I feel as though OPALCO is missing an opportunity to promote and encourage individual parcel-scale generation WITHOUT increasing rates. E.g., better net-metering options. This is going to be the future of power generation, particularly in rural/remote areas, so OPALCO should be ahead of the curve not behind it.

Energy Savings I honestly have no idea. We conserve energy at our home as much as possible. I would like to install solar equipment, but the cost of that now, having to change our entire setup, is pretty high.

Energy Savings Put program on hold for two years

Energy Savings This is the job of informed board members. I do not have enough info to evaluate and answer.

Energy Savings You are asking a question that has no firm answer. My electric bill has been consistent for 14 years with no huge fluctuations. It is up to the populace to be more conservative and cognizant of their energy use. It isn't that hard to be efficient and not be wasteful.

Energy Savings You are the experts/specialists on OPALCO's essential economic health is your expertise. Thus, I leave the "how to" answers to you. That said, I reiterate my commitment to not wasting energy and using alternative (no carbon emissions) energy sources, let alone the environmental disaster of shale oil.

Energy Savings Encourage part timers to totally shut off electricity during winter and reward by not charging \$200 for restart.

Energy Savings Find out how to convert hot flashes into energy.

Energy Savings Give more weight to per KW charges, not basic service fee.

Energy Savings Have members submit things they do to conserve and print these in the newsletter or with bills..

Energy Savings email newsletters with ideas on small projects that do not cost too much that people could afford to do on their own. considering how often the power goes off, being totally reliant on electrical for heat and cooking is crazy.

Energy Savings ID those member who are energy efficient, and the ways this happens. We all want to know.

Energy Savings I'm not an expert and don't feel like I can give a lot of specifics to you about your mission and budget process. I am a consumer. I can only comment on my personal situation and my commitment to making sure low income and the elderly can heat their homes. Beyond that, the tough decision are yours to make. Not everyone will like it, but you can't punt it. This bind you're in requires leadership.

Energy Savings I'm not sure at this time. I will have to research this and come up with a suggestion.

Energy Savings In ways that do not cost anything...

Energy Savings It's a hard call. I don't know how to answer. I know I live in an apartment and don't have much control over how efficient I can be. I did switch all the lights in my place to LED bulbs which I know took my usage waaaaay down. Previously I had about 1,300 watts in lights. Now it is down to just 84 watts. But sadly my bill is higher now than ever before. So the Facility cost is Killing me! But I also know people living in trailers that can't afford to make their place more efficient and the facility charge is helping them immensely.

Energy Savings I've been a member for less than a year and am still learning about OPALCO. I have no comment at this time.

Energy Savings Let me study the entire structure first.

Energy Savings Main function of coop is to provide electricity to members at optimal pricing, while making sure the infrastructure is good for years to come. Environmental stewardship is great but secondary function and should not come as a mandatory assesment to all members. Teared rate structure with 3-4 tears would probably work better - the more consumption, the more one pays, with probably some incentives for those who consume regularly (EV or heat) - they actually help to fund things.

Energy Savings Make clear what the cost difference would be from switching propane to electricity. When I was using electricity, years ago, it was much more expensive than propane.

Energy Savings Moderate support

Energy Savings n/a, as a renter this is something not in the control of a renter. Sadly, we only see the higher rates and have hands tied to be able to make changes to help with energy efficiency (beyond turning down the heat in the winter).

Energy Savings NEED MORE INFORMATION

Energy Savings network with other electric companies across the nation to avoid reinventing the wheel. What does Canada do?

Energy Savings not sure, i do wish the conservation district would return to its mission of conserving soils, land etc as opposed to being used by opal

Energy Savings Not sure, but keeping rates low as possible is important to low income seniors.

Energy Savings not sure, but surveying knowledgable members helps. Thanks for asking

Energy Savings Not sure. I have NEVER been "rewarded" and have been here for 26 years...Although I have seen others with a "reward" check/bill

Energy Savings Opalco needs to make prudent decisions to keep energy rates low and individuals who implement energy conversation projects would then benefit by lower energy costs.

Energy Savings People should take responsibility on their own to make responsible decisions for the general good of all. Keep getting the word out to the students is the best bet.

Energy Savings Perhaps OPALCO should evaluate its involvement in other in other investments other than providing power to the customers of the San Juan Islands

Energy Savings Provide realistic data to members regarding actual carbon offsets from renewables (solar, wind). Those of us who have invested in energy efficiency, electric cars, and conservation should not be asked to shoulder more of the burden for those who ignore conservation. We need a way of analyzing per-capita member carbon consumption, and applying conservation incentives appropriately.

Energy Savings Rather than rebates, why not offer a discount on the bill of customers who qualify for energy efficiency and conservation rebates?

Energy Savings Seek other sources for the program outside of raising rates. It is dose generous to raise rates because we are doing such a good job at saving energy.

Energy Savings sit back and wait to see what happens and leave things as they are for now

Energy Savings slow down for now unless donations come in.

Energy Savings Sorry, no clue here. We have a small super insulated home that we heat w/ wood. The most we could do to conserve is not use the dryer. I won't give up my propane cooking...sorry.

Energy Savings Too complicated for me to know.

Energy Savings Tough question. I'd like to see more concrete information on what would be done.

Energy Savings Tough question. Personally, I believe energy efficiency is its own reward; I don't need rebates or monetary incentives to take steps toward greater energy efficiency. Information is the key, a list of practical steps I can take ranged according to how much energy efficiency each will gain and approximate cost.

Energy Savings We have no option to try to balance rates, conservation and efficiency

Energy Savings What are these "rebates"? I have 30 solar panels, which greatly reduce my electric bill, but I do not consider your purchase, at parity, of the energy I generate to be a rebate. I can't figure out what you are talking about.

Energy Savings what is BPA?

Energy Savings A small increase in our monthly bill

Energy Savings add \$1.00 for everyone, to each monthly bill

Energy Savings Ask individual members to pay for the rebates until BPA can provide rebates.

Energy Savings Ask members to step up and conserve..because it is important to them as well as the planet.

Energy Savings at a boys. Just educate and congratulate. Not everything needs a financial reward. People want to do the right thing. They know there's a certain cost to bringing electricity here and also don't want to waste it.

Energy Savings Balance incentives with necessary rate increases.

Energy Savings bank credits for future when funds are available.

Energy Savings Base it on each household's use annually. Reward members with cash rebates/credits.

Energy Savings Be creative

Energy Savings Be proactive about promoting the MORE program as a way of contributing to renewable energy - "if your house isn't suitable for solar you can still participate in renewable energy by giving to MORE" - I never see any promotion for the MORE program. Are there other grants or funds available?

Energy Savings By a very slight rate increase.

Energy Savings By reducing rates for those who commit to good stewardship and energy efficiency.

Energy Savings By utilizing a middle of the road mindset: balancing fuel switching with conservation.

Energy Savings Charge more.

Energy Savings Charge rich waterfront properties more.

Energy Savings Charge the any new construction with an additional fee towards that goal

Energy Savings Cite improvements by members and offer to donate savings to those in need

Energy Savings Communicate with individual member and visit their property. Determine if solar panels can be cost effective. Defray cost of solar panels for home use.

