

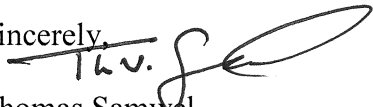
December 29, 2016

PUBLIC UTILITY COMMISSION OF OREGON  
ATTENTION: FILING CENTER  
PO Box 1088  
SALEM OR 97308-1088

The enclosed documents constitute Sunriver Water LLC's (Sunriver) general rate filing with the Commission. Included in Sunriver's electronic filing is its brief, testimony, tariffs and attachments.

If there are questions, please contact the Utility office at 541-593-4197.

Sincerely,

A handwritten signature in black ink, appearing to read "T.S.", with a large, stylized flourish extending to the right.

Thomas Samuel  
Director of Finance  
Sunriver Resort Limited Partnership



Sunriver Water LLC proposes to increase total annual 2015 revenues from \$1,719,868 to \$2,071,968, resulting in an overall net increase of \$352,100 or 20.47 percent. Individual customer increase/decrease percentages may vary. After deducting for operating expenses, the proposed revenues would produce an 8% percent return on a rate base of \$4,743,885.

The attached testimony summarizes Sunriver's financial operations, the effects of current rates, and the effects of the proposed rates, on the individual classes of customers.



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THOMAS SAMWEL  
DIRECTOR OF FINANCE  
SUNRIVER WATER LLC

12/29/16

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DATE

## SUNRIVER WATER LLC TESTIMONY

**1. Q. PLEASE PROVIDE THE FOLLOWING INFORMATION REGARDING THE WATER UTILITY:**

A.

Legal Name	SUNRIVER WATER LLC		
Business Address	17600 CENTER DRIVE		
Mailing Address	PO BOX 3699		
City, State, Zip	SUNRIVER OR 97707		
Phone Number	541-593-4197	Emergency Phone Number	541-593-8034
Fax Number	541-593-4643	Email Address	tsamwel@destinationhotels.com

**2. Q. PLEASE PROVIDE THE FOLLOWING INFORMATION FOR THE PERSON PROVIDING THE INFORMATION IN THIS TESTIMONY.**

A.

Legal Name	THOMAS SAMWEL		
Business Address	17600 CENTER DRIVE		
Mailing Address	PO BOX 3699		
City, State, Zip	SUNRIVER OR 97707		
Phone Number	541-593-4197	Emergency Phone Number	541-593-8034
Fax Number	541-593-4643	Email Address	tsamwel@destinationhotels.com

**3. Q. WHAT IS YOUR AFFILIATION WITH THE WATER UTILITY? DESCRIBE YOUR CURRENT WATER UTILITY RESPONSIBILITIES.**

A. I am the Director of Finance for Sunriver Resort, LP. Sunriver Water LLC is a wholly owned subsidiary of Sunriver Resort LP. My duties and responsibilities include Chief financial officer for the Resort with financial oversight of Sunriver Water LLC and Sunriver Environmental LLC. I am also responsible for the preparation and filing of this rate increase.

**4. Q. ARE YOU ENGAGED IN OTHER BUSINESS IN ADDITION TO THE WATER UTILITY?**

A. Yes, I am the Director of Finance for Sunriver Resort, LP and also provide financial oversight of Sunriver Environmental, LLC.

**5. Q. DID YOU PREPARE THE EXHIBITS IN THIS TESTIMONY OR WERE THEY PREPARED UNDER YOUR SUPERVISION?**

A. Yes, the exhibits in this testimony were prepared by me or under my supervision.

**6. Q. PLEASE PROVIDE THE FOLLOWING INFORMATION REGARDING THE SYSTEM CERTIFIED OPERATORS.**

A.

