

## CUSTOMER NOTICE

### ANNOUNCEMENT OF PROPOSED CHANGES TO WATER SERVICE RATE TARIFFS FILED WITH THE PUC

DATE: November 17, 2009

Pursuant to PUC Order No. 09-312, Whispering Pines Estates Water submitted a general rate filing to the Commission on NOVEMBER 5, 2009. We are seeking to increase our annual revenues by \$12,027 above the \$12,507 we collected in 2008. The purpose of this announcement is to provide you with general information regarding the proposed rates and the effect the filing may have on you.

We anticipate the increase will change average monthly water service rates as follows:

<b>Residential Line Size</b>	<b>Current Average Monthly Bill 2008</b>	<b>Proposed Ave Monthly Bill</b>
5/8" & 3/4"	\$49.63	\$97.36

1. Whispering Pines Estates Water is seeking the above rate increase because:
  - A. ~~Whispering Pines Estates has been operated as a non-profit service. In order to maintain a viable water delivery system the company now needs to be operated as a business.~~
  - B. Whispering Pines Estates is requesting to operate as a business with a cash flow and reserve to meet all maintenance and replacement needs.
  - C. Owner would like to be paid for all work related to operating a water service business.
  - D. Customers have filed to become regulated by the PUC and company needs to meet the obligations for filing.
2. Copies of the utility's application, testimony, and exhibits are available at:  
23133 HWY 62, Shady Cove, Oregon. Telephone Number is 541-326-7529
3. Whispering Pines Estates Water can provide additional information about the rate filing.  
If you are interested please contact:  
Roy Stuart at P.O. B0X 776, Shady Cove, Oregon 97539, Telephone Number 541-326-7529
4. To request to receive notices of the time and place of hearings on the matter, contact the Commission at 1-800-522-2404; TTY 711, or mail request to:

PUBLIC UTILITY COMMISSION OF OREGON  
ADMINISTRATIVE HEARINGS DIVISION  
PO BOX 2148  
SALEM OR 97308-2148

The Commission is located at 550 Capitol St NE, Suite 215, Salem, Oregon.

5. The calculations and statements contained in the water utility's announcement and filing are not binding on the Commission.

cc: PUC Administrative Hearings Division, PO Box 2148, Salem OR 97308-2148