Energy Savings Community education; voluntary contributions.

Energy Savings Community outreach to promote energy efficiency to reduce personal energy costs. I think members should get a return as they ramp up energy efficiency and reduce energy usage. Being able to reduce costs for Opalco should translate into reduced charges to the members.

Energy Savings Complete existing programs. Delay starting any new programs.

Energy Savings Concert at Orcas Center, and facilities on the other islands. (A benefit).

Energy Savings Conservation

Energy Savings conservation rebates

Energy Savings Conservation rebates

Energy Savings Consider the sale of energy efficient appliances at lower prices than commercial stores with low profit margin which would go to OPALCO.

Energy Savings Continue as if they have the funding. I think it is important to continue rebates to encourage customers or members to go energy efficient.

Energy Savings Continue as is

Energy Savings continue assisting with high quality home, business and other efficiency assessments, we have done that and replaced older electric and oil heat with ductless heat pump, plus low watt lighting leds as fast as older burns out, insulation increased, etc.

Energy Savings Continue on conservation and looking at the long term costs while maintaining a low operational cost structure.

Energy Savings continue prior rebate benefits

Energy Savings Continue the vision of long term conservation and operate operationally as efficiently as possible while providing services for those less fortunate and on fixed income. Of course, easier said then done.

Energy Savings Continue to encourage energy efficiency and conservation.

Energy Savings Continue to move as in the past.

Energy Savings Continue to offer programs that make the public aware of how they can save energy and become more committed. Consumer education is super important.

Energy Savings Continue to promote energy efficiency and conservation rebates but I do not want to have to pay for it for others. We are all not so lucky to be able to afford what it costs to be energy efficient and to conserve. We do what we can.

Energy Savings Continue to work on increasing energy efficiency.

Energy Savings continued education and self conservation

Energy Savings Continued education, community contact

Energy Savings Coupon prizes for conservation from local businesses.

Energy Savings Create a billing program where the rates are reduced proportionately to how much a customer reduces their energy consumption. So, a 20% reduction in energy use yields a 20% reduction in the bill. This would be tangible and quick satisfaction encouraging continued energy use reductions.

Energy Savings donations, bake sale, benefit concerts?

Energy Savings Education and training for users desiring efficiency; clearinghouse for outside grants for efficiency and stewardship; encouraging voluntary measures through publicity and communication channels.

Energy Savings Encourage all to receive online bills. Send newsletters & info via email. Encourage customers to reduce usage when feasible. Put incentives (rebates) in place for future planning purposes.

Energy Savings Financial incentives would appeal to me.

Energy Savings Front burner.. Keep it in the news.

Energy Savings Fund it within the cooperative

Energy Savings Fund out of "net revenue" instead of rebating back to members

Energy Savings Fund raiser from the rich

Energy Savings Fund-raiser

Energy Savings Hearty handshake, frame-able certificate, chorus of for He's a Jolly Good Fellow

Energy Savings Help connect interested parties to outside financing for solar, wind, and tide power generation installations.

Energy Savings Higher kWh rates would encourage conservation. Let's invest in local solar and wind power as much as possible - this is where the future lies. Investments in cables to the mainland are expensive and short-sighted.

Energy Savings Home and business inspections with recommendations for increased efficiency.

Energy Savings Home inspections and any other home efficiency measures.

Energy Savings I don't know enough about how to support the mission. Here's a few ideas to reward members: Give personal thank you's, therefore making outreach more personal and developing a real connection with members; Host a dinner honoring those that have invested in energy efficiency, make it celebratory and family oriented.

Energy Savings I guess increase rate until you can come up with a better idea

Energy Savings increase rates

Energy Savings Increase rates

Energy Savings Increase rates as necessary to fund the energy efficiency and conservation program

Energy Savings Increase rates to all members

Energy Savings Increase rates to pay for programs

Energy Savings Increase rates to provide incentives.

Energy Savings Increase rates.

Energy Savings Increase rates. Is OPALCO eligible for any federal assistance re: grants?

Energy Savings increase the kWh rate to 10 to 12 cents per Kilowatt Hour so that the folks who use it, pay for it.

Energy Savings increased rates and additional conservation incentives with specific suggestions widely disseminated. Do not rely upon meeting/workshop attendance.

Energy Savings modest rate increase

Energy Savings Monthly assessment for every member (not every meter), specially identified on monthly bill and which is set at a level to keep the fund in balance but not more than the average amount spent in one month.

Energy Savings Raise basic rates

Energy Savings Raise funds by increasing broad band fees

Energy Savings raise rates

Energy Savings Raise Rates

Energy Savings Raise Rates

Energy Savings Raise rates

Energy Savings Raise rates as needed to change use and efficiency behaviors.

Energy Savings raise rates minimally

Energy Savings Raise rates per kilowatt hour. If there is a short-fall due to unusual weather, use a one time charge to correct the imbalance in revenue.

Energy Savings raise rates slightly

Energy Savings Raise rates slightly across the board yet give those who have invested in energy efficient solar and otherwise efficient devises a break.

Energy Savings Raise rates slightly, but stop using our resoirces to build broadband networks and other risky ventures that have have the potential of losing a lot of money. Stick to your main business.

Energy Savings raise rates so that the free market for energy sources becomes operative

Energy Savings Raise rates to offset rebates. Help low income consumer to install solar system at reduced cost or at certain income levels no cost

Energy Savings Raise rates to provide incentives to cut power use. Rates for more residential solar, triggers (not the right word) to even out electric demand -- I've had that elsewhere.

Energy Savings Raise rates to support these programs

Energy Savings Small increase in rates.

Energy Savings Small rate hikes

Energy Savings Small rate increases

Energy Savings The same as it is doing now.

Energy Savings yes

Energy Savings yes

Energy Savings Yes

Energy Savings yes

Energy Savings yes

Energy Savings Yes

Energy Savings yes

Energy Savings Yes.

Energy Savings You will have to increase rates, but need to reward those who pay for energy efficiency.

Energy Savings Discount for solar energy users

Energy Savings Education of the public and increased household assessments on how energy can be conserved.

Energy Savings Education on environmental stewardship and encouragement of a socially responsible approach to energy efficiency.

Energy Savings Education on what each can do at home to decrease energy use and increase energy conservation: each month a note that says "this is what you can do this month to help conserve....."

Energy Savings Education to encourage home conservation and reduction of energy use; most people are very wasteful. Promote member owned energy production. Be sure it's safely installed. My one year old solar installation with smart meter generates harmful levels of EMFs; it's in my garden and makes me dizzy. A sensitive friend can no longer be near my property.

Energy Savings Education to members (even a home inspection) on what they can do to save energy.

Energy Savings Education, funding audits for low income members, focus on heat pumps

Energy Savings Education, M.O.R.E. program, promoting the benefits other than financial gain.

Energy Savings education, rebates, kids programs

Energy Savings Education, staff assistance, point Members to outside funding sources

Don't Know no response

Don't Know no response

Energy Savings Education. News Letters, E-mails

Energy Savings Education. Energy audits. Encourage energy efficiency with a higher usage (\$/KWh) charge and eliminating the facility charge.

