



# OPALCO

## Board of Directors Regular Meeting

Thursday, June 20, 2024  
Virtual Meeting via Zoom

Members may participate in the regular board meetings via Zoom. The first part of the meeting is reserved for member questions and comments. For security purposes, staff will be checking Zoom identities so please use your first and last name or you may not be let into the meeting. Please follow the protocols listed below:

- Mute yourself unless talking,
- Use your first and last name in your Zoom identity,
- Chat if you have a question/comment and the monitor will put you in the queue,
- OPALCO's Policy 17 - Member Participation at OPALCO Meetings decorum must be followed.

The Zoom link will be updated monthly. Members can get the link to the meeting, submit any comments and questions in writing no less than 24 hours in advance of each meeting to: [communications@opalco.com](mailto:communications@opalco.com)

### Sequence of Events

- OPALCO Board Meeting
- Executive Session



Board of Directors  
Annual Meeting  
June 20, 2024, 2:30 PM  
Virtual Meeting via Zoom

*\*Time is approximate; if all Board members are present, the meeting may begin earlier or later than advertised. The Board President has the authority to modify the sequence of the agenda.*

**WELCOME GUESTS/MEMBERS**

*Members attending the board meeting acknowledge that they may be recorded, and the recording posted to OPALCO's website. Members are expected to conduct themselves with civility and decorum, consistent with Member Service Policy 17. If you would like answers to specific questions, please email [communications@opalco.com](mailto:communications@opalco.com) for post-meeting follow-up.*

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Legal, Personnel, Competitive, Other	
ADJOURNMENT	

# ACTION ITEMS

## Consent Agenda

All matters listed on the Consent Agenda are considered routine and will be enacted by one motion of the Board with no separate discussion. If separate discussion is desired, that item may be removed from the Consent Agenda and placed as an Action Item at the request of a Board member.

The Consent Agenda includes:

- **Minutes** of the previous meeting and special meeting – attached.
- **Approval of New Members** – attached {as required by Bylaws Article I Section 2 (d)}

### NEW MEMBERS – May 2024

#### District 1

(San Juan, Pearl, Henry, Brown, Spieden)

AGUILAR, RENALDO  
ANDREWS, ROBERT & NORTON, ELIZABETH  
BALKOM, MELINDA  
BATES, CRYSTAL  
BATESON, CHRISTOPHER  
BLUE JAY EVENTS I, NC  
BRUEN, MICHAEL & BRUEN, LINDA  
BUCKS-REED, EMILY & BUCKS-REED, ELLIOTT  
CAPOTE, BRITNEY  
CROSBY, JON  
DANIELS PROPERTIE, S LLC  
GOODE, RICHARD & SHENK, ASHLEY  
HAYES, FIONNA  
LAMONT, LACY  
LONGTON, GARY & LONGTON, MARY ANN  
ONE STOP STORAGE, LLC  
PROSPECT MOUNTAIN, HOA  
RAMIREZ, MARCELLA & RAMIREZ-MENA, PEDRO  
RANDALL, JACOB & RANDALL, MICHELLE  
RODRIGUEZ, BIANCA  
THOMPSON, LANCE & ROTHMILLER, DAVID  
URELL, DENISE  
VAGUE, TY  
WHALEN, KAYLA

#### District 2

(Orcas, Armitage, Blakely, Obstruction, Double, Alegria)

BEDARD, DUANE & BEDARD, DEAN  
BORGULA, PATRICIA  
COOPER, REBECCA  
DYLAN MCKAY LLC  
FINKELOR, BENJAMIN & AZZARA, MARISSA  
GARDINER, DIANE  
HALL, HAROLD & HALL, LISA  
HOUCK, JENNIFER & HOUCK, SANDY  
KRIVONAK, NEIL  
LAPORTE, VERNON  
MCKENZIE, SOMMER  
NESSER, MARY ELLEN & NESSER, NOEL  
NORTH BEECH PROPE, RTIES LLC  
ROSARIO RESORT LLC  
U S POST OFFICE

#### District 3

(Lopez, Center, Decatur, Charles)

EDWIN TERMULO & A, SSOC.  
NASH, JONATHAN & PETTIT, ERIN  
POLLACK, JORDAN

#### District 4

(Shaw, Crane, Canoe, Bell)

No new members

### Capital Credits

Staff requests payment of capital credits to the estates of the following deceased members and/or to organizations no longer in business by way of approval of the consent agenda:

June	
Customer #	Amount
69285	831.80
30185	1,452.89
<b>Total</b>	<b>\$ 2,284.69</b>

### RUS Form 219

Inventory of Work Orders of projects completed from the Construction Work Plan. These forms are submitted to RUS for approval of loan funds.

Inventory	Amount	Description
202404	\$148,526.83	Transformer/Meter replacements, Pole replacements
<b>Total</b>	<b>\$148,526.83</b>	

Staff requests a motion to approve the Consent Agenda.

05/16/2024 3:18:09 pm

**RUS Form 219 Inventory Of Work Orders**  
 Period: APR 2024 System Designation: WA O9  
**Preliminary**

Page: 1

Inventory: 202404

Project	Loan	Year	Work Order		Bdgt (3)	Gross Funds Required		Deductions		Contrib In Aid Of Constr and Previous Advances (8)	Loan Funds Subject To Advance By RUS (9)
			Construction (1)	Retirement (2)		Cost Of Construction: New Constr Or Replacements (4)	Cost Of Removal: New Constr Or Replacements (5)	Salvage Relating To New Construction Or Replacements (6)	Retirements Without Replacements (7)		
601		2023	4119	4119	1	36,577.48	0.00	0.00	0.00	0.00	36,349.90
									AFUDC: 227.58		
601		2023	4206	4206	1	51,000.99	0.00	0.00	0.00	0.00	50,636.36
									AFUDC: 364.63		
601		2023	4257	4257	1	21,315.64	0.00	0.00	0.00	0.00	21,218.69
									AFUDC: 96.95		
601		2023	4258	4258	1	12,656.84	0.00	0.00	0.00	0.00	12,614.48
									AFUDC: 42.36		
						121,550.95	0.00	0.00	0.00	0.00	120,819.43
606		2023	4240	4240	1	25,758.30	2,102.15	0.00	0.00	0.00	27,707.40
									AFUDC: 153.05		
						25,758.30	2,102.15	0.00	0.00	0.00	27,707.40
<b>Grand Totals:</b>						\$ 147,309.25	\$ 2,102.15	\$ 0.00	\$ 0.00	\$ 0.00	\$ 148,526.83

05/16/2024 3:18:09 pm

**RUS Form 219 Inventory Of Work Orders**  
 Period: APR 2024 System Designation: WA O9  
**Preliminary**

Page: 3

Inventory : 202404

Budget		
Loan	Project	Amount
1	601	120,819.43
1	606	27,707.40
<b>Total:</b>		<b>148,526.83</b>

### BORROWER CERTIFICATION

WE CERTIFY THAT THE COSTS OF CONSTRUCTION SHOWN ARE THE ACTUAL COSTS AND ARE REFLECTED IN THE GENERAL ACCOUNTING RECORDS. WE FURTHER CERTIFY THAT FUNDS REPRESENTED BY ADVANCES REQUESTED HAVE BEEN EXPENDED IN ACCORDANCE WITH THE PURPOSES ON THE LOAN, THE PROVISIONS OF THE LOAN CONTRACT AND MORTGAGE, RUS BULLETINS, AND THE CODE OF FEDERAL REGULATIONS RELATIVE TO THE ADVANCE OF FUNDS FOR WORK ORDER PURPOSES. WE CERTIFY THAT NO FUNDS ARE BEING REQUESTED FOR REIMBURSEMENT OF CONSTRUCTION WORK IN A CBRA AREA.

SIGNATURE (MANAGER)

DATE

SIGNATURE (BOARD APPROVAL)

DATE

### ENGINEERING CERTIFICATION

I HEREBY CERTIFY THAT SUFFICIENT INSPECTION HAS BEEN MADE OF THE CONSTRUCTION REPORTED BY THIS INVENTORY TO GIVE ME REASONABLE ASSURANCE THAT THE CONSTRUCTION COMPLIES WITH APPLICABLE SPECIFICATIONS AND STANDARDS AND MEETS APPROPRIATE CODE REQUIREMENTS AS TO STRENGTH AND SAFETY. THIS CERTIFICATION IS IN ACCORDANCE WITH ACCEPTABLE ENGINEERING PRACTICE.