NAME	WATER OPERATOR GRADE LEVEL	EXPIRATION	BACKFLOW	EXPIRATION	CERT NUMBERS
Carlton, Andrew	2	12/31/2016	Tester	12/31/2016	D-6769
Daggett, Daniel	3	12/31/2016	Tester/Specialist	12/31/2016	D-6773
Hutter, Gary	2	12/31/2016	N/A	N/A	D-7107
McKelvie, Michael	1	12/31/2017	N/A	N/A	D-08885
Mitchell, Spencer	1	12/31/2017	Tester	12/31/2017	D-08770
Smith, Patrick	2	12/31/2015	N/A	N/A	D-08242
Tickner, Levi	1	12/31/2017	Tester	12/31/2017	D-08780
Wooden, Jeremiah	2	12/31/2017	Tester/Specialist	12/31/2017	
Yeoman, Steve	2	12/31/2017	Tester	12/31/2017	D-7183

**7. Q. PLEASE PROVIDE THE FOLLOWING INFORMATION REGARDING THE WATER UTILITY ACCOUNTANT OR BOOKKEEPER.**

A.

Name	Sunriver Resort LPO		
Firm	Jessica Chojnacky		
Business Address	PO Box 3609		
City, State, Zip	Sunriver OR 97707		
Phone Number	541-593-3705	Email Address	jchojnacky@destinationhotels.com

**8. Q. PROVIDE THE NAME, ADDRESS, AND TELEPHONE NUMBERS OF ALL THE UTILITY OWNERS.**

A.

Name	Sunriver Resort LP
Owner Shares %	100%
Address	PO Box 3699
	Sunriver OR 97707
Phone Number	<u>541-593-4197</u>
Email Address	<u>tsamwel@destinationhotels.com</u>

**9. Q. PLEASE LIST ALL UTILITY OFFICERS AND PROVIDE THE FOLLOWING INFORMATION.**

A. Sunriver Water is an LLC and has no officers.

**GENERAL UTILITY INFORMATION**

**10. Q. HOW IS THE UTILITY LEGALLY ORGANIZED AND IN WHAT YEAR WAS IT ORGANIZED?**

A. The water utility was legally organized as a Limited Liability Company on January 29, 1998.

**11. Q. PLEASE STATE THE YEAR THE WATER SYSTEM WAS ORIGINALLY CONSTRUCTED AND THE MONTH / YEAR IT BEGAN PROVIDING WATER SERVICE.**

A. The system was originally constructed in 1968, and began providing service July 1969.

**12. Q. PLEASE PROVIDE THE MONTH AND YEAR THE UTILITY WAS ACQUIRED BY ITS CURRENT OWNER(S) AND HOW IT WAS ACQUIRED.**

A. Sunriver Water was purchased by the current owners in June 1998.

**13. Q. DO ORAL OR WRITTEN CONTRACTS EXIST BETWEEN THE UTILITY AND PERSONS AFFILIATED WITH THE COMPANY?**

A. Yes, a PUC approved contract does exist between the utility's owners and affiliated interests. Approval of the contract can be found in PUC Order No. 16-452.

**14. Q. DOES THE UTILITY HAVE A PUC APPROVED SERVICE TERRITORY?**

A. Yes, the utility's service territory was approved by the PUC in Commission Orders No. 01-991 and 06-437.

**15. Q. IS THE UTILITY AN AFFILIATE OF A PARENT CORPORATION OR HOLDING COMPANY?**

A. Yes, the utility is a subsidiary of a parent corporation or holding company.

**16. Q. WHAT HISTORICAL 12-MONTH PERIOD IS THE UTILITY SELECTING AS ITS TEST YEAR FOR THIS RATE PROCEEDING?**

A. The test period the utility selected is January 1, 2015 through December 31, 2015.

**17. Q. PLEASE EXPLAIN WHY THE UTILITY IS SEEKING THE PROPOSED CHANGE IN RATES.**

A. The utility is seeking this change in rates to:

- cover increased operating expenses and inflation
- add new capital expenditures to the rate base, and
- incorporate the newly approved management affiliated interest agreement as part of the UW 160 stipulation.

