

HAVE PEACE OF MIND:
SIGN UP FOR AUTOPAY



WWW.OPALCO.COM

With health and safety on the forefront - we are strongly encouraging our members to sign up for AutoPay or pay your bill through SmartHub to limit unnecessary person-to-person contact. As a bonus, AutoPay brings significant savings to OPALCO's billing expense, which helps keep rates down for everyone.

Desktop version of SmartHub



Log Out | Home | Help | Pay Now » ~~Vote Now~~ Report An Issue/Inquiry

The desktop interface features a navigation bar with links for Home, Billing & Payments, My Profile, My Usage, Notifications, and Contact Us. A 'Have a Question? Get Help.' link is also present. The main content area is divided into several sections:

- Quick Links:** A list of links including 'Update Auto Pay' (highlighted with a red box and arrow), 'Sign Up for a Home Energy Audit', 'Round Up your bill for PAL', and 'Sign up for Community Solar!'. A red arrow points to the 'Update Auto Pay' link.
- View and Manage My Usage:** A section titled 'We've improved your usage management tools!' with a line graph and 'Key Features' such as 'Analyze and understand usage trends' and 'Create and track a monthly budget'.
- Communication / Alerts:** A section for 'Switch it Up!' and 'Rebates'.
- Account Overview:** A summary section showing 'Last Auto Pay Date: 03/02/2020', 'Amount: Paid', and 'Total Due: \$0.00'. A 'Make Payment' button is visible.
- Accounts:** A table listing accounts, including 'Orcas Power & Light Coop.' with an 'Auto Pay Date' of '03/02/2020' and an 'Amount' of '\$0.00'.

Mobile version of SmartHub

The mobile interface is shown in three stages:

- Bill & Pay:** Shows a 'TOTAL BALANCE' of '\$0.00' and a 'Pay' button. A red box highlights the 'Auto Pay Program' link, with a red arrow pointing to it. A red box highlights the 'Bill & Pay' icon in the bottom navigation bar.
- Auto Pay Program:** Shows 'EDIT CURRENT SETTINGS' for a VISA card and 'REPLACE CURRENT PAYMENT METHOD'. A red box highlights the 'Add New' button.
- Add Card:** Shows the 'Add Card' screen with fields for State (WA), ZIP Code (98245), Card Number, Card Type (Mastercard), and Expiration Date (01/2030). A red arrow points to the 'Continue' button.

If you need help signing up for SmartHub or AutoPay, call (360) 376-3560

Safety First! Annual Meeting Canceled

The OPALCO Board of Directors announced that the upcoming annual member meeting and all OPALCO gatherings are canceled until further notice in order to err on the side of caution in the face of tremendous uncertainty with the current outbreak of Covid-19 in the state of Washington.

While the election (online or by mail) will continue as planned, the candidate forums will be scaled back to one remote (via video conferencing) event on March 12th, made available to members via Facebook live streaming. The other candidate forums on Orcas and Lopez islands are canceled. The annual member meeting on the ferry, scheduled for Saturday, April 18th, is canceled. Board meetings will be conducted via remote video conferencing until further notice. Members can submit any comments and questions in advance of each meeting to: communications@opalco.com.

“We considered the risk to our membership and staff,” said General Manager Foster Hildreth, “and decided it’s best to err on the side of caution and follow the CDC guidelines for social distancing—at least until the threat of the virus has passed. We look forward to getting out to meet with members this summer.”

Hildreth urges members to vote when their ballots arrive by mail or email beginning March 13th. Member voting is essential to a cooperative democracy and a quorum of at least 10% of the members casting a ballot is required for a valid election. Please vote!

OPALCO strongly encourages members to sign up for AutoPay and/or to pay their bills through SmartHub (online) to limit unnecessary person-to-person contact. Beyond the health and safety benefits, AutoPay brings significant savings to OPALCO’s billing expense, which helps keep rates down for everyone.

OPALCO’s primary goal is safety: the safety of its members, board, staff and their families. OPALCO staff will miss seeing you on the ferry for the beloved tradition of lunch and lively discussion—but please look for ways to stay engaged by participating in the save now, pay later “Switch it Up” program, signing up for the next Community Solar project (to be announced later this Spring) and by engaging with your co-op on social media. Staff welcome your co-op comments, questions and ideas at communications@opalco.com.



Election opens March 13th!
We need all members to
VOTE!

Member satisfaction survey coming in April. You may get a call or email from the National Rural Electric Cooperative Association. We are working together to hear from you! Please consider responding. Questions? communications@opalco.com has the answers!