

ORCAS POWER & LIGHT COOPERATIVE
MEMBER SERVICE POLICY 19
TEMPORARY ENERGY ASSISTANCE PROGRAM FOR COMMERCIAL SERVICE (EAP-C)
TEMPORARY COVID-19 MEASURE

18. TEMPORARY ENERGY ASSISTANCE PROGRAM FOR COMMERCIAL SERVICES (EAP-C)

18.1. OVERVIEW

- 18.1.1. The Board established this policy to assist commercial members who are impacted by COVID-19 as a temporary assistance measure. Program need and funding will be reassessed on an as needed basis.
- 18.1.2. This assistance program provides a partial offset to member bills; members remain responsible for their bill;
- 18.1.3. Bill credits will be disbursed for up to two billing cycles per account.
- 18.1.4. Funding for program will be from board directed funds and donations from OPALCO members.
- 18.1.5. Program is limited to a bill credit as determined by the General Manager consistent with this Policy and may vary based on available funds for commercial accounts in need of assistance during the COVID-19 disruption.
- 18.1.6. Participation is on a first-come, first-served basis for as long as funding is available. Assistance availability may be extended or closed based on Board direction.
- 18.1.7. The bill credit mechanism is similar to the Energy Assist Program (Tariff EAP-20); this program is not a tariff.

18.2. PROGRAM CONDITIONS

- 18.2.1 Member applications are considered for EAP-C if all of the following conditions are met:
 - 18.2.1.1 Member is applying for an account under a commercial tariff;
 - 18.2.1.2 Commercial member has submitted a complete, signed COVID-19 Relief Form;
 - 18.2.1.3 Funds are available;
 - 18.2.1.4 Payment plan is in place if there is an unpaid balance on the account at the time of EAP-C application.

18.3 MEMBER PARTICIPATION

- 18.3.1 Applications will be approved based on written criteria established by this Policy and changes necessary as the COVID-19 situation evolves, as determined by the General Manager.
- 18.3.2 Any active commercial account of OPALCO and in need of assistance can apply to participate in the Program.
- 18.3.3 Members must complete and sign a COVID-19 Relief Form.
- 18.3.4 Commercial Tenants who are not OPALCO members must have an active OPALCO member (landlord) sign COVID-19 Relief Form. OPALCO encourages landlords and tenants to work together to distribute assistance funds accordingly.

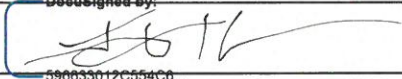
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18.3.5 Oversubscription to an OPALCO program will be handled by using a first-come, first served protocol.

18.4 EAP-C BILL CREDIT

18.4.1 The amount of the bill credit will be determined by the General Manager and may vary based on available funds.

DocuSigned by:



Foster Hildreth, General Manager

Effective Date: April 23, 2020