**18. Q. HOW MANY EMPLOYEES DOES THE UTILITY CURRENTLY EMPLOY?**

A. The utility currently employs 20 staff.

**19. Q. PROVIDE ALL EMPLOYEE TITLES AND 2015 WAGES/SALARIES.**

A. Employees information for the 2015 test year are listed below:

Employee	W2 Wages Test Year
Utility System Operator I	\$46,016.33
Utility System Operator III Supervisor	\$58,484.03
Admin Support	\$37,111.46
Utility Worker	\$66.62
Utility Worker	\$10,072.64
Utility System Operator III Supervisor	\$2,248.48
Admin Support	\$26,071.51
Utility System Operator I	\$1,157.59
Utility System Operator I	\$6,370.88
Utility Manager	\$42,928.52
GIS tech	\$28,672.90
Admin Support	\$31,471.63
Utility Supervisor (now retired)	\$85,021.30
Utility Worker	\$2,950.77
GIS Tech II	\$41,591.89
Utility System Operator II	\$7,082.44
Utility System Operator I	\$1,565.34
Utility System Operator II	\$50,378.09
Utility Worker	\$1,934.43
Utility System Operator I	\$46,501.35
Utility Worker	\$17,426.11

**20. Q. IS THE UTILITY PROPOSING TO ADD ANY FULL- OR PART-TIME EMPLOYEES WITHIN THE CONTEXT OF THIS RATE FILING OR DURING THE NEXT YEAR?**

A. No, the utility does not propose adding any full- or part-time employees. On the contrary, the utility is in fact reducing its staff by one. The Utility Supervisor has retired and the position will not be refilled. The wages, benefits, and worker’s compensation related to this position have been removed from this rate filing.

**21. Q. DOES THE UTILITY USE INDEPENDENT CONTRACTORS FOR LABOR, LEGAL, ACCOUNTING, MANAGEMENT, WATER TESTING, AND/OR ANY OTHER SERVICES?**

A. Yes, the utility contracts for the following services (see revenue requirement table for test year cost).



Type	Independent Contractor	Description of Goods or Services
Accounting	Deloitte	Annual Audit
Legal	Radler, White	Legal Counsel
Management	Sunriver Resort LP	Management Services
Water Testing	Umpqua	Water Testing
Billing	Moonlight Mailing	Printing/Mailing
Engineering	WH Pacific/Controlled	Engineering/Mechanical
Consulting	KWillis Consulting	Rate Case Consulting

## CURRENT RATE SCHEDULES

**22. Q. PLEASE DESCRIBE THE UTILITY’S CURRENT RATE STRUCTURES.**

A. The utility’s current rate structure is described below:

### CURRENT RATES FOR RESIDENTIAL/COMMERCIAL & MULTI-FAMILY WATER SERVICES

Line or Meter Size	Metered or Flat	Current Monthly Base or Flat Rate	Consumption Included in Base Rate, Identify CF or Gals		Current Monthly Commodity or Usage Rate
3/4” or 5/8”	Metered	\$12.02	None	Gallons	\$1.39 Per 1000 gallons
1”	Metered	\$30.05	None	None	\$1.39 Per 1000 gallons
1 ½	Metered	\$60.10	None	None	\$1.39 Per 1000 gallons
2”	Metered	\$96.17	None	None	\$1.39 Per 1000 gallons
3”	Metered	\$180.31	None	None	\$1.39 Per 1000 gallons
4”	Metered	\$300.52	None	None	\$1.39 Per 1000 gallons
6”	Metered	\$601.04	None	None	\$1.39 Per 1000 gallons

**CURRENT RATES FOR FLAT RATE WATER SERVICES**

Line or Meter Size	Metered or Flat	Current Monthly Base or Flat Rate	Consumption Included in Base Rate, Identify CF or Gals		Current Monthly Commodity or Usage Rate
All	Flat	\$22.53	None	Gallons	None

**CURRENT RATES FOR IRRIGATION WATER SERVICES**

Line or Meter Size	Metered or Flat	Current Monthly Base or Flat Rate	Consumption Included in Base Rate, Identify CF or Gals		Current Monthly Commodity or Usage Rate
3/4" or 5/8"	Metered	\$12.55	None	Gallons	\$1.50 Per 1000 gallons
1"	Metered	\$31.37	None	None	\$1.50 Per 1000 gallons
1 1/2"	Metered	\$62.75	None	None	\$1.50 Per 1000 gallons
2"	Metered	\$100.40	None	None	\$1.50 Per 1000 gallons
3"	Metered	\$188.24	None	None	\$1.50 Per 1000 gallons

