

**CLEARWATER POWER COMPANY**  
**Lewiston, Idaho 83501**

**POLICY BULLETIN NO. 136**

**SUBJECT:** Member Grievances

**POLICY:**

The purpose of this policy is to establish a uniform method upon which Member grievances are to be resolved fairly and in the best interest of the Cooperative and its Members.

The General Manager shall review all potential grievances in order to make every effort possible to achieve the Member's understanding and satisfaction for a resolution prior to the Member filing a grievance. If a Member desires further consideration and review of their concern after exhausting all remedies with the appropriate personnel, including the General Manager, they may request a hearing by the Grievance Committee.

**RESPONSIBILITY:**

Board of Directors and General Manager

**PROCEDURE:**

1. All Member grievances shall receive prompt and courteous attention.
2. The Grievance Committee shall consist of the Board Vice-President (Chairman), Chairman of the Audit Committee, and one other Board Member appointed by the Board President. The Cooperative's legal counsel shall act as a non-voting Hearing Officer who shall preside over the hearing.
3. In order for a grievance to be heard by the Grievance Committee, the following minimum qualifications must be met:
  - a. The decision or action by the Cooperative must have occurred within one (1) year of the filing date of the grievance.
  - b. The Member must have exhausted all their available remedies up to and including presenting their concern to the General Manager for resolution.
  - c. Any grievance filed by a Member shall be limited to the interpretation of the Cooperative's existing policies and procedures and/or exceed one-thousand

dollars (\$1,000) in a monetary loss to the Member.

4. The Member shall file a written request for a hearing with the General Manager. The General Manager shall forward the request to the Hearing Officer.
  - a. The request shall contain a complete description as to the nature of the grievance and remedy sought by the Member. It will also contain any and all documentation to support the Member's position. The Grievance Committee reserves the right to request additional information as may be appropriate.
5. The General Manager will compile and forward any information and documentation that supports the Cooperative's position to the Hearing Officer. The Grievance Committee reserves the right to request additional information as may be appropriate.
6. As soon as possible after receiving all the required information, the Hearing Officer shall schedule a hearing with the Grievance Committee, the General Manager, and the Member.
7. Any testimony by the Member and/or the General Manager shall be in person. Written testimony from either party may be considered in lieu of appearing before the Grievance Committee. The Member and/or the General Manager may waive attendance at said scheduled hearing.
8. Based on the information presented and within the existing Policies and Procedures of the Cooperative, the Grievance Committee will determine the disposition of the grievance and recommended remedy. The Hearing Officer shall notify the Member and the General Manager of the outcome of the hearing.
9. The decision of the Grievance Committee shall be presented to the Board of Directors at their next regular meeting.

**SOURCE:** Adopted by Board Resolution - December 16, 1994.  
Amended in Part: May 28, 2008; May 27, 2009.