INSPECTION PERFORMED BY

FIRM

LICENSE NUMBER

DATE

SIGNATURE OF LICENSED ENGINEER



**Orcas Power & Light Cooperative  
Minutes of the Board of Directors Meeting  
Thursday, May 16, 2024**

Streaming through Zoom attendees were Board members Vince Dauciunas, Brian Silverstein, Mark Madsen, Tom Osterman, Chuks Onwuneme, and Wendy Hiester. Staff present were General Manager Foster Hildreth; Manager of Engineering and Operations Russell Guerry; Manager of Finance and Member Services Nancy Loomis; Communications Manager Krista Bouchey; Member Services Supervisor Joseph Wyckoff, Head Accountant Travis Neal, and Special Projects Office Coordinator Beth Stanford (serving as recording secretary). Also present were Legal Counsel Joel Paisner, and consultant Jay Kimball. Guests from Moss Adams included Olga Darlington and Dan Roberts. Rock Island's Alan Smith, Kristine Neitman, Emily Guard, and David Gaible joined the meeting for the audit report.

Members in attendance: Robert Memmott and John Fleischer both of Orcas Island

Meeting commenced at 8:30 a.m.

Member Comment Period: No member comments.

**ACTION ITEMS**

**BOARD OFFICER ELECTIONS**

Per counsel, no MOTION to delay the Board Officer Elections until June 2024.

**CONSENT AGENDA**

**MOTION** was made by Osterman to accept the consent agenda, seconded by Madsen, and passed unanimously by voice vote.

**2023 AUDIT PRESENTATION**

The Board went into executive session to discuss at 9:00 am and returned to regular session at 9:20 am. Silverstein made motion to approve OPALCO's Independent Auditors' Report and Financial Statements for December 31, 2023, and 2022, as audited by Moss Adams LLP, seconded by Madsen, and passed unanimously by voice vote.

**DISCUSSION ITEMS**

**Climate Survey**

President Dauciunas updated all on the status of the comprehensive plan that San Juan County is in the process of updating. He urged all to make their voices heard by participating in a survey the county is conducting.

**Member Service Policy 7, 9, 16- First Read**

Staff reviewed Member Service Policies 7, 9 & 16 and proposed policy additions and revisions. Discussion ensued.

**2024 Q1 Financial Report**

Staff reviewed Q1 Financial report and discussion ensued, including weather trends and revenue, equity, margins, notable drivers, and rate structure.

**REPORTS**

Staff reviewed reports, dashboards, grant and budget tracking, and project updates.

Regular Session ended: 10:33 am

Break: 10 am to 10:15 am



Executive Session: 10:33 am  
Meeting Closed: 11:58 am

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Vince Dauciunas, President

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Brian Silverstein, Secretary-Treasurer

## Board Officer Elections

Two board members will not attend the June Board Meeting. Staff is recommending that there be a delay in the officer election process until the August Board Meeting. In 2023, we had a similar circumstance where the Board Member attendance was less than 100%. Our legal counsel has concurred that the current slate of officers will remain intact until the next officer election (August meeting).

Staff recommends the Board make a motion to delay the Board Officer Elections until August 2024.

## Member Service Policy and Bylaw Updates (Final) Read

### Member Service Policies

In the normal course of business, OPALCO staff respond to many member billing and financial inquiries. Now is a good time to provide further clarity to current OPALCO procedures and policy updates as follows:

1. **MS Services Policy 7: Billing and Collection:** Updated to reflect payment method options, payment processing, and delivery methods of the monthly bills to members.
2. **MS Services Policy 9: Fair Treatment of Members:** Update the review and detail the Board of Appeal process.
3. **MS Services Policy 16: Information Requests:** Adjust to address the timing on public routine information the Co-op provides.
4. **Bylaw Adjustments:** Minor modifications to clean up two sections of the Bylaws.

Staff recommends the Board make a motion to approve the modifications to the Member Services Policies and Bylaws as outlined below.

### MEMBER SERVICE POLICY 7 - BILLING AND COLLECTION

#### 7.1 RATES

Electric energy shall not be sold at prices other than those stated in the rate schedules (tariffs).

#### 7.2 RENDITION OF BILL

Bills shall be deemed rendered, and other notices duly given, when delivered to the member personally or when mailed to them at the address supplied, or at the last known address of the member or when left at either of such places or delivered via e-mail to the e-mail address supplied by the member via an email notice of billing availability (which includes total monthly billed amount and associated due date) or uploaded on the online security portal (currently called SmartHub). To protect members' personal information, a digital copy of the monthly bill will not be sent by electronic means to the member on a routine basis. Failure to receive such bills or notices from OPALCO will not entitle the member to any delay in the settlement of each month's account, and any late payments will be subject to penalties.

#### 7.3 PAYMENT OF BILL

Payments are due by midnight Pacific time on the date specified on the bill.

Payments may be made by a member either in-person at an OPALCO office, by telephone utilizing the on-line payment platforms offered by the Cooperative, via the US Postal System or by other electronic means. Payment methods are subject to change based on prudent use of member resources and cybersecurity protocols.



The following forms of payments are considered an acceptable form of payment:

- Automatic payment system (currently Autopay)
- Online account management system (currently SmartHub)
- Over-the-phone payment system (currently SecurePay)
- Mail payments with check
- Office payments with cash, check, credit card

Payments are processed upon receipt and OPALCO does not hold payment instruments, such as a check, that are post-dated. Payment not honored for any reason by a financial institution will be subject to fees as outlined in Tariffs.

Any bill not paid within thirty days of the billing date specified on the bill will be considered delinquent. ~~Any delinquent bill exceeding fifty dollars (\$50.00) will be subject to disconnection.~~ Any account with a delinquent bill exceeding fifty dollars (\$50.00) will be considered delinquent and will be subject to disconnection.

#### 7.3.1 Payment Agreement Plan

OPALCO shall offer a deferred payment plan for active accounts. The extension of time to pay the bill shall not be offered more than twice in a six-month period. The extension will not normally exceed 30 days but under hardship, cases may be for a period not to exceed 90 days.

#### 7.3.2 Life Support Equipment

OPALCO will not normally disconnect members when it has been notified that the member is using life support equipment without contacting both the member and the appropriate social service agency. OPALCO will make every effort to work out an acceptable time payment plan that will enable uninterrupted electric service. If the member has notified OPALCO of the use of life support equipment, OPALCO will attempt to contact any member using life support equipment prior to any scheduled service interruption.

#### 7.3.3 Fixed or Levelized Billing

OPALCO offers fixed or levelized billing to its residential and commercial members. *Fixed billing allows the member to set a specific amount to pay each and every month. Levelized billing continually looks at the last twelve (12) months and calculates the average monthly payment each month.* To qualify for this type of billing, the member must have established membership for a minimum of one (1) year and have a good credit rating with OPALCO.

7.3.3.1 OPALCO reserves the right to adjust the budget or average amount as necessary.

7.3.3.2 The member may elect to stop budget billing at any time. Such election will be effective with the next bill. If OPALCO owes the member any money upon termination of budget billing, the amount will be credited to the member's bill. Amounts owed by OPALCO above \$50.00 will be refunded upon the member's request.

If the member owes OPALCO less than \$100.00, this amount will be added to the next billing and become due and payable. If the amount is over \$100.00, the member may make equal monthly payments for a period not to exceed twelve (12) months.

#### **7.4 PENALTY**

OPALCO will charge a late penalty, as specified in Schedule of Deposits and Charges, for any account where payment is not received by-midnight Pacific time due date specified on the bill.

#### **7.5 DISCONNECT PROCEDURE**

7.5.1 In addition to immediate disconnection in accordance with Member Service Policy 3.5, a member may be disconnected with proper notice, for any of the following reasons:

7.5.1.1 Failure to pay bills or other amounts due OPALCO in a timely manner.

7.5.1.2 Failure to meet or maintain an adequate deposit.

7.5.1.3 Knowledge of and continued failure to provide access to the electric meter or other OPALCO owned equipment.

7.5.1.4 Breach of special contract or agreement with OPALCO, including a line extension agreement, failure to meet payment agreement plan, or failure to meet deposit payment agreement.

7.5.1.5 Failure to comply with the order of governmental agencies having jurisdiction in the matter.

7.5.1.6 Failure to comply with the conditions and terms of membership.

##### **7.5.2 Disconnect Notice**

A disconnect notice shall be sent by mail to those members whose electric service is in jeopardy of disconnection. Such notice shall be sent out not less than 48 hours, nor more than fourteen working days, prior to the date of disconnection, and shall contain, at the minimum, the following information:

7.5.2.1 The name and address of the member to be disconnected.

7.5.2.2 The account number for which service will be disconnected.

7.5.2.3 A statement of the reason for disconnection.

7.5.2.4 The date on or after which disconnection will take place.

7.5.2.5 If non-payment is the reason for disconnection the notices shall also include the amount that must be paid to prevent service disconnection.

