

ORCAS POWER AND LIGHT COOPERATIVE

MEMBER SERVICE POLICY 9 FAIR TREATMENT BY OPALCO

9.1 FAIR TREATMENT

OPALCO strives to treat all members in a fair, equitable and consistent manner. Any member who feels they were not accorded fair treatment may request a review. The review will follow the steps outlined below. The review will proceed to the next step only if the previous steps have been completed.

9.1.1 Step 1

If an employee of OPALCO is unable to resolve a problem, the member shall immediately refer the problem to the department head concerned, who shall make every reasonable effort to settle the matter within ten working days.

9.1.2 Step 2

If the department head is unable to resolve the problem in a timely manner, the member shall write a letter to the general manager describing the problem and requested resolution.

9.1.3 Step 3

If the general manager is unable to resolve the problem within seven (7) working days, the member may request a formal hearing before the OPALCO Board of Adjustment. The board of adjustment shall consist of two OPALCO Board Members appointed by the president. The board of adjustment shall determine the facts surrounding the problem, receive testimony from the general manager and/or his representative and the member and/or the member's representative, and prepare a written decision. The decision shall consist of three parts:

9.1.3.1 The facts of the problem

9.1.3.2 The applicable section of the tariff

9.1.3.3 A ruling on the problem

9.1.4 Step 4

Either the general manager or the member may request the matter be placed on the agenda of the next meeting of the OPALCO's Board of Directors, where the member and/or his representative and the general manager may appear in person to appeal the determination of the board of adjustment. Before the meeting, each director shall be furnished with a copy of the board of adjustment's report on the matter. Any decision by the board of directors shall be binding on OPALCO.



W. D. Bechtel, General Manager

Effective Date: 6/1/95