**CURRENT RATE FOR PRIVATE FIRE PROTECTION**

LINE SIZE	MONTHLY RATE
2"	\$5.66
3"	\$10.60
4"	\$17.67
6"	\$35.35
8"	\$56.56

**CURRENT RATES FOR GOLF COURSE WATER SERVICES**

Line or Meter Size	Metered or Flat	Current Monthly Base or Flat Rate	Consumption Included in Base Rate, Identify CF or Gals		Current Monthly Commodity or Usage Rate
3"	Metered	\$2,235.43	None	Gallons	\$0.31 Per 1000 gallons

**23. Q. PLEASE PROVIDE THE FOLLOWING INFORMATION FOR EACH CUSTOMER CLASS FOR THE MOST RECENT COMPLETED CALENDAR YEAR (2015).**

(Count each dwelling unit, such as each mobile home, each side of the duplex, each condominium as a customer.)

A. Below please find information regarding the number of customers and consumption for each customer class.

**RESIDENTIAL/COMMERCIAL & MULTIFAMILY CUSTOMERS AND CONSUMPTION**

2015 Annual Consumption by Meter Size								
Line or Meter Size	Residential	Commercial	Multifamily Dwellings	2015 Total Use by Meter Size	Average Annual Use	2016 New Residential Customers	Add'l Consumption for new cust	Total Consumption w/new cust
3/4" & 5/8"	214,727,940	3,543,270	16,062,614	234,333,824	61,264	18	1,102,752	235,436,576
1"	48,527,210	9,510,150	7,515,970	65,553,330	107,464	13	1,397,032	66,950,362
1 1/2"	1,744,730	3,211,800		4,956,530	413,044	0	0	4,956,530
2"		24,435,600	5,354,790	29,790,390	391,979	0	0	29,790,390
3"		7,214,470		7,214,470	1,803,618	0	0	7,214,470
4"				0		0	0	0
6"		7,390,890		7,390,890	2,463,630	0	0	7,390,890
	264,999,880	55,306,180	28,933,374	349,239,434	5,240,999			351,739,218

2015 Number of Residential, Commercial, Multi-Family Customers by Meter Size						
Line or Meter Size	2015 Residential	2015 Commercial	2015 Multifamily Dwellings	Total	2016 New Customers Resi	Total Customers
3/4" & 5/8"	3097	46	682	3825	18	3843
1"	303	38	269	610	13	623
1 1/2"	2	10		12		12
2"		24	52	76		76
3"		4		4		4
4"				0		0
6"		3		3		3
	3402	125	1003	4530	31	4561

Thirty-one residential customers were added. There are no new customers for commercial or multifamily classes.

**NON-METERED CUSTOMERS**

Beginning number of customers is 39. One new customer was added, making a total of 40 customers. Since the customer's rates are flat rate, there is no consumption rate, and consumption is a non-issue.

**IRRIGATION CUSTOMERS/CONSUMPTION**

Meter Size	2015 Consumption Irrigation	# Of Customers	New Irrigation Cust
3/4" & 5/8"	1,214,700	22	0
1"	4,655,620	17	0
1 1/2"	21,290,410	17	0
2"	66,009,600	48	0
3"	140,617,700	9	0
	233,788,030	113	0

**GOLF COURSE CUSTOMERS/CONSUMPTION**

Meter Size	# of Meters/ Customers	2015 Consumption	New Customers
3"	2	116,671,400	0

**PRIVATE FIRE PROTECTION CUSTOMERS**

Beginning number of customers is 29. No new customers were added. Since the customers' rates are flat rate, there is no consumption rate, and consumption is a non-issue.