Energy Savings Education/awareness. The increased bills will inspire a willingness.

Energy Savings Electricity is expensive, and I'm all electric, so I think you're doing what you can do.

Energy Savings encourage conservation

Energy Savings Encourage conservation of power

Energy Savings Encourage conservation, with encouragement of fuel switching.

Energy Savings Encourage conservation. Education on conservation steps & savings by steps. Simple diagrams & statements in bills.

Energy Savings Encourage energy efficiency by rate structure.

Energy Savings encourage high efficiency windows in all homes and businesses

Energy Savings encourage individual solar by keeping grid tie rates as high as possible

Energy Savings Encourage members to conserve energy to both part-time and full-time members.

Energy Savings Encourage national rebates from OEMs.

Energy Savings Encourage propane switch to electric for business. Higher cost for business usage.

Energy Savings Encourage solar.

Energy Savings Encourage users to conserve energy.

Energy Savings Encourage voluntary conservation (for the good of the community and the environment) without expectation of rebates.

Energy Savings energy conservation

Energy Savings energy conservation education

Energy Savings energy efficiency is it's own reward

Energy Savings Energy efficiency is its own reward through lower Opalco bills.

Energy Savings Energy efficiency should be driven by cost to members. You waste, you pay.

Energy Savings Energy fairs -- and free (no admission) public speaking events with free guest speakers giving ideas that home-owners and landlords can implement on their own.

Energy Savings Eucation

Energy Savings Find a way to have the wealthier members step up and pay a higher facility charge

Energy Savings Find efficiencies in existing programs first, raise rates in a restricted manner, for these programs.

Energy Savings Find Federal and State Grants for consumers; bulk purchase of solar panels at discount, and favored contractor installation contracts

Energy Savings Focus on educating customers on hydro, solar and wind power. Implementing grid tied solar systems etc. Also educating on how to make our homes more energy efficient. Continue rebates for energy efficient appliances and windows, etc.

Energy Savings Focus on energy efficiency for all islanders vs. plunging into other business ventures.

Energy Savings Fold the facilities charge into the per kWh charge so that people can benefit most from conservation.

Energy Savings For the most part, lower power use/bills should be the incentive. Too much reduced use makes cost to serve a member a more significant co-op obligation.

Energy Savings Give member's energy efficiency a once a year monetary deduction

Energy Savings give members rebate for renewable energy

Energy Savings Given the current political climate, rate increases need to be minimal. Parttime residents need to pay their share of the fixed cost. Reinvest any profits from energy conservation into energy conservation programs.

Energy Savings Government grants

Energy Savings Government grants for a rural and isolated community

Energy Savings Grants and other sources of funds

Energy Savings Grants from members of the community and slightly higher rates.

Energy Savings grants, among other things

Energy Savings Have a rate structure that has a sliding scale of rates that increase with higher consumption.

Energy Savings have a sliding scale for high energy users' rates - i.e. use more and have to pay a higher rate

Energy Savings Have to provide cost incentives for members' energy efficiency!!!!
how about a volunteer based (??) \$ pool or a round up program that supports those families/individuals/businesses making voluntary and demonstrable moves (decreased KWH use) toward energy conservation, efficiency, etc. Similar to the program that benefits lower income folks? Or how about backing up the rate relief program with weather proofing/ energy efficiency updating programs? Money given in the form of energy audits for homes, with grants or something toward improving the home itself so the payment is actually sustainable and not just reliant on funding volunteered by co-op members?

Energy Savings Explore all options available and then raise rates if necessary.

Energy Savings Explore outside partnerships for wind and wave production. Offer tax deductions for individuals participating. Celebrate the groups that contribute to these projects.

Energy Savings I sure don't know, this sure is a hard survey to fill out because I feel so ignorant. But we're willing to pay higher rates, and we appreciate all you do.
I understand and can support some rate increase to increase efficiency and thereby lower individual usage. I would note that Hydro is not without its own very significant impacts on the eco-web, consequently it is not a simple 'go-to' cure all for 'clean' energy. Our definition of 'clean' must take into consideration the health of the biosphere as a whole - and THAT I am willing to PAY for. Further, propane, as I understand it, burns pretty clean - though I'd rather see us harvesting the VAST quantities of Methane our waste streams are producing and using that, as a fully renewable resource, to replace much of our propane use. I realize this adds yet more complexity, but we live in a complex web of life and our solutions will need to look more like a responsive complex network, rather than a fixed structure.

Energy Savings I want to see a sliding rate structure to have the higher user pay more for usage to encourage conservation of use. I support the development of OPALCO internet.

Energy Savings I would like to see more provision for learning about new ways of energy efficiency and conservation ideas.

Energy Savings I would support a small increase in rates to fund these programs.

Energy Savings If funds are not available then at the very least, community recognition.

Energy Savings If projects generate savings, that is the incentive.

Energy Savings I'm not sure how to make others become efficient, I know we are.

Energy Savings I'm so glad to have taken this survey - you are tackling very complex issues! Everything that decreases our negative impact on the biosphere is worthy of doing.

Energy Savings In with your bills, stress the importance of what everyone needs to know to conserve energy

Energy Savings Incentives for energy efficiency; increase rates

Energy Savings incentives for weatherization and insulation improvements. You had suggested a small rate increase to support this. Apply for a federal grant from EPA.
increase facilities charges since 65% of (Orcas Island) residences are 2nd homes, which means wealthy households for which utility costs are secondary. Emphasize fuel switching from resistance load hot water to hphw tanks. engage service organizations such as Oddfellows, Lions, etc. and schools in the most cost effective weatherization support for full time residents.

Energy Savings increase kwh charge while decreasing facilities charge

Energy Savings Increase KWH rates --- not base rates. When you increase base rates there is no incentive to turn off the lights!!!

Energy Savings Increase rates as necessary.

Energy Savings Increase rates for members who live on island full time. I end up paying just the facilities charge because I am rarely on island.

Energy Savings Increase rates on a variable scale - the more usage the greater the percentage increase.

Energy Savings Increase rates on use over 1500kWh in summer and 3000kWh in winter.

Energy Savings Informational emails to give members information on how to conserve.

Energy Savings Institute a time of day usage pay schedule, reductions for using KW during non peak hours.

Energy Savings Invest in energy efficiency and conservation.

Energy Savings Is it possible to charge part-time members enough extra to make them pay for their year-round infrastructure cost? that extra might allow \$\$ for OPALCO's energy efficiency tasks?

Energy Savings Is there no way to look for other grants and incentives from other sources? Let us find other ways to find funding, also education programs, volunteer time to learn and teach how to cut and save.

Energy Savings It is OK to raise rates for this

Energy Savings It is simple - if you use less yo will automatically pay less.

Energy Savings It would give members more incentive to conserve if the ones that were conserving were paying less.

Energy Savings It's going to have to come from rates.

Energy Savings Keep communicating w/ members and be transparent about true costs and then ask for increases/conservation, whatever

Energy Savings keep going

Energy Savings keep the incentive to have patrons willing to conserve energy

Energy Savings Keep the rates from skyrocketing - also would like to have some sort of financial help for buying solar/wind energy systems.