7.5.2.6 A request to notify OPALCO if a person occupies the residence is seriously ill, handicapped, or dependent on life support systems.

7.5.2.7 An explanation of additional charges for reconnection of service after disconnection.

##### **7.5.3 Disconnect Notice Not Required**

A disconnect notice is not required in the following instances:

7.5.3.1 A member's check, used to pay for a disconnect notice, is returned for non-sufficient funds.

7.5.3.2 Failure to honor payment agreement plan(s).

**7.5.4 Telephone Contact**

OPALCO shall attempt to contact members scheduled for disconnection by telephone within three working days of the scheduled disconnection. Failure to contact the member by telephone will not delay the disconnection. OPALCO will not be required to contact chronic late payers who receive more than three disconnect notices in a twelve (12) month period.

**7.5.5 Day of Disconnect**

No disconnects will be completed on a Friday, or a day before a holiday during which OPALCO offices will be closed, or before 10:00 a.m. on a day following a weekend or holiday during which OPALCO offices are closed. The disconnection may occur up to ten days after the date specified in the disconnect notice. If disconnection is not accomplished within this ten-day period, another disconnect notice must be given.

**7.5.6 Charges to Be Paid**

Where a member's service is discontinued for non-payment of bills, OPALCO reserves the right to refuse to furnish service to said member at the same or any other location until all charges, including the reconnection charge and other monies due OPALCO, have been paid. Pursuant to Member Service Policy 4.7.5, a person who has been disconnected for non-payment of a bill may not receive benefit of service by having the account transferred into another if there has been no change in the occupancy in the location.

**7.5.7 Reconnection Charge**

OPALCO may make a charge for the reconnection of service where it has become necessary to disconnect service for the non-payment of bills. The charge for this service shall be as provided in the Schedule of Deposits and Charges in the OPALCO Tariff Book.

**7.5.8 Right to Require Deposit**

OPALCO may require a member to pay a deposit or adjust the amount of a deposit after disconnection for non-payment. OPALCO may not require this deposit to be paid as a condition for reconnection of service. The member may pay the deposit in up to three equal monthly installments.

**7.6 COLLECTION PROCEDURES**

The member shall pay OPALCO's cost of collection, including legal fees:

7.6.1 When a member's account becomes slow or no pay, OPALCO's member services staff will begin an in-house collection process. This will include telephone calls to the member, a disconnect notice, and actual disconnect of the service when the

member does not meet the agreed-on payment arrangements or is non-responsive to OPALCO's efforts.

- 7.6.2 When a member's account is closed with a balance due, OPALCO will make every effort to contact the member by telephone. If this is not successful, OPALCO will send a standard letter stating, "we are sending your account to collections if we do not hear from you by a specified date within two weeks". If the member does not contact OPALCO within two weeks after the collection letter is sent, and the member is still residing in San Juan County, and the account balance is substantial enough to warrant the expense, OPALCO will initiate the small claims process. If OPALCO's correspondence to the member is being returned, OPALCO will utilize one of the credit reporting agency's skip tracing services to further our internal collection efforts.
- 7.6.3 After every effort is made to effect collection of the amount due internally, OPALCO will calculate the discount on available capital credits and, with Board approval, apply that amount to the bad debt. Any remaining balance on the account will be sent to the collection agency immediately. If there are any remaining capital credits for later years, they will be disbursed under OPALCO's normal retirement cycle.
- 7.6.4 After every effort is made to effect collection of the account internally, and there are no available capital credits to discount, the account will be submitted to the collection agency immediately.

## **7.7 BILLING PERIOD**

### **7.7.1 Billing Month**

Each meter is read on approximately the same date each month and bills are rendered accordingly. An actual billing period may vary.

### **7.7.2 Partial Month**

When service is initiated or discontinued during a month, the facilities' or minimum charge will be prorated on a thirty (30) day month. Demand charges shall not be prorated.

## **7.8 ESTIMATED BILL**

If OPALCO is unable to read a meter OPALCO shall estimate the meter reading and bill the member accordingly. Estimates will be based on records of previous usage, and length of billing period.

## **7.9 ADJUSTMENT OF ERRORS**

### **7.9.1 Period to Be Adjusted**

#### **7.9.1.1 Meter Malfunction**

If, for any reason, an electric meter fails to properly record the amount of usage or demand, OPALCO will estimate the bill based on the information available to OPALCO. In this case, OPALCO will correct the billing error for a period not to exceed five billing periods, not counting the billing period in which the error was found or recorded. OPALCO will waive any retroactive

charges if the member served by the meter reports the problem within five billing periods.

#### 7. 9.1.2 Billing Error

In case OPALCO shall, for any reason, incorrectly bill a member, upon discovery, OPALCO will correct such billing error for a period not to exceed five billing periods, not counting the billing period in which the error was found or reported.

#### 7. 9.1.3 Fraud, Meter Tampering, or Damage to OPALCO Property

If the member's meter is damaged, tampered with, or for any other reason other than a meter malfunction, fails to record the proper amount of energy or demand used by that member, OPALCO will calculate or estimate the consumption based on the information available to OPALCO. In this case, the period to be corrected will be the period in which the damage, fraud, or theft occurred. The account may also be subject to a fee for unauthorized breakage of a meter seal, as specified in the Schedule of Deposits and Charges in the OPALCO Tariff Book.

#### 7. 9.2 Estimated Consumption

If for any reason the actual amount of usage or demand cannot be determined, OPALCO will calculate or estimate the consumption based on the information available to OPALCO.

#### 7. 9.3 Time to Pay

7.9.3.1 When there has been an adjustment to the account, if the member has overpaid, OPALCO shall apply the amount of the overpayment to the member's account or refund it to the member if the member requests it.

7.9.3.2 When there has been an adjustment to the account, if the member has underpaid, the member shall be given the opportunity to pay for the error over a period of time, without penalty. Payment agreement plans can be made pursuant to Section 7.3.1.

### **7.10 CHANGE OF OCCUPANCY OR ACCOUNT RESPONSIBILITY**

Bills are rendered in the name of the person shown in OPALCO's records as the party responsible for electric consumption at the specified location. Any change of occupancy or ownership at a specified location must be reported to OPALCO.

### **7.11 CHANGE OF RATE CLASS**

OPALCO shall inform each member when they apply for service of alternative rate schedules available to that member. OPALCO will not be responsible for changes occasioned by changes in the member's premises. Should the member be eligible for a rate class that would result in lower rates but fails to make OPALCO aware of the situation, the adjustment will not be retroactive.



#### **7.12 SECOND PARTY BILLS**

OPALCO will mail a copy of all bills and final notices to an additional name and/or address if requested by the member of record. Either party may make payments on the account; however, the financial responsibility for the account remains with the person whose name appears on the account as the member of record.

**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 ~~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)~~ **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:** ~~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~~

**9.1.3.1 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.

9.1.3.2.7 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

9.1.3.3.1 The applicable section of the tariff.

9.1.3.3.1 A ruling on the problem

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

#### 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.~~



**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:

\_\_\_\_\_  
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\_\_\_\_\_

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](mailto: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 \_\_\_\_\_



## ORCAS POWER AND LIGHT COOPERATIVE MEMBER SERVICE POLICY 16 INFORMATION REQUESTS

### 1. Purpose

To establish procedures for identifying and responding to requests for routine, non-routine, member related, or emergency response information so as not to compromise the Cooperative's position in sensitive situations or interest in working cooperatively with the media and the membership.

OPALCO is a non-profit mutual corporation incorporated under the Revised Code of Washington RCW 24.06. A cooperative corporation has the same rights of confidentiality of information and obligations to furnish information as a private business corporation with regard to confidentiality of information and the obligations to furnish such information. These obligations are covered by the statutes and common law of the state and govern the access which members and others may have to request cooperative data and records. OPALCO is not subject to regulation by the Washington Utility Trade Commission. Additionally, Rock Island Communications is a wholly owned subsidiary and as a separate entity not covered by OPALCO policies.