**THE UTILITY'S PROPOSED RATE REQUEST**

**24. Q. PLEASE SUMMARIZE THE COMPANY'S PROPOSED RATE REQUEST.**

- A. Sunriver Water LLC proposes to increase total annual revenues from 2015 revenues of \$1,719,868 to annual revenues of \$2,071,968, resulting in an overall net increase of \$352,100 or 20.47 percent. Individual customer percentage increase/decrease may vary. After deducting for operating expenses, the projected revenues will produce an 8% percent return on a rate base of \$4,743,885.

The revenues, expenses, and plant included in the revenue requirement have been allocated between the **non**-golf course services (residential, commercial, multi-family, non-metered, and fire service) and the golf course service. Sunriver allocated expenses between the golf course and the non-golf course services using the same allocation factors used in Sunriver's last rate case (UW 160). In addition, Sunriver also allocated plant using the same allocation factors between the golf course and the non-golf course as used in the company's last rate case.

**25. Q. PLEASE SUMMARIZE THE COMPANY’S PROPOSED RATE REQUEST BY CUSTOMER CLASS.**

A. Sunriver is seeking approval to increase its annual revenues for:

- 1) **residential, commercial and multi-family** water service from \$1,269,227 to total annual revenues of \$1,553,105.
- 2) **golf course** water service from \$121,089 to total annual revenues of \$148,079.
- 3) **unmetered** water service from \$10,546 to total annual revenues of \$13,203.
- 4) **irrigation** water services from \$251,232 to total annual revenues of \$307,330.
- 5) **private fire protection** from \$7,881 to total annual revenues of \$9,547.

**26. Q. WHAT RATE OF RETURN ON RATE BASE IS THE UTILITY PROPOSING IN THIS RATE PROCEEDING AND WHY?**

A. The utility is seeking an 8 percent rate of return on rate base. The return was calculated using the same hypothetical capital structure as in Sunriver’s last rate case and adding the resulting weighted cost of debt and the weighted cost of equity.

**27. Q. PROVIDE THE UTILITY’S CURRENT CAPITAL STRUCTURE.**

A. The utility’s capital structure in 100 percent equity; however, the capital structure below shows the same hypothetical debt and equity used in Sunriver’s last rate case.

<b>Debt:</b>	<b>Original Balance</b>	<b>Outstanding Balance</b>	<b>Capital Structure</b>	<b>Cost</b>	<b>Weighted Cost</b>
Hypothetical Debt			50%	6%	3.00%
<b>Equity:</b>					
Hypothetical Equity			50%	10%	5.00%
<b>RATE OF RETURN</b>					<b>8.00%</b>

**PROPOSED REVENUE REQUIEMENT**

**28. Q. PLEASE PROVIDE COMPLETE REVENUE REQUIREMENTS FOR 1) REVENUES, 2) OPERATING EXPENSES, 3) OTHER DEDUCTIONS, AND 4) PLANT AND RATE BASE.**

A. New Chart In the tables below, please find the revenue requirement as requested above. Also included is the division of revenue and costs between the golf course and the non-golf course customers.