Energy Savings Keeping projects within reasonable costs to users

Energy Savings kWh increases as necessary. No base rate increases

Energy Savings KWH rates should be based on a scaled, Monthly usage - those using more power per month should pay more.

Energy Savings Lease the heat pumps. You install and we lease them. That way you have revenue and we reduce the carbon footprint of the county.

Energy Savings Let them know that the more they conserve the better our environment will be :)

Energy Savings lobby the federal government for more rebates.

Energy Savings Looks like a rate increase.

Energy Savings low interest loans

Energy Savings Low rates for low usage and increase rates as more is used. High rates for high energy use.

Energy Savings Make everyone pay. Give up on your supposed doctrine of not charging one class to benefit another, because we are all in it with regard to Tier2, cable needs, global warming. Don't let the cheapskates skip paying their fair share.

Energy Savings Make sure we shouldn't be lobbying BPA...then, if no go, give lessons in how a single older low income unskilled person could create these energy efficient systems: for example, rain catchment and solar installations.

Energy Savings Make those who use more pay more. They wear-out infrastructure more than low users, so base fee should be higher for them. Rates can then stay the same. As is, low energy users are subsidizing the wealthy - large structures/high use, and we know how the wealthy hate welfare programs.

Energy Savings member contributions

Energy Savings Member-funded voluntary campaign, opt-in public recognition of supporters, possible income tax deduction if applied to charitable use (improvements targeted to low-income members?).

Energy Savings Minimal education efforts.

Energy Savings My understanding is that the larger users will not be paying their share, that smaller users are having to pay more than their share with the current OPALCO scenario. If you can offer incentives for people to go to more solar, for instance, I would think that would be a positive step. How would that be funded? By the electricity usage saved.

Energy Savings Not sure but don't think just offering rebates is the answer, we need to be more creative, not everyone can make big changes to their existing systems.

Energy Savings Offer additional incentives for power saving devices

Energy Savings offer more incentives thru EPA, partner with complementing organizations to increase efficiency, increase member awareness of alternative electric generation possibilities, i.e, wind & heat pump technologies on a small scale.

Energy Savings Offer to help low income family's by using your engineers to look into those that need help.

Energy Savings One-time rebates for efficiency improvements.

Energy Savings Online and public education programs to prepare now for two years out

Energy Savings only fund if revenue exceeds expectations

Energy Savings OPALCO can realize these objectives by: 1) Increasing the level of outreach regarding home energy conservation incentive programs (e.g. the programs administered by the Opportunity Council for SJC and any applicable federal programs). A more attention-grabbing presentation of these opportunities via the OPALCO bill sent out each month would help.

Energy Savings 2) If and where viable, diversifying the co-op's product portfolio to include alternatives to electricity for heating, etc.

Energy Savings OPALCO SHOULD PROVIDE FREE INSPECTIONS AND CONSIDER LENDING A HAND AS IN PROVIDE CONSTRUCTIVE LABOR LINE MAN HELP TO BUILD SOLAR SYSTEMS OR EVEN BETTER FIND A WHOLE SALE OF SOLAR PANELS TO BE BOUGHT BY THE PEOPLE AND ITS MEMBERS TO BUILD EFFICIENT SYSTEMS

Energy Savings OPLACO's commitment to environmental stewardship ought be a prime concern. The expense of living in this environment is offset by the remarkable beauty and relatively close to nature lifestyle we are lucky enough to enjoy. Not wasting energy is both preserving that lifestyle and the environment it rests on. That ought be "reward" enough for members of this community.

Energy Savings outreach and education

Energy Savings Perform household reviews and household audits. More education about alternative energy tradeoffs, long-term cost analysis, and non-BPA (state/federal) incentives. Any excess profits at year end can be distributed to customers that do best in terms of energy efficiency. Outside of monetary rewards, community recognition of such customers as well.

Energy Savings Perhaps a flat cost savings on member's bill based on a fixed scale of usage. From xx to xx \$5.00, from xxx to xxx \$10.00 etc.

Energy Savings Please support energy efficiency by updating homes. Support insulation upgrades, heat pumps led lighting and so on. DO NOT FUND SOLAR!!! I worked for the largest solar company and the USA and they do not serve Washington state because it is not cost effective in Washington. With the cost of solar installations the systems break even at the point that they wear out. If we give every ones money to support people who put up solar panels all we are doing is helping to lower those peoples bills.

Energy Savings private funding for conservation, reduce overhead, look into some sort of tourist taxation (they benefit from the infrastructure) or funding program. Possibly "peak demand" pricing.

Energy Savings Provide better education on how each member can conserve energy. Even though rebates are not available, it would hopefully produce a reduction in the members bills

Energy Savings Provide continued awareness of methods to reduce energy use and incentives for doing so via rate reductions or rebates.

Energy Savings provide coop support

Energy Savings Provide free assessments and guidance on to individual home owners can make wise improvements to save energy/money.

Energy Savings Provide incentives

Energy Savings Provide information and advice. Energy efficiency provides is own reward in lower bills.

Energy Savings Provide information and means for energy efficiency.

Energy Savings Provide rebates to switch from oil and propane to both ductless heat pumps, and ducted heat pumps for those customers who currently have a ducted system.

Energy Savings provide tech assistance and affordable access to renewable energy equipment

Energy Savings Public education on ways to conserve energy.

Energy Savings Purchase electricity generated by member owned facilities at the same kWh rate paid by OPALCO for electricity from other sources (e.g. from BPA).

Energy Savings Pursue waste reduction within the OPALCO org. Reward voluntary member waste reduction, if reduction is sustainable. Continue to encourage conservation as well as fuel switching.

Energy Savings raise rates would seem the most practical. After living in Hawaii where we paid 50 cents plus for a kwh. Rates here are very cheap.

Energy Savings Raise rates, lower base charge. Charge more per kWh for higher usage.

Energy Savings Raise rates, that will ensure conservation.