### 2. Release of Routine Information

OPALCO strives to inform and educate the members on governance, financial, and routine business of the Cooperative. OPALCO publishes extensive information on the website including the following routine documents:

- Bylaws & Articles of Incorporation
- Policies
- United States Department of Agriculture Financial and Operating Report Electric Distribution (RUS Form 7)
- Annual Budgets
- Quarterly Financial Reports
- Year-end Unaudited Financials
- Independent Annual Audit Statements
- IRS Return of Organization Exempt from Income Tax (Form 990)
- Guiding documents (Integrated Resource Plan, Mission & Values)
- Rates and Tariffs
- Monthly Board Reports
- Other reports as deemed relevant by the General Manager

~~Requests for routine documents or publications of the Cooperative including Tariffs, member policies, Articles of Incorporation, bylaws, operating statistics (RUS Form 7), newsletters and other public documents published by the Cooperative will be provided upon request.~~ Releasing information will be done in a timely manner to ensure the regulatory bodies have reviewed and approved documents before they are made public. The release timing of RUS Form 7, Form 990 Tax Report, and audit public disclosure documents will be posted on OPALCO's website once the IRS publicly discloses Form 990 tax report.

### 3. Release of Non-Routine Information and Documents

- 3.1 A request by a member for a document or publication that cannot be classified as routine shall be accompanied by the Cooperative's "Member Information Request Form", attached hereto and a part of this policy. The Member Information Request Form should be completed and signed by the member.
  - 3.1.1 The completed form shall be submitted to the General Manager. If the Non-Routine Information and/or Documents are reasonably available, the General Manager may make them available to the requesting member. "Reasonably available" shall mean:
    - 3.1.1.1 That the request is being made in good faith;
    - 3.1.1.2 That the information requested and the purpose for which it is requested are materially germane to the requesting person's needs and interests as a member of the Cooperative;
    - 3.1.1.3 That furnishing the requested information will not be adverse to the Cooperative's best interests; and
    - 3.1.1.4 That compiling the requested Non-Routine Information and/or Documents will not require an inordinate amount of OPALCO Staff resources in the judgment of the General Manager.
- 3.2 A non-member who requests information that is not available under Section 2 shall submit a properly completed Member Information Request Form to the General Manager. The General Manager may release the information to the non-member only if it is determined to be in the best interest of the Cooperative, or if the information should be otherwise released under this policy.
- 3.3 Sufficient time shall be allowed to prepare the requested materials while ensuring the normal work activities of the Cooperative are being accomplished. Reimbursement for research and reproduction costs, including labor and materials, may be charged. Upon request, in writing, the requestor may receive an estimate of costs before they are incurred. If the information requested is not confidential or otherwise not reasonably available (as defined in subsection 3.1.1) and can be readily extracted from documents on file on the Cooperative's office, access to the information will be permitted upon appointment during regular office hours and by assignment of the General Manager.
- 3.4 A request determined not to be for a proper purpose shall be denied and shall be accompanied by a clear and prompt explanation.

#### **4. Limitations on Release of Records**

Any request for information which the General Manager determines should be denied in whole or in part may be referred to the Board for review and final determination. Information and documents not subject to Public Information Requests include, but are not limited to the following:

- 4.1 Documents containing matters the knowledge of which would clearly have an adverse effect on the Cooperative's finances.
- 4.2 Documents containing personnel matters, including but not limited to:
  - 4.2.1 The hourly wages or salaries and fringe benefits of any employee;
  - 4.2.2 Any employee's personnel file or records;
  - 4.2.3 Any other persons' file or record to the extent that such disclosure would violate or would otherwise be an invasion of such person's privacy.
- 4.3 Documents containing matters that tend to prejudice the reputation and character of a person.

- 4.4 Documents relating to matters discussed with an attorney for the Cooperative, the knowledge of which could have an adverse effect on the Cooperative's legal position. The release of information related to litigation shall be done with the guidance of the attorney representing OPALCO.
- 4.5 Documents relating to matters protected by attorney-client privilege and matters subject to the attorney Work Product Doctrine.
- 4.6 Documents containing matters considered confidential under copyright or patent laws.
- 4.7 Documents referred to, prepared for or discussed during an executive session and not subsequently made public by the Cooperative.
- 4.8 Any information which constitutes a trade secret, process, program, trademark, or other legally protected confidential information or thing owned, or protected in confidentiality by contract by the Cooperative.
- 4.9 Documents which have been classified by management as confidential.

## **5. Release of Member Information**

Information contained within a member's file will not be provided to anyone except under the following circumstances:

- 5.1 To a member requesting information in that member's file, upon receipt of proper identification;
- 5.2 To a legally authorized agent of the member, upon presentation of the Cooperative's Member Information Request Form;
- 5.3 To law enforcement personnel.
- 5.4 As otherwise provided by legal statute or regulation.

## **6. Appeal**

Any public information request that is denied may be appealed to the Board of Directors for resolution. Any decision by the Board of Directors will be final.

## **7. Responsibility**

- 7.1 The General Manager will be responsible for determining the content and amount of information released based on who is asking and for what purpose the information is being sought.
- 7.2 The release of information by the General Manager shall be routed through counsel where specific issues related to the request could have an adverse effect on the Cooperative's legal and/or financial position.
- 7.3 The department managers are responsible for the security of confidential information which is available to them and their departments. The department managers will determine and implement methods and procedures of security within their respective departments.
- 7.4 Each employee will accept responsibility for understanding the content and following the guidelines of this policy.
- 7.5 It is the responsibility of each employee to notify his/her supervisor of knowledge of violations of this policy.

## Bylaw Changes

### Article I - Members, Section 2. Qualifications and Obligations

Any person, partnership, corporation or body politic may become an energy member in the Cooperative by:

- a) signing and submitting an application for membership form;
- b) paying the membership fee hereinafter specified or as adopted by the Board of Directors;
- c) agreeing to purchase from the Cooperative electric energy and service as hereinafter specified by the Cooperative; and
- d) agreeing to comply with and be bound by the articles of incorporation, bylaws, tariffs and rules of the Cooperative and any future amendments thereto; provided, however, that no person, partnership, corporation or body politic shall become a member unless and until he or it has been accepted for membership by the Board of Directors. Each member agrees to grant any necessary access to real property in order to allow the cooperative to provide electric energy and its communications subsidiary to provide communications and other services requested by the member and others, and further agrees to provide written easements recorded in favor of the cooperative and its communications subsidiary, as necessary, **and consistent with cooperative policies and practice, at no cost to the Cooperative.**

### Article V – Officers, Section 2. Number

The officers of the Cooperative shall be a president, vice president, secretary ~~and~~ treasurer, and such other officers as may be determined by the Board of Directors from time to time. The officers of secretary and treasurer **will** ~~may~~ be held by the same person. **The officers of the Cooperative collectively will be known as the Executive Committee.**

# DISCUSSION ITEMS

## County Candidate Questions

OPALCO and Rock Island are asking each San Juan County Council candidates questions concerning reliable energy and internet. OPALCO will publish the answers from the candidates in various publications.

Here is the background information to understand the critical power reliability issues that OPALCO is facing.

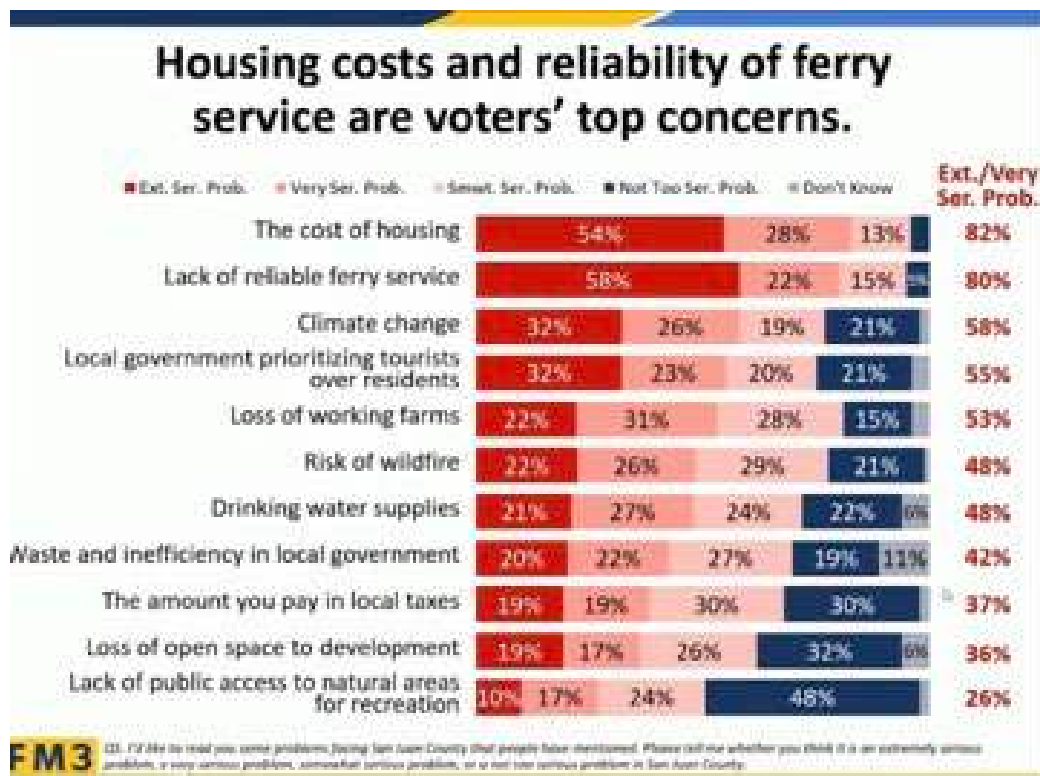
The energy world is changing dramatically due to climate impacts, carbon reduction legislation, and the transition toward renewable power. The goal of our state and nation is to transition away from fossil fuels and heat our homes and fuel our cars, trucks and ferries using electricity. This lofty goal is proving to be highly challenging.