REVENUES	Test Year	Company	Revenue-		Company	ALLOC TO GC	REGULAR	
	Actuals	Proposed Adjustments	Company Totals	Sensitive Adjustments	Proposed Results			
Unmetered Water Sales	\$ 10,546	\$ -	\$ 10,546	\$ 2,657	\$ 13,203		13,203	
Residential Water Sales	\$ 1,054,284	\$ -	\$ 1,054,284	\$ 235,773	\$ 1,290,056		1,290,056	
Commercial Water Sales	\$ 162,200	\$ -	\$ 162,200	\$ 36,254	\$ 198,455		198,455	
Multiple Dwelling Units	\$ 52,742	\$ -	\$ 52,742	\$ 11,852	\$ 64,594		64,594	
Private Fire Protection	\$ 7,881	\$ -	\$ 7,881	\$ 1,666	\$ 9,547		9,547	
			\$ -	\$ -	\$ -		0	
Irrigation	\$ 251,232	\$ -	\$ 251,232	\$ 56,098	\$ 307,330		307,330	
Golf Course	\$ 121,089	\$ -	\$ 121,089	\$ 26,990	\$ 148,079	148,079		
Special Contracts	\$ -	\$ -	\$ -	\$ -	\$ -			
Misc Revenue	\$ 19,190	\$ (19,190)	\$ -	\$ -	\$ -			
Cell Tower/Rent from Util. Property	\$ -	\$ -	\$ -	\$ -	\$ -			
Cross Connection Control Revenue	\$ 40,353	\$ (40,353)	\$ -	\$ 40,353	\$ 40,353		40,353	
Gains/Loss Property Disposition Rev	\$ 350	\$ (350)	\$ -	\$ 350	\$ 350		350	
<b>TOTAL REVENUE</b>	<b>\$ 1,719,868</b>	<b>\$ (59,893)</b>	<b>\$ 1,659,975</b>	<b>\$ 411,993</b>	<b>\$ 2,071,968</b>	<b>148,079</b>	<b>1,923,889</b>	
						Exp Allocation to Golf Course		
<b>OPERATING EXPENSES</b>						<b>ALLOC TO GC</b>	<b>REGULAR</b>	
Salaries and Wages - Employees	\$ 545,124	(71,218)	\$ 473,906		\$ 473,906	3-factor -6.25%	29,619	444,287
Salaries and Wages - Officers	\$ -	0	\$ -		\$ -	3-factor -6.25%	0	0
Employee Pension & Benefits	\$ 123,600	\$ 12,273	\$ 135,873		\$ 135,873	3-factor -6.25%	8,492	127,381
Purchased Water	\$ -	0	\$ -		\$ -	meter - .07%	0	0
Telephone/Communications	\$ 7,701	154	\$ 7,855		\$ 7,855	meter - .07%	5	7,850
Purchased Power	\$ 66,929	1,339	\$ 68,268		\$ 68,268	Direct	8,675	59,593
Fuel for Power Production	\$ -	0	\$ -		\$ -	Direct	0	0
Other Utilities	\$ 135	3	\$ 138		\$ 138	meter - .07%	0	138
Chemical / Treatment Expense		0	\$ -		\$ -	meter - .07%	0	0
Office Supplies	\$ 2,203	44	\$ 2,247		\$ 2,247	meter - .07%	2	2,245
Postage	\$ 22,800	456	\$ 23,256		\$ 23,256	meter - .07%	16	23,240
O&M Materials/Supplies	\$ 11,063	221	\$ 11,284		\$ 11,284	3-factor -6.25%	705	10,579
Repairs to Water Plant	\$ 18,564	371	\$ 18,935		\$ 18,935	3-factor -6.25%	1,183	17,752
Contract Svcs - Engineering		0	\$ -		\$ -	3-factor -6.25%	0	0
Contract Svcs - Accounting		0	\$ -		\$ -	3-factor -6.25%	0	0
Contract Svcs - Legal	\$ 15,778	316	\$ 16,094		\$ 16,094	3-factor -6.25%	1,006	15,088
Contract Svcs - Management Fees	\$ 169,728	85,001	\$ 254,729		\$ 254,729	3-factor -6.25%	15,921	238,808
Contract Svcs - Testing/Laboratory	\$ 2,673	1,027	\$ 3,700		\$ 3,700	Direct	0	3,700
Contract Svcs - Electrical/Mechanical	\$ 33,506	670	\$ 34,176		\$ 34,176	3-factor -6.25%	2,136	32,040
Contract Svcs - Billing/Collection	\$ 8,658	173	\$ 8,831		\$ 8,831	meter - .07%	6	8,825
Contract Svcs - Meter Reading	\$ -	0	\$ -		\$ -	meter - .07%	0	0
Contract Svcs - Other		0	\$ -		\$ -	3-factor -6.25%	0	0
Rental of Building/Real Property	\$ 3,048	0	\$ 3,048		\$ 3,048	3-factor -6.25%	191	2,858
Rental of Equipment		0	\$ -		\$ -	3-factor -6.25%	0	0
Small Tools	\$ 5,442	109	\$ 5,551		\$ 5,551	3-factor -6.25%	347	5,204
Computer/Electronic