- Energy Savings Raise the cost of energy actually used by every home but put a cap on your "meter access fee!!!"
- Energy Savings Raise the rates and charge double people who consume too much power. Essential to penalize the abusers.
Raise the usage rate and lower the Basic Charge (Now Re-branded as Facilities Charge) to encourage energy conservation, efficiency, and renewables. Stop patronage payments when there is a budget shortfall. When we are facing a shortfall why do we pay 2014 "Capital Credits" or "patronage payments" of \$727,061 to some OPALCO members while at the same time raising rates for all members to make up for a \$1.4 million revenue shortfall? If you had raised the usage fee by \$0.01/kwh, you would not have had a shortfall. Would a gas station owner remain in business if she/he is selling fuel at \$1/gallon? How does the new rate structure encourage conservation and the installation of renewables when the "Facilities Charge" is substantially increased while the rate per kilowatt hour stays the same or is slightly reduced in future years? It does not make economic sense. You need to raise the usage rate and lower the Basic Charge - it is called common sense!!!
- Energy Savings Raising rates in itself encourages conservation. Increased payment for local generated power encourages that also. Raise both rates now. Save increased income and invest in the future. By the way it always bugs me that seniors get special mention. In this county the seniors often have better more reliable income than younger folks. There should be no defacto reduction based on age discrimination. Just on low income at any age.
Raising the KWH Charge as opposed to the Facility Charge would create market incentives to conserve and would therefore accomplish the desired result of "environmental stewardship." However, raising the Facility Charge, like OPALCO board and management is doing, while at the same time offering rebates for energy efficiency is counter productive and wasteful. I took an energy economics class in college and this new rate structure (\$78 by 2018) is pure bogus and according to board materials only one company was consulted to provide a report that was maybe 4 pages long and offered three crap ideas to support this motion. It's okay, you guys hired Gerry Lawlor to help waste \$15 million of membership money after he wrote an op-ed piece in an online publication about pies in the sky, so it does not surprise me that everyone in the room would nod to an increase in the facility to charge from \$28 to \$78 over five years.
- Energy Savings Rate adjustments
- Energy Savings Rate increase
- Energy Savings Rate reductions for members who conserve.
- Energy Savings rebates
- Energy Savings Rebates for appliances that save energy
- Energy Savings Rebates for efficiency; incentivise private ownership of solar
- Energy Savings Rebates on energy bills for conservation efforts.
- Energy Savings Rebates should be put on hold for the next couple of years and in the future, only the amounts funded for the year should be used. Just like a budget, it does run out.
- Energy Savings Recognize that environmental stewardship should include support of sustainable communities; trim costs wherever possible to keep rates low enough so all can afford
- Energy Savings Refer to #12 above and include over that same time period a broad based effort to develop a long term strategy that includes future BPA funding within effective in-house planning for future environmental stewardship.
- Energy Savings Refund members after getting outside funding later.
- Energy Savings Reminders to members of how well they are doing in several programs or services. Keep us up to date on how we can conserve in specific times of the year. This means give is the "nitty-gritty" of the real story. What qualifies seniors and low-income households for rate relief? Can these thresholds be subsidized in other ways?
- Energy Savings Restructure the budget to include a commitment to efficiency and conservation. I don't know how, that's what I pay you for.
- Energy Savings Reward efficiency
- Energy Savings reward members at first with each home dropping its power usage each month.
- Energy Savings reward voluntary members
- Energy Savings search for committed community members to support the mission or other grant opportunities; otherwise, perhaps you could take a loan off of future cash flow
- Energy Savings See what other areas are doing + share expertise..
- Energy Savings Seeing reduction in monthly bills helps Comparison to previous year
- Energy Savings Seek donations from those who can afford to pay - perhaps on a sliding scale. Also - maybe consider some volunteer assistance at OPalco .. (this may not work - just an idea
- Energy Savings seek grants. eliminate rewards to members.

Energy Savings Seek other grant sources. Look for energy efficiency, and peak demand reduction which reduce Opalco's costs.

Energy Savings Seek other sources of funding from private or federal entities, adjust rebate structure so that it is more reflective of available funds for rebates

Energy Savings Seek out grants and private funding.

Energy Savings Seek outside grants

Energy Savings Send positive messaging, not money.

Energy Savings Set higher rates.

Energy Savings Share information with the membership as to options available for energy efficiency and conservation methods.

Energy Savings Shift the rate structure to a higher kWh charge as opposed to 75 dollars/month facility charge and the membership will conserve due to market factors. Doing the opposite, raising the monthly fee and offering incentives to conserve sends mixed signals since the rate structure rewards high use at the expense of low users. It's a terribly inequitable rate structure. It's interesting how this survey is about the cost of energy efficiency programs and how rates would need to go up in order to fund them. The broadband initiative failed with the membership because we as a group cannot afford the higher rates in order to fund the program. The board and management, went against our decision and its costing us considerably via a 7.5 million dollar loan to RI and another 7.5 million to build the grid control backbone, which I hear does not serve the power company. That's 15 million we have to borrow in order to fund and rates have gone way up! Time and time again you tell us that the rate increases are not from Internet, it's because of warmer weather and lower use or to prepare for the submarine cable replacement, but we haven't even began borrowing on the cable! The board and Hildreth got us into this mess spending 15 million for Internet that will only serve 1/3rd the membership, though everyone pays for it and our rates have gone up considerably to fund it. There's a 1500 rebate to connect to Internet, where do you think that money comes from? It was borrowed from the power company who's long standing policy has been all new services are paid 100 % by the initiating party. So our debt is increasing and therefore electric rates have gone up in order to incentivize internet connections, something the power company has never done. It is clear that the board and management are acting out of self interest at the expense of the collective membership.

Energy Savings similar to other questions - raise rates slightly on the rest of us

Energy Savings Some sort of rebate for considerable (whatever that is determined to be) reduction in energy usage.

Energy Savings Spend more cautiously on communications infrastructure and more on EE and conservation (to be recovered through rates).

Energy Savings stay the same

Energy Savings Steady as you go. Leave it as it is.

Energy Savings Stewardship & energy efficiency are already rewarded by lower bills. Rebates for some are paid by ALL w/higher charges. As part time residents we pay facility charges EVERY month.

Energy Savings Don't make us the scapegoat for poor planning and internet loans. I've lost all confidence that the Co-op is acting in the community's best interest. If infrastructure is paramount & the reason for increased charges, then we can no longer afford the extras.

Energy Savings Stimulate local involvement (such as this survey - this is great!) and seek other grant funding?

Energy Savings stop for two years

Energy Savings Streamline programs and raise rates slightly.

Energy Savings Strong public campaign to education consumers on how to reduce usage. Work with other agencies who would provide weatherization and other assistance for conserving use of power.

Energy Savings Structure rates such that they encourage conservation.

Energy Savings Survey membership

Energy Savings Tax high end users like those with houses over 5,000 sq ft.

Energy Savings Teamwork here, no money is available. We pull through without expectations of rebate and expect it in our results of conservation!

Energy Savings temporary, small rate increase

Energy Savings that is a very difficult question. I think a place to start would be to offer some low cost solutions, by partnering with suppliers and contractors to assist residents who currently have very inefficient electric heat (old elec. baseboards, for example) with more modern versions of those systems

Energy Savings The different options presented have merit. The balance of the different options and the specifics will be what makes the decision.

Energy Savings The members themselves need to realize the benefits of environmental stewardship. Continue education around this issue, and have people knowledgeable about options, and how best to use them.

Energy Savings There may be federal grant monies available?

Energy Savings Through facility charges applied proportionately between full time users and part time users.

Energy Savings through incentives for members as already mentioned

Energy Savings Through modest rate increase

Energy Savings Use education, not rebates. Coop can't afford to hand out money it doesn't have.

Energy Savings Use higher rate for higher usage to fund rebates , etc. I want to have OPALCO internet service developed.

Energy Savings Use only those programs that do not increase rates.

Energy Savings use voluntary donation revenue to support

Energy Savings User fees

Energy Savings voluntary

Energy Savings voluntary

Energy Savings voluntary contributions

Energy Savings voluntary donations and community education

Energy Savings voluntary support, and user fees. Tariffs allocate costs fairly with minimum social engineering. Social engineering by specific programs funded other than through rates.