The hydropower systems that have historically supplied most of the Pacific Northwest's electricity are at capacity, coal plants in the region are scheduled to be shut down in the coming years and natural gas generation comes with a carbon-based financial penalty. Our dilemma is figuring out how to satisfy increased demand for electricity while our supply of carbon-free firm power is shrinking. As more coal plants shut down and are replaced with intermittent resources (solar and wind), energy blackouts are predicted. We need reliable power when the sun isn't shining and the wind isn't blowing.

Given our remote location, our best bet for clean and affordable firm power is to build renewable generation projects locally. One of our goals is to provide 4-hour back-up power in case the mainland grid goes down. However, our community will require about 40 renewable generation sites (like our site on Decatur) for this goal to be met. To be clear, achieving this goal requires a large influx in grant funding for us to build this many renewable generation projects AND strong member support.

As we build a local, renewable power supply on our beautiful islands, we face the cost of those projects, aesthetic trade-offs, and limited land for siting them.

We need a County Council that will work closely with OPALCO to realize a healthy, sustainable energy future in the islands. Unfortunately, reliable energy isn't even on our communities list of top concerns (see chart below).



#### Questions:

1. The current Utility Element (Section B8) in the Comprehensive Plan states: "Our community strives for energy independence...we use renewable energy." To achieve this vision will require significant land and water areas to host local renewable energy power sites. What is your vision for the future of energy for San Juan County as a whole?
2. How would you direct County staff to prioritize this goal of energy independence (as referenced above) and facilitate implementation of these renewable energy sites?
3. What are you, as a candidate, doing to educate yourself on the complexities and impacts of energy policies on the citizens of San Juan County?
4. Ten years ago, when the county lacked sufficient broadband capacity, OPALCO and the county worked together to streamline land use and permit guidelines. This provided us with permitting certainty and allowed us to meet schedule obligations.

The Comprehensive Plan Update (Section B, Element 2, Land Use) speaks to land use for alternative energy resources and identifies essential public facilities. Would you support a similar permitting approach to development of provisional use codes for local, renewable energy facilities to provide essential services to the community?

5. Where will you draw the line between local energy resilience and island aesthetics?





6. Studies indicate that rooftop solar only provides a fraction of the energy needed to replace electricity lost from the elimination of fossil fuel generation. SJC Comprehensive Land Use Plan limits utility scale solar in agriculture areas and excludes utility scale solar be built in forested areas. Are you in favor of changing the comprehensive plan and land use tables to allow more renewable generation in the non-environmentally sensitive areas of SJ County? If so, how?
7. Given our need to also firm up local renewables with power generated on the mainland (when the sun doesn't shine, wind doesn't blow, and batteries are fully discharged), how important is hydropower in your vision of the County's future energy supply?
8. Do you plan to encourage electrification of transportation in San Juan County, and if so, how?
9. In a chart above from San Juan County, of voters' top concerns, power and internet service didn't even make the list. How do we get citizens to prioritize these issues that are critical to the quality of life in the islands?
10. How will you address disparities in access to broadband services – especially for seniors in need of remote telemedicine, low-income members, and households with kids in school?

# REPORTS

## General Manager

### DASHBOARDS

Please review the dashboards at <https://www.opalco.com/dashboards>. Note that all the dashboards are within board approved strategic parameters.

#### Finance

- Budget Variance
- TIER/Margin
- Expense
- Cash
- Power Cost
- Purchased Power
- Annual Power Metrics
- Capital
- Debt/Equity
- WIP
- Income Statement Trends

#### Member Services

- Disconnects
- Uncollectable Revenue
- PAL
- EAP
- Membership
- Service Additions
- Annual Service Additions
- Revenue Dist. By Rate

#### Outage

- Historical SAIDI - Graph
- Historical SAIDI - Figures
- Outage Stats – Rolling 12 Mo
- Outage Stats – Monthly
- SAIDI by Category
- Outage Summary

### QUICKFACTS

Please review the Quick Facts at <https://www.opalco.com/newsroom/quick-facts/>.

- OPALCO's Plan for our Energy Future
- Decarbonization – 4 Part Series
- Switch It Up!
- WA 2021 Energy Strategy
- Will there be enough power?
- OPALCO Rates
- Energy Independence? Not entirely
- Rock Island Communications
- OPALCO election process
- Wireless Services
- Cost of Service
- Staff Compensation
- NRECA
- OPALCO Debt and Capital Projects
- Ocean Health
- NW Resource Adequacy in a Rapidly Decarbonizing World
- Land for Renewable Energy Projects
- Understanding the Change in Solar Rates
- Decatur Island Battery Storage Project
- Why Hydropower is Important to our Power Supply
- Where does OPALCO stand on regional issues and the dams?
- Future Power Purchase Strategy
- Industry Association Memberships and Co-op Benefits
- Climate Change News Review - September 2022
- OPALCO Tidal Energy Pilot Project
- Solar Rate for Residential Members
- Right-of-Way Program
- Inflation Reduction Act (IRA) Benefits
- Wildfire Mitigation
- Surge Protection
- OPALCO Needs a New Submarine Cable
- Bailer Hill Microgrid



## ENGINEERING, OPERATIONS, AND INFORMATION TECHNOLOGIES

### WIP

As of June 11, 2024, there are 350 work orders open totaling \$16.4M. Operations has completed construction on 154 work orders, totaling \$3.3M.

### Safety

Northwest Safety Service conducted confined spaces training for operations and engineering staff. The total current hours worked without a loss time accident 332,434 hours.

### Grants

#### Grant Seeking

Grant Program / partner	Funder	Project Title (\$\$)	Grant \$\$	Matching \$\$	Timeline
Grid Resilience and Innovative Partnerships Program (GRIP) - Topic 1 (grid resilience) Concept Paper / BPA partner	DOE	Energy Resilience Transmission Project: Submarine Cable (\$100M)	\$66.6M	\$33.3M	Submitted in April 2024
Waterpower Technology Office	DOE	Pilot Tidal Project – Phase 2	\$29M	\$7.25M Minimum	Dependent on Project Awarded Below

#### Grant Awards

Grant Program / partner	Funder	Project Title (\$\$)	Grant \$\$	Matching \$\$	Timeline / Notes
Zero Energy Vehicle Infrastructure (ZEVI) / partner with OPAL CLT	Bonneville Environmental Foundation	EV Chargers for OPAL Neighborhoods (\$45k)	\$25k	\$20k	Working with OPAL Install in 2024
Remote Communities Broadband ARPA	WA State Broadband Office	Last Mile Broadband	\$15M		In contracting
Clean Energy Fund 3 Grid Modernization	WA Dept of Commerce	Bailer Hill Microgrid	\$2.4M	\$2.4M	Land Use Permitting
Clean Energy Fund 4 Grid Modernization	WA Dept of Commerce	Rosario Strait Tidal Generation Study	\$150k	\$150k	Q1 2024
Clean Energy Fund 4 Grid Modernization	WA Dept of Commerce	Friday Harbor Ferry Electrification Prelim Design	\$150k	\$150k	Q4 2024
Clean Energy Fund 3 Grid Modernization	WA Dept of Commerce	Low Income Solar – Bailer Hill Microgrid	\$1M	\$1M	2024
Waterpower Technology Office	DOE	Pilot Tidal Project – Phase 1	\$3M	\$750k	Awarded – In Negotiations
Advanced Cybersecurity Technology (ACT) 1 Prize	DOE	OPALCO Cybersecurity Initiative-	\$50k	\$50k	Determination in Q1 2024

## FINANCE

### 2024 Budget Tracking

Energy (kWh) sales were slightly higher than budgeted levels through May 2024. The table presents the full year 2024 projection with actuals for prior months where available.

