

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. Staff will make every effort to address member issues on a case-by-case basis. If the member feels the issue remains unresolved:

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.

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 forty-five (45) working days, the member is to provide further details in writing via the Policy 9: Issue Resolution Form. Once the form is submitted the following process occurs:

9.1.3.1 The Board Executive Committee will determine by majority if the issue is to be dismissed with no further action or submit for Board of Appeal process. If the issue is dismissed the decision is final.

Once the Executive Committee requests a Board of Appeal hearing, the process is as follows:

9.1.3.1.1 The Board of Appeal shall consist of two OPALCO Board Members appointed by the President who shall determine the facts and circumstances regarding the member complaint by conducting a hearing.

9.1.3.1.2 The Board of Appeal 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.

9.1.3.1.3 Prior to the Board of Appeal hearing:

9.1.3.1.4 In Executive Session, the President shall inform all the Board Members of the member's problem and the member's request for a formal hearing before a Board of Appeal

9.1.3.1.5 The President shall appoint two Board Members to serve as the Board of Appeal. The President is eligible to be one of

the Board of Appeal members if the Board President chooses to do so.

- 9.1.3.1.6 OPALCO staff, in cooperation with the requesting member, and the Board of Appeal members, shall determine an acceptable time and place for the Board of Appeal to convene. A meeting via electronic conferencing is authorized.
- 9.1.3.1.7 Staff shall arrange for the meeting and communicate those arrangements to all parties.
- 9.1.3.1.8 No less than 10 business days prior to the Board of Appeal meeting date, the Board of Appeal members, and the requesting member shall be provided with all material to be used by all parties during the Board of Appeal meeting. The General Manager and the requesting member shall provide any written responses to the materials provided to the Board of Appeal no later than 5 days prior to the Board of Appeal meeting date.
- 9.1.3.1.9 Prior to the Board of Appeal meeting, one of the two members shall be designated to be the lead member. The lead member will be responsible for the orderly and timely conduct of the meeting.
- 9.1.3.2 The meeting shall be conducted as follows:
 - 9.1.3.2.1 The lead Board member shall convene the proceedings and parties shall introduce themselves. If convenient to the Board of Appeal, it may request that OPALCO's General Counsel oversee the hearing.
 - 9.1.3.2.2 The requesting member and/or member's representative shall present their testimony.
 - 9.1.3.2.3 The Board of Appeal members may choose to ask questions during the testimony of the member.
 - 9.1.3.2.4 The General Manager and/or representative shall present their testimony.
 - 9.1.3.2.5 During the hearing the Board of Appeal members may ask questions of the General Manager and/or the representative and the requesting member. But there will be no sworn testimony or any type of cross examination.
 - 9.1.3.2.6 Upon conclusion of testimony, the Board of Appeal members may ask further questions of either the requesting member and their representative, or the General Manager and their representative.
 - 9.1.3.2.7 Testimony presented to the Board of Appeal members shall be in the form of statements. The Board of Appeal members

are not required to render opinions or answer questions concerning statements from either party.

9.1.3.2.8 Upon conclusion of the testimony and any additional questioning, the Board of Appeal members may call for a recess to consider their decision, and upon return from recess shall announce their decision, or state that their decision shall be forthcoming at a future date, but no later than 10 Business days after the date of the meeting.

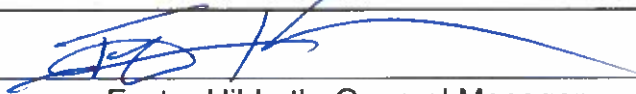
9.1.3.3 The decision shall consist of three parts:

9.1.3.3.1 The facts of the problem

9.1.3.3.2 The applicable section of the tariff.

9.1.3.3.3 A ruling on the problem

9.1.4 Any decision by the Board of Appeal shall be binding to all parties.

 _____ Foster Hildreth, General Manager	Effective Date: <u>June 20, 2024</u>
--	--------------------------------------

ORCAS POWER & LIGHT COOPERATIVE
Policy 9 Fair Treatment
Issue Resolution Form

Member Name: _____

E-mail Address: _____

Telephone Number: _____

Account Number: _____

The specific issue I am requesting reviewed:

I hereby state that the foregoing information is complete and correct.

Printed Name _____ Signature _____ Date _____

Send completed form to:

Via email to: contacttheboard@opalco.com

or

OPALCO Board President, Vice President, Secretary/Treasurer

183 Mt Baker Road,

Eastsound, WA 98245

For official use only:

Proceed to Board of Appeal Process

Dismissed

Signatures:

Board President

Date

Board Vice President

Date

Board Secretary/Treasurer

Date