Energy Savings volunteer support and the support of the community

Energy Savings We need our island to be as energy efficient as possible - so, do whatever is possible to reach that goal.

Energy Savings With great consideration and care.

Energy Savings Work Harder from your end.

Energy Savings Work on reducing consumption and increase efficiency through education.

Energy Savings Keep your own expenses in line. Drop incentive programs.

Management 1. Communicate better thru the friggin Internet...we all know very little about the Rock Island purchase and how that is going to be a better, less expensive Internet solution! 2. Opalco is a mystery to me...

Management Become more efficient internally first then show how it can be done by taking care of your own home first.

Management Better OPALCO mgmt, budgeting, planning. If BPA rebates all distributed, none available until 2017, why OPALCO too aggressive in handing out rebates? ooops!

Management Certainly, don't penalize rate payers for conservation and poor planning on your part. Rate payers should not be penalized for OPALCO's failure to accurately anticipate revenues. You can't encourage conservation and then raise rates because people have conserved energy.

Management concentrate on energy use and programs not internet delivery

Management Cut back overhead and spending, reduce staffing, early retirement packages

Management Cut expenses.

Management Cut facility costs

Management Cut overhead where possible.

Management Cut programs in half

Management cut salaries and overhead

Management Cut the employee Salerys to fit the island not union wages

Management Cut the overage of expenses.. We as a COOP didnot vote infavor of highter rates do to broadband.

Management CUT YOUR SPENDING!!!!

Management Do a better job with your interior accounting and use of funds.

Management Do not spend money you do not have!

Management figure out how to keep costs as a business to a minimum ie scheduling workers hours on weekdays & not on weekends

Management Get rid of facility charges and make Kwh rates cover the budget. Make a direct link between usage reduction and bill reduction. Do time of day rates. Charge users more progressively so the biggest users pay a larger share.

Management Get rid of the current board who apparently don't know what they're doing.

Management Get some better management! OPALCO's management has made HUGE errors in judgement and created a very negative perception of itself.

Management Your higher-ups should take pay cuts. They make way too much money as it is.

Management OPALCO needs to focus on reducing costs and rates; much greater transparency about the true costs of getting into the broadband business; and listening to intelligent, concerned and well informed members about future directions and decisions. This is after all supposed to be a member based electric utility coop.

Management Opalco needs to save money anyway it can and stop putting higher costs on people and business. I dont appreciate having to pay for something I do not benefit from. ie. internet. If people and business want internet they should pay for it and not get rebates or line discounts for getting fiber ran to their neighborhood and to the users home. By giving them discounts and rebates that comes out of the pockets of all users as a whole (even users who dont use that service). Bottom line, until Opalco can get finances under control and get the internet part of the business self sustaining and at least break even stop spending money on un-necessary things. Costs are everything stop wasting money

Management Over spending in upper management; you are management heavy; large turn overs in staff is very costly; work towards a balanced budget and EVALUATE your gross overspending!!!! You are in a financial bind and all eyes are on you for financially irresponsibility over past several years!!! George Goff and prior management/crews are rolling over!!!

Management quit overspending.

Management Reduce capital expenditures, reduce staffing.

Management reduce capital, operating and maintainance costs.

Management Reduce costs. I E wages salaries benefits and overhead

Management Reduce management and staff

Management Reduce management staff salaries by 40%. Cut spending for fiber optic and communication programs. Eliminate cooperative member subsidies to those programs

Management Reduce OPALCO costs through staff reduction and encouraging alternative energy investments by users (e.g. solar panels) through rebates or assisting in paying capital investment by user (i.e., assist in installation costs and costs of solar panels or windmills).

Management Reduce salary and compensation programs for OPALCO employees. Stop spending money on programs that have not been approved or voted on by the OPALCO membership.

Management Reduce spending on broadband

Management reduce your overhead

Management Replace OPALCO GM..!!

Management restore trust and transparency, and be open to the ideas of the members

Management Salary freeze. Don't spend any money on telecommunications (a business you should not be in), reduce all wasteful spending and reduce rebates.

Management Stop trying to be a profitable business and operate as a co-op again, or we'll vote you out! Keeping rates down is what all the members want, get it?

Management Time for Opalco to tighten the purse strings. Things like scholarships, the fancy parties and this \$5 survey rebate need to be ended. There is also the discrepancy of those that STILL receive dividend checks. How can Opalco be paying a dividend when your base rate is so high? Overall, Opalco is greatly despised in the county despite what you might think.

Management across the board pay cuts

Management I do not understand many of the questions and think they are mostly phrased to steer us toward particular answers.

Management ? Creative marketing.

Management By soliciting community involvement

Management Tell the story to the membership! Transparency, communications, marketing.

Management by using PROVEN methods of cost control plus member education

Management pay attention to this survey and other communication from the Opalco community

Management Take a break from your mission and get back to the job at hand, supplying power at the best possible cost to members.

Management We would like to see Opalco conserve within the company.

Management all good

Management You've done a good job so far. Don't raise the rates! Period.

Rates Allow people to make their own decisions. Conservation is a personal decision and should not be influenced by money. Do everything possible to lower rates.

Rates Are there other outside sources for funding? Do not increase rates for this purpose.

Rates Avoid raising rates, the universal solution to everything. Members should come first, do the rest as able

Rates Base rates on power consumption to encourage conservation not on facility charges that really promote additional usage

Rates charge for what is used, charge commercial users more, and stop raising the facility fees...stop borrowing!!!!

Rates charge higher rates for bigger users

Rates charge hotels and large business more than current rates

Rates Charge less per kilowatt hour.

Rates charge more for those who consume more

Rates Currently, your base electric rates are comparatively very high. We are only part-time residents and leave only one motion sensor light on and our septic pump on when not there and are as careful as possible with usage when we are there. Our motion sensor light does not come on often and is on for only 12 minutes when it does come on. Because we are not there, the septic pump also seldom runs and not for very long.

Rates Do whatever you need to do to lower our monthly bill.

Rates Don't raise cost because members are conserving power. Reward conservation. I resent OPALCO raising funds by increasing our bill to make up for selling less energy.

Rates Don't raise our rates any more. It is already getting ridiculous.

Rates Don't raise rates.

Rates Don't raise the rates on us. You tell us to be conservative, then we get punished because we did not use enough electricity. Sort of like the zero waste idea. Paying extra for nothing is not working for me.