Income Statement Summary (in thousands)		2024 Projection (actuals for prior months)		
		Budget	Projected	Variance
Operating Revenue	\$	37,407	\$ 38,388	\$ 981
ECA Surcharge / (Credit)*	\$	-	\$ (22)	\$ (22)
Revenue	\$	37,407	\$ 38,366	\$ 959
Expenses:				
Cost of Purchased Power	\$	9,159	\$ 9,480	\$ 321
Transmission & Distribution Expense		10,040	9,547	(493)
General & Administrative Expense		7,097	6,756	(341)
Depreciation, Tax, Interest & Other		9,315	9,391	76
Total Expenses		35,611	35,174	(437)
Operating Margin		1,796	3,192	1,396
Non-op margin		673	728	55
Net Margin*		2,469	\$ 3,920	1,451
OTIER		1.84	2.53	0.69
TIER		2.16	2.88	0.73
Equity %		40.3%	40.9%	0.7%
HDD		1,029	961	(68)
kWh Purchases		219,000	227,277	8,277
kWh Sales		208,000	216,978	8,978

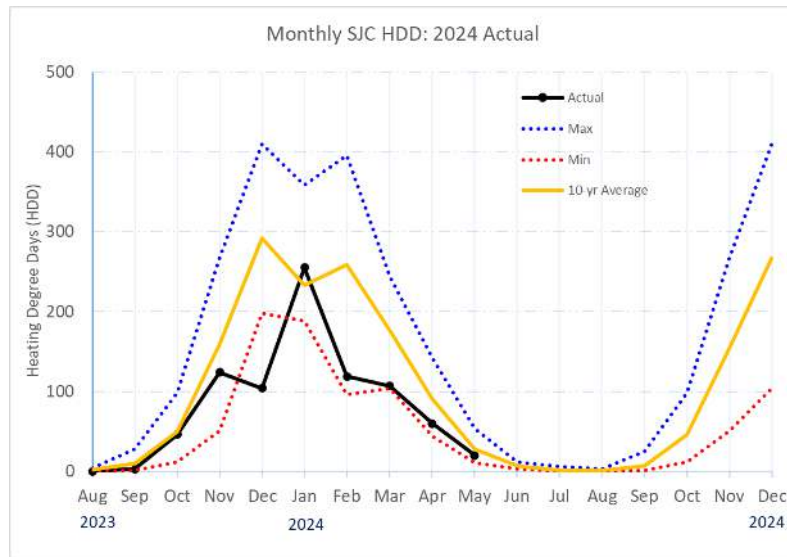
\* The ECA returned a net \$22k to members through May 2024.

### Monthly Energy Charge Adjustment (ECA)

The May 2024 ECA returned \$31,296 to members, or \$2.03 per 1,000 kWh. The June billing period ECA is projected to be a bill surcharge of \$.002468 per kWh on member bills, or \$2.47 per 1,000 kWh. The exact amount of the ECA is an estimation based on known kWh sold and a recalculation of our contractual power bill, which may occasionally include other one-time factors or adjustments.

## Heating Degree Days (HDD)

At the year-end 2023, we experienced very warm weather, as predicted, with December HDD's coming in below the 10-year minimum. In January 2024, we transitioned back to an average (yellow line) HDD trajectory, though slipped back toward a minimum level February through May 2024. We are anticipating a warmer trend (El Niño) for the remainder of summer & cooling to a La Nina trend as we come into the winter months. We continue to monitor weather trends monthly.

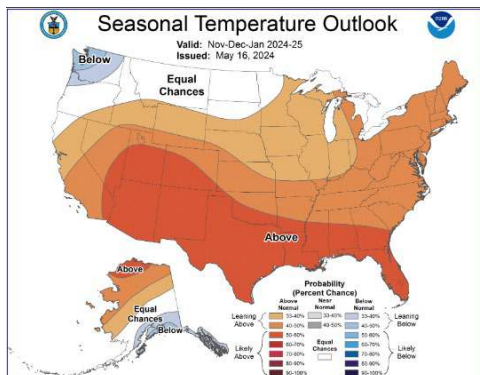


\*max, min, avg is based on 10 year average

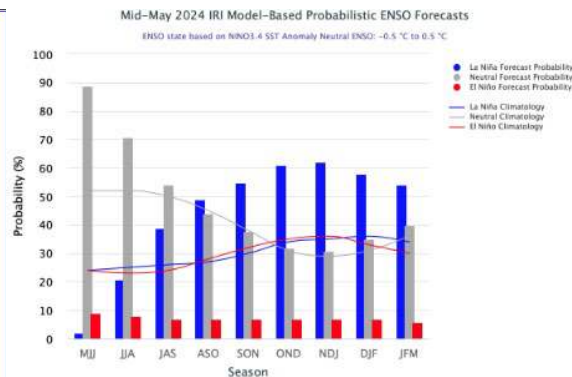
## Weather Forecast

Looking ahead to the NOAA 'three-month outlook temperature probability' for Nov-Dec-Jan '24-'25, the outlook is currently showing mild La Nina temperature conditions in our region in the upcoming winter season. Summer 2024 continues to show a strong El Nino condition, which may result in an increase in our typical 'cooling' load, as the number of the number of services with ductless and ducted heat pumps has increased in recent years. Almost all the models in the International Research Institutes' (IRI) ENSO (weather) prediction forecast a continuation of the El Niño event through summer, which rapidly weakens throughout summer as La Niña becomes the most probable category for the 2024-2025 winter. We continue to monitor these predictors monthly.

### 2024 Nov-Dec-Jan Outlook



Source: NOAA National Weather Service





## MEMBER SERVICES

### Annual History of Energy Assistance Funding

All values are as of first of the month reported.

		2018	2019	2020	2021	2022	2023	2024	Grand Total
Energy Assist Credit	# of Accounts	444	460	574	577	546	519	418	1,132
	Total Assistance	111,996	135,595	158,434	158,740	156,761	141,748	57,428	920,702
PAL	# of Accounts	212	205	329	363	297	268	123	849
	Total Assistance	45,155	53,137	80,975	104,880	82,912	80,500	31,000	478,560
EAP Residential - COVID	# of Accounts			88	74	63			98
	Total Assistance			21,535	27,606	8,348			57,489
EAP Commercial - COVID	# of Accounts			107	97	79			119
	Total Assistance			73,340	87,233	21,998			182,570
PAL - COVID	# of Accounts			131	122				222
	Total Assistance			15,000	12,200				27,200
Grand Total	# of Accounts	460	488	835	825	754	584	444	1,472
	Total Assistance	157,151	188,732	349,283	390,659	270,018	222,248	88,428	1,666,521

*Note: EAP funds are collected, primarily, from a program OPALCO created by including a line item on all OPALCO member bills. Additional funds are directed to the EAP from the Decatur Solar Project (10% of all production credits). In 2020/2021, additional funds (not included in this chart) were paid out to members who were impacted by COVID. The “# of Accounts” are the distinct accounts assistance was provided to over the year or as a total. The “Total Assistance” varies based on single account adjustments.*

**EAP:** During May 2024, 234 members received ~ \$9.8k from the low-income Energy Assist program, compared to 182 members who received ~ \$7.3k in assistance in May 2023.

**Project Pal:** Project PAL award season will resume in November 2024.

**LIHEAP:** Notifications and Awards for LIHEAP and T-RAP have slowed considerably from the Opportunity Council.

**WA Department of Commerce (DOC) Clean Energy Credits for Washington Families Grant Program:** In May OPALCO signed a contract with WA DOC, to begin facilitation for the distribution of \$200 in electric bill credits to OPALCO’s low and moderate-income members between June and September 15th.