Rates I don't like the new increased facility charge that was doubled in lue of cutting Opalco expenses, which seem to be out of control. Also I don't think we should be in the Internet business, which is probably our biggest expense that we will most likely never recoup.,

Rates I have an idea. What about making the year-long fixed cost of the usage fee based upon the county assessed square footage of the house/building that Opalco serves? This would increase the fee for McMansions and mansions, give some relief to those who live conservatively in smaller dwellings and/or build smaller houses (who are typically the lower and lower-middle class here; is there even a regular middle class on Orcas?)... I live in a tiny apartment and pay the same fees that someone in a 7,000 square foot home lives in (sometimes lately my usage fee almost equals my energy use and this simply does not seem right!). The many people who have seemingly limitless money in San Juan County (both second homes and residents) aren't going to have to move away when their bills get too high; let them finance these programs that need financing. Although I want to see alternative energy programs supported, I DO NOT WANT TO SEE ANY INCREASES IN MY POWER BILL. What I pay is incredibly high already for the amount of electricity I use. To be honest, my experience so far with Opalco is that you solicit input and "voting" on things, but then just do what the board wants anyway. Is this survey a greenwashing way to later say "the membership favored increases in fees/usage costs so that we wouldn't lose xyz programs"? I recently wrote a complaint about my increased bill and go t a thoughtful letter back, in which I was told there was no vote about whether to take on Rock Island/fiber optic network stuff. Do I have amnesia? I remember voting on something that I thought was that issue. This is truly the only coop I've been a part of that I felt so much frustration about and distrust of. Why is that? Thank you.

Rates I would like minimum impact on raising rates!

Rates keep rates as low as possible

Rates Keep rates as low as possible

Rates Keep rates as low as possible and strive for operational efficiency. The future will become more clear as time goes on.

Rates Keep rates as low as possible while maintaining healthy fund balance.

Rates keep rates low

Rates Keep rates low and quit pushing the environment

Rates keep rates low as possible!!

Rates Keep rates low! That's all that matters

Rates Keep rates as low as possible, no matter what it takes. Cut expenses

Rates Reduce rates.

Rates I would prefer to forgo the annual rebate in favor of reduced monthly charges. And people who use more should pay more similar to water usage billings. Low income rates for fixed income members. AARP says Seniors will not be getting a raise this year. SS raises are only 1.2% & 1.2% of \$1,000 is one dollar, so how do you suppose they pay for the high increases? How about 1/2 of reg. rates like the town water & sewer rates are. Seniors who have lived here their whole lives only get 1/2 of social security that mainland seniors get due to the fact there weren't many full time jobs (Opalco, Town, County, Phone Co. & bank Presidents where the only ones working full time) everyone else worked seasonal w/ unemployment & you only get SS for hrs. worked. Are you really going to turn off all the electricity for low income members? The federal program doesn't help most people b/c they only count income but don't take off for rent/house payment, Meds or anything & haven't raised the amount for 4 yrs. so most do not qualify. Family resource can only help 1 time. PAL only helps once. If it gets cold what are you going to do w/ lots of dead frozen Seniors & low income people? No low income people have received 20 -44% raises & I doubt working families have either.

Rates lower base charge.

Rates Lower base rates! Base rates usage on members use. A person that uses more electricity should be billed more, a person that conserves there bill should reflect their effort to conserve. It should be lowered.

Rates lower facility charges

Rates Lower fixed charges for members who achieve lower kwh use - a small amount, but enough to get participation by members.

Rates lower rates

Rates Lower rates

Rates Lower rates for some number of KWH used and higher rates for hours over that amount.

Rates Lower rates.

Rates Lower the overhead, ask for volunteers.

Rates Part time users should pay min. Charge while away,so full timers don't get left carrying load. Pass on higher facilities charges to those who use the most of the power distribution network. If you use more power you should pay a higher percentage of the facilities charges... It is like a pipe, if you use more the infrastructure is supporting your HIGH energy use. Those who use less should not be saddled with that charge as much. A percentage of use charge would be more equitable if tied to KWH used per month.

Rates Quit funding the fiber project with electricity revenues

Rates quit raising rates!!!!

Rates Reduce facilities costs

Rates reduce facility charges

Rates Sell Rock Island. Reduce administrative costs. Encourage members to use solar energy and buy their extra back. Please, please stop raising rates and adding fees!!

Rates Some how you need to contain rate increases; many of us are finding it increasingly difficult to pay the ever increasing charges. I already use much less power this year than last, but my bills are substantially higher. Something is obviously wrong.

Rates Stabilize rates. Our reward would be not having to pay higher and higher electricity bills.

Rates Support customers over your projects. Please don't raise rates in this already high cost community.

Rates The huge increase in facilities charge relative to the actual cost of electricity has changed the whole picture at OPALCO. The extremely unpopular and ill advised investment in Fiber Optic delivery of internet (a majority of people voted no!), plus the ridiculous decision to purchase RockIsland have put most customers in an adversary position relative to management. This is a huge reversal from the Coop Idea... and certainly undermines the whole program of energy conservation discussed here.

To CLARIFY specifics - these comments and observations apply for the entire survey: Because I can't make observations or comments that may be outside-the-box of the choices given on the survey (which is the problem with surveys in general), I am tempted to select "don't support" or "don't know" on several questions. I also saw no place to comment or elaborate on any of the questions, and I almost gave up on the survey, but I toughed it out until the end. Then I finally saw the box at the end of Question 11. I think people less tenacious than I WILL give up on completing the survey if they don't know, up-front, that there is a place to comment on all the questions, after Question 11. It would have been helpful if that information had been given at the beginning of the survey - If there is a chance to tweak the survey and put this helpful instructional info at the beginning, I think you would get a better and more detailed response on the survey. Or if nothing else, at least make it protocol for future surveys. Some examples of where I got stuck on this survey and wish to elaborate: Qs 4 & 5 - I support rooftop and community solar projects, but NOT through rate increases unless those who can afford to pay for these services (electric cars and charging stations, i.e) will pay the higher rates. Low income people can't afford to fund rebates for the rich! We see this trend in the country and it is assuming crisis proportions. Please don't put more rate increases on the backs of those least able to afford them. That is why I support sliding scale monthly facility charges, based on income, months of actual residency, and amount of homes they have. There's nowhere to be able to articulate this except here at the end. in Q9, there are two options presented, plus a "middle of the road" split option. But what if there are more? If I choose #1, how will low income people pay for yet another facilities charge structure increase? the \$18 average per-month increase has made it unaffordable for me. If I choose option 2, the same question applies. How will low income people afford higher KWh rates in a nor-easter in January, in the off-season when they may likely be unemployed? What voluntary systems are in place for someone who has more money to donate into one of these 2 scenarios OPALCO proposes? A larger question would be, why aren't more of our members using PAL and what outreach can be done to inform members to consider using PAL to offset rate increases? Question 10 - I support all 3 choices given, especially #1, as a low income senior - but NOT by increasing overall rates with the same flat-tax rate structure of charging everyone, rich or poor, the same structure rate. So what do I choose? If I choose "very important and essential" I mislead the analysts of the survey to think I'm OK to support it with rate increases; I'm NOT. If I choose "do not support" you may think I don't support them at all - but I think they are all essential and I DO support them - just not with the rate increase option being the only way. What are the alternatives to rate increases have been pursued besides Project Pal? Should these not also be on the survey, including voluntary alternatives such as Project Pal? Answers to Question 11, and concerns and ideas follow: Possible solutions for the short and long term: a)-Sliding scale rates - by INCOME - for both monthly rates and KWhours. That is the only fair and equitable way to do this, especially if people are not voluntarily going to use something like PAL. I feel that the OPALCO Board keeps avoiding this as an option, and I would be more accepting if I knew why; for instance, if there is some legal reason why this can't be considered. Making it fair or affordable for struggling middle class and low income families and single people who are the backbone of our economy would seem to be of paramount importance. This survey falsely misleads me to conclude that OPALCO would rather raise rates for all, and then fund rebates from that -which seems double the work and paperwork. If these rate raises keep happening, OPALCO may lose more and more members to off-grid solutions, which would, in turn, penalize poor to middle class working families even further. The way the rates are structured is like "flat tax" - it benefits the rich and hurts the poor. Can we come up with some alternatives? I hope so. b)- stop forward progress with the fiber-optics program - put it on hold indefinitely, if necessary, until OPALCO figures out how to generate money for it without raising rates for everyone. Given the outages caused by cars hitting fiber-optic poles on the mainland, going forward with a flawed system seems premature until the technology is better worked out! c) OPALCO's purchase of Rock-Island - to what purpose has RockIsland been purchased? I still don't understand the benefits for coop members, I only know I'm helping (involuntarily) to fund the loan. Please address this with the Public and elaborate the reasons and allow for Public input and comment. Please help us to understand if low income people will ever be able to afford RockIsland's fiber-optic services, and if we will be repaid the loan money coming out of our rates. d) - What about installing separate electric meters and separate OPALCO accounts for each vacation rental guest house or suite above a business or office, especially in the Eastsound UGA commercial district? People are making a killing, profit-wise, on them - try to lower facility charges

Rates

Rates

Rates

Use a tiered rate structure, with low rates at the bottom tier and increasing rates for larger consumers.

Rates

We are in a time of financial need for many families due to the economy. Until the unnecessary expenditures for the broadband segment, OPALCO was able to provide great service and great rates. That has changed as we pay for the unnecessary acquisition and extremely high costs of the broadband segment. Our bills have soared. The Board who bought the broadband should be terminated. And OPALCO should return to being the fine Power Co. they once were. Because of what many of us believe to have been a very poor decision by the board, We the Members are having to pay for these outrageous costs. There is probably no way to unload the broadband; so we are being forced to pay for something many of us did not want. With your SOARING COSTS, there is no way I would ever increase electric appliances in my home. With your continued increased costs, it would bankrupt the poor customer!

Rates

We turn our power off for 6 months and it used to be 100.00 to reconnect--now it is going to be 200.00. Seems like quite a raise. Our cabin has been there for 43 years, so we have seen a lot. My bill at Orcas is twice what it is in Bellingham and I am only on Orcas maybe twice a month for 3 or 4 days. Thank you

Rates

Every connection, should share the basic infrastructure cost equally, based on the size of the connection, and the rest of the cost should be based on usage. There should be no tiered rate structure that favors more usage.

Rates

#1 through education #2 through rate adjustments

Rates Adopt a rate structure that decouples revenue from Kwh sales and encourages meeting projected load growth through conservation and efficiency -- like California, e.g. Not sure how you do this with a REC, although hopefully there are models.

Rates Adopt the system that EWUA uses...the basic "facility" charge should include a basic amount of kWh usage. When that level is reached, the kWh rates increase in stages as the usage rises. With this, the common facility charge gives some revenue stability, while, at the same time, we would be encouraging more conservation/energy efficiency. It is the high users who force Opalco to buy more electricity than available from BPA. They should pay for their usage, as opposed to seeing the low-users who are more conscious of conservation/efficiency, bear a disproportionate level of cost associated with a need for more revenue. I do not understand, btw, why no one foresaw that the rebate program would exhaust BPA funds that were meant to stretch until 2017.

Rates base rate should be lower and kilowatt charge higher so that people will be encouraged to use less power.

Rates Base rate structure on amount of energy used - higher use = higher rate/kwh

Rates low rates

Rates Reduced cost of energy from BPA

Rates Adjust rate structure so as to keep Opalco financials on a sound footing, while continuing to work on and expand broadband initiative.

Rates Move toward a rate structure that has high-kWh users pay higher rates per kWh

Rates Redesign the current rate schedule to include a lifeline amount of KWH for all customers, then charge dramatically more for each successive tier

Rates Run an efficient operation and charge each according to their consumption

Rates To the extent that OPALCO needs to increase revenue, it should be raised by imposing a multi- tiered rate structure with higher per kilowatt hour charges for usage above specified levels, with a monthly facilities charge. To provide a more efficient use of our electrical infrastructure, OPALCO should work toward a secure smart grid with strong privacy protections.

Rates variable rate increase, to be determined by current conditions

Rates Run the coop more efficiently - consider no cost of living increases

Renewables A member's decision to invest in alternative source should be his own and he should not be subsidized by OPALCO. Environmental stewardship can be accomplished by reminding members via email of the importance of conserving electricity.

Renewables Alt energy producing means

Renewables Any rebate is always a good choice for marketing a new idea. I prefer it and also once I have changed to new system and it is the status quo- I am fine and do not go back to the old ways.

Renewables Give Solar incentives

Renewables How about OPALCO putting up solar energy generating sources?

Renewables Allowing personal solar systems.

Renewables Low-cost (or no-cost) installation and inspection of member-purchased solar systems.

Renewables Make it easier to permit solar panels or possible free permits for installing energy efficient heating and or electrical renewable energy

Renewables OPALCO should have renewable energy from solar to help reduce costs & put the coop in a better position with regard to external suppliers. A solar farm seems like a good idea. Or putting panels on members roofs to share the benefits.

Renewables Plan for renewable energy to be created on the islands.

Renewables Please hire people that think outside the box. It is a misconception to replace propane with electricity for household heating and cooking. Alternative energy should be explored more creatively.

Renewables Point us toward other resources that can help us, for example: we want solar panels on our roof as soon as possible-- if OPALCO/BPA can't help fund that, fine, but I still have no idea how to go about actually getting those solar panels on the roof. New homeowners like myself need someone to hold my hand and I think OPALCO can still do that (maybe you already do, I'm new to living on SJI.)

Renewables provide education resources for homeowners interested in adopting solar or wind power

Renewables Recently I visited Kodiak Island, AK. 97 percent of their electricity is from renewables. The community has mounted 7 wind towers on the mountain just outside of their town. This could be an OPALCO goal.

Renewables Reduced rates for solar projects through raising rates overall

- Renewables Seek to diversify the co-op's energy-generating / services portfolio. For instance, perhaps OPALCO could work with ORS / The Exchange to install and operate on-island conversion of septic and related waste to methane; perhaps Eastsound Water & Sewage would be a logical partner in such an endeavor. As a partnership, this endeavor would have the greatest access to any relevant grant programs to fund the project and the greatest odds of success, as well as community building potential.
- Renewables Sell "Energy Bonds" to raise funds for the development of wind energy and offshore hydro electric power. Demonstrate on a small scale proof-of- concept for the Islands.
- Renewables Sell power to BPA
- Renewables solar power seems the best way to lower cost and help the environment
- Renewables Support for all sustainable energy and conservation including geothermal, wind turbine and/or solar (not just rooftop). Goal: Optimize use of passive systems to reduce need for non-renewable systems and infrastructure.
- Renewables Support renewable energy through purchases, but not through grants to the well-to-do getting their play-barn covered with photovoltaics while the working stiffs like me can;t touch those toys.