### Switch it Up!

There are now 740 projects completed and billing for a total of \$13.1M net outstanding (total projects less member pay-offs). There are another 40+ projects in various stages of the process. Staff have made the new Switch It Up measures available and have received lots of interest from members. Current project details are as follows:

Project	2019	2020	2021	2022	2023	2024	Grand Total
Appliance					36,112	16,150	\$ 52,262
Energy Storage				39,510	8,204		\$ 47,713
Ductless Heat Pump	648,252	616,418	641,765	1,578,522	1,769,548	836,056	\$ 6,090,560
Fiber		30,725	48,681	29,301	41,929	54,054	\$ 204,690
Ducted Heat Pump	8,119	30,000	15,000	18,127	956,159	302,490	\$ 1,329,896
Heat Pump Water Heater	13,985	9,805		5,012	15,701	4,719	\$ 49,223
Insulation				256,935	42,634	63,963	\$ 363,532
Other	14,543			92,649	188,075		\$ 295,268
Solar + Storage				480,057	331,678	222,311	\$ 1,034,045
Solar				1,897,659	2,378,469	644,056	\$ 4,920,184
Windows				563,557	437,569	169,123	\$ 1,170,249
Grand Total	\$ 684,900	\$ 686,947	\$ 705,446	\$ 4,961,329	\$ 6,206,077	\$ 2,312,923	\$ 15,557,622

## Energy Savings

During May there were a total of nine rebates paid out to members totaling ~\$9k. This includes two fuel switching ductless heat pump rebates and four EV charging station rebates.

## Member Benefits from Energy Efficiency and Fuel Switching Programs:

OPALCO is committed to helping members prepare for an efficient and sustainable energy future with programs, incentives, and rebates. All values are as of first of the month reported.

		2019	2020	2021	2022	2023	2024	Totals
EE Rebates*	# of Accounts	442	303	147	210	261	75	1,438
	Total Awards	\$228,418	\$167,432	\$149,886	\$227,622	\$313,945	\$83,756	\$1,171,059
	Total Energy Savings (annual kWh)	733,432	783,431	359,269	346,900	440,382	78,698	2,742,112
Switch it Up**	# of Accounts	72	87	69	188	274	112	802
	Total Financed	\$684,900	\$686,947	\$705,466	\$4,961,329	\$6,206,077	\$2,338,699	\$15,583,398

\*BPA includes the cost of the Conservation (Rebate) program in the power bills that OPALCO pays. When members utilize the rebates and OPALCO documents it, the Co-op then gets credited back that amount. In essence, we are overbilled for the rebate program and only get credited if members utilize the rebates. OPALCO is unique in the pool of BPA utilities for consistently using all or most of the available conservation dollars in this program. We have often used conservation funds allocated to other Co-ops that they were unable to use through their member rebate programs.

\*\*Funds for the Switch it Up! Program comes from the USDA Rural Energy Savings Program for relending to members. OPALCO charges 2-3% interest to cover administrative costs for members financing projects with these funds; there is no impact to member rates.

## Solar Programs

### Interconnects

There were eight new interconnect applications submitted in May, with 11 members interconnected with solar for a total of 767. There are an additional 39 members pending connections. (<https://energysavings.opalco.com/member-generated-power/>).

### Community Solar

- 1) During the May 2024 billing cycle, the [Decatur Community Solar](#) array produced 60,160 kWh. A total of ~\$6,084 was distributed to 263 accounts in May.
- 2) Bailer Hill Solar is contingent on a successful San Juan County Conditional Use Permit, in progress.



## Solar Benefits Paid to Members

All values are as of first of the month reported.

		2019	2020	2021	2022	2023	2024	Totals
Decatur Comm Solar	# of Accounts		265	268	262	264	263	
	Total Payments		\$93,734	\$95,497	\$84,658	\$86,983	\$14,880	\$375,752
WA State Incentives*	# of Accounts	256	259	58	57	59	0	689
	Total Payments	\$224,766	\$218,222	\$91,461	\$84,828	\$82,717	\$0	\$701,994
MORE**	# of Accounts	144	144	140	135	0	0	563
	Total Payments	\$53,109	\$51,897	\$50,896	\$123,477	\$0	\$0	\$279,379

\*The funds paid out to members for the Washington State Incentives are included in OPALCO's state tax bill and then credited when paid out to members.

\*\*The MORE (Member Owned Renewable Energy) program closed to new participants in 2016. Members purchased "green leaves" of renewable power to support local solar producers. OPALCO fully supported this voluntary member program until member interested died out. The program ended September 30, 2022, with a final payout of all program dollars that remained.

## COMMUNICATIONS

### 2024 Youth Scholars

OPALCO has selected five students to receive a \$1000 scholarship for post-secondary education and attend the ICUA Youth Rally in July. The 2024 Youth Scholars are Isabel Boyd, Riley Helms, Sofia Mahony-Jauregui, and Cienna Richardson from Orcas Island High School and Matthew Van Dyck from Friday Harbor High School. Molina Stone from Orcas Island High School will be the returning student from last year and act as a Youth Director. Thanks to the family of past OPALCO board Member Nouridine Jensen for their continued support of this program.

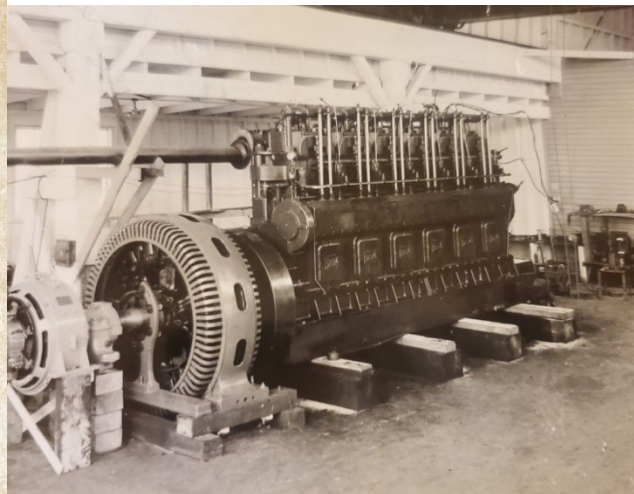
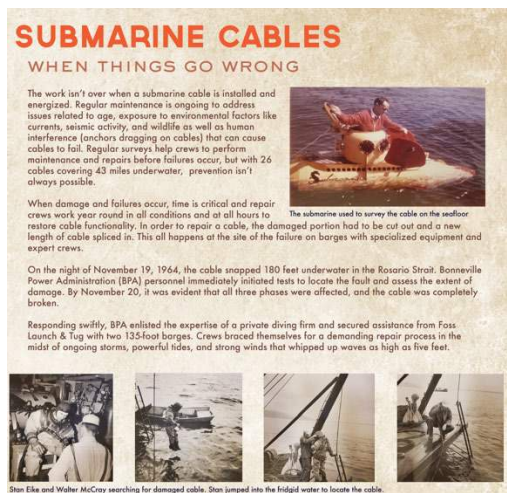
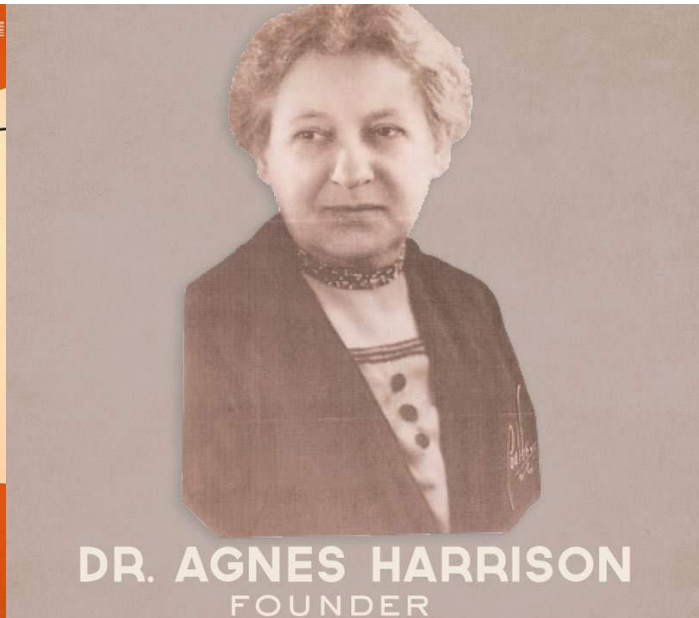
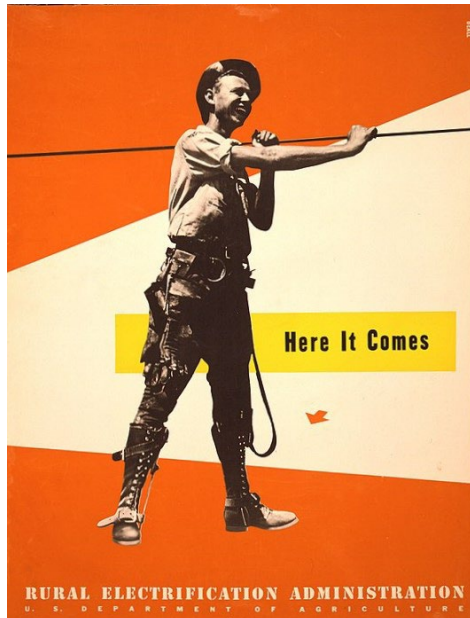
### Energy Credits

Through the Washington Families Clean Energy Credits Grant program, OPALCO residential customers could be eligible for a \$200 Bill Credit. This program is supported with funding from Washington's Climate Commitment Act. Per state guidelines, these funds will be prioritized to members at or below the 80% area median income and if funds remain can go up to 150% of the area median income. This is a one-time \$200 credit for eligible residential electric utility accounts. It's super easy to apply for this program, visit [https://wacleanenergycredits.com/relief\\_program](https://wacleanenergycredits.com/relief_program). OPALCO is working with the Washington State Department of Commerce and the software company Promise to administer this program.

### Historical Museum Exhibit Opening

For the last year, staff have been working with the Orcas Island Historical Museums to create an exhibit on the history of OPALCO and electricity in the islands. The exhibit includes the history of the co-op, hands-on activities, and displays of the older style equipment. The grand opening for this exhibit with lemonade and snacks will be August 15<sup>th</sup> at 2 pm.





### Bailer Hill Microgrid

Information requests from the county are almost complete, OPALCO anticipates the Conditional Use Hearing for this project will be set in August or September. We will continue encouraging members to participate in the process by submitting public comment and attending the hearing. In anticipation of member questions, OPALCO will be hosting a town hall meeting on San Juan Island. Date will be dependent on the hearing.

### Tidal Project

Negotiations with Department of Energy (DOE) are nearly complete, the team is preparing to begin the 10-month competitive process which will include feasibility studies for this pilot project. Included in the grant is community engagement. More detailed information will be shared at an Island Way Workshop – date TBD. Register for this by emailing [communications@opalco.com](mailto:communications@opalco.com). There is a detailed Quick Fact on



the project to date which includes presentations and a video of our the Island Way Workshop about this project: <https://www.opalco.com/quick-fact-opalco-tidal-energy-pilot-project/2022/11/>.

### **San Juan County Docket Hearing**

On June 21<sup>st</sup>, OPALCO staff will be commenting on their requested Comprehensive Plan changes to the Land Use designations. OPALCO made two requests to San Juan County. The first one is to add a new land use to the Agricultural and Forestry Use to include “Agri-Solar generation” which would encourage increased local renewable energy and diversify farm income to improve the stressed economics of local food productions. It would allow permitting for agri-solar generation in rural areas and AG Resource Lands, and conditional use in Forest Resource Lands. San Juan County staff recommended approving this request and adding it to the Department of Community Development (DCD) workplan.

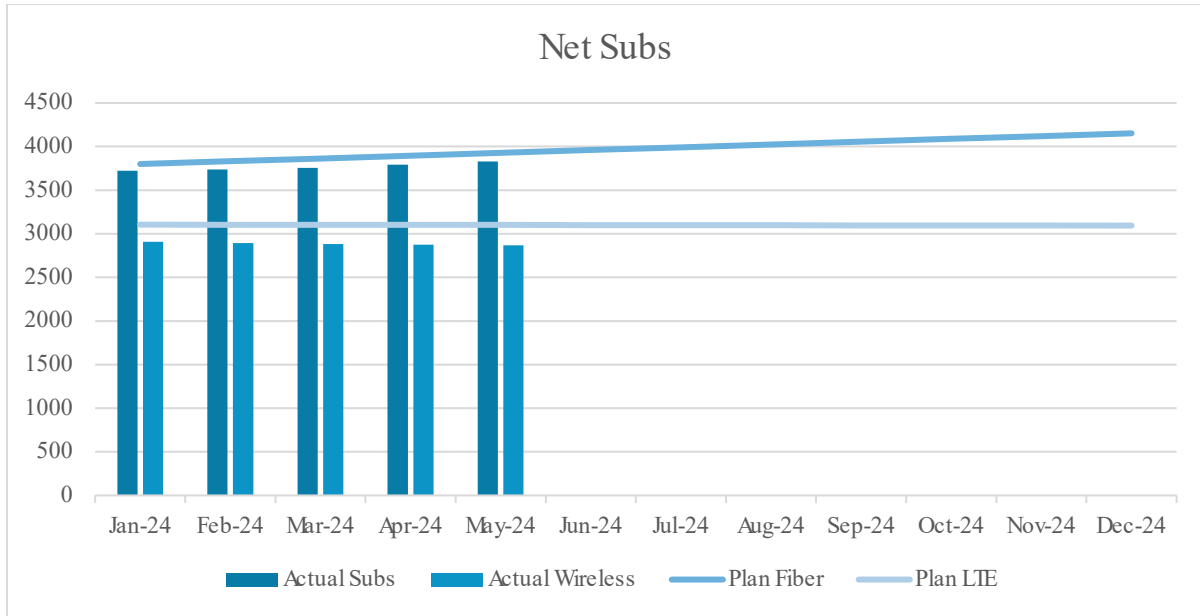
The second request is to add a Land Use to Utilities Uses and would be called “Utility Renewable power-generation facilities” for modern renewable energy systems that are clean and quiet, unlike legacy non-renewable power generation systems that may be deployed in the code’s current “Commercial power-generation facilities.” The current land use designations exclude utility scale solar projects from 63% of land in San Juan County – leaving us mostly with agricultural designated land for these projects. This request would allow for provisional/conditional use permitting for utility renewable-power generation facilities in all rural areas and AG Resource lands, and conditional use in Forest Resource Lands. San Juan County staff do not recommend this request be added to the DCD workplan.

These two requests are critical for OPALCO to begin to help the community make the needed generation sites to support San Juan County as the energy world is changing. Having local renewable generation is going to be critical as our mainland power source becomes increasingly unreliable. Additionally, with increasing amounts of grant opportunities it is important to have permitting certainty to meet grant requirements and access these funds. Members can comment at the hearing to support OPALCO in these changes to there can be more so there can be more renewable energy in the islands.

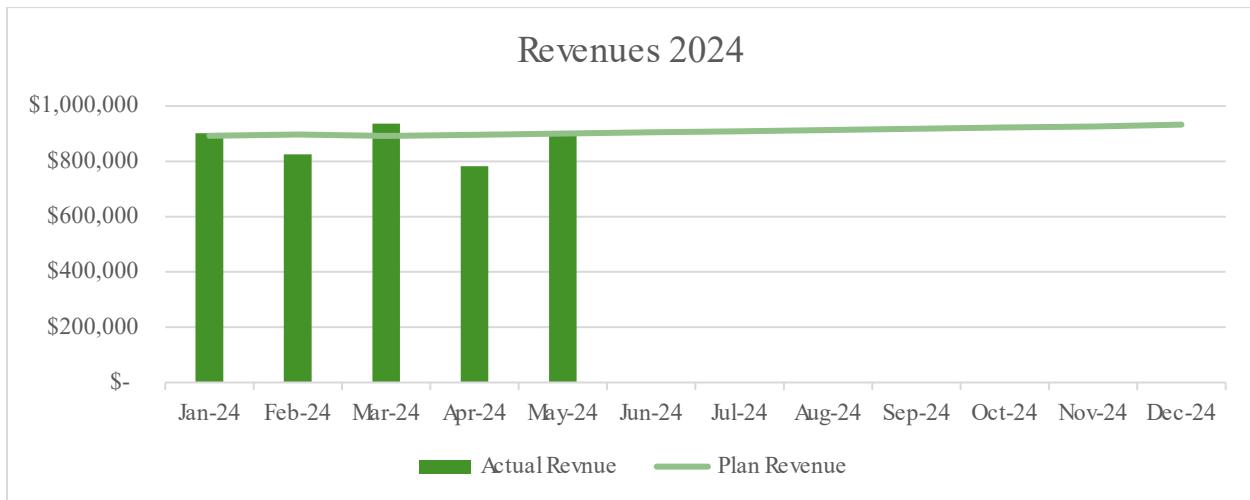
## Rock Island Snapshot

6,669 Internet Service Customers

### Net Subscribers



### Revenues



❖ Previous months revenues are not closed out and are subject to change. Major contract revenue for January will be recognized at the close of agreements with partners, which will bring January and February revenues up to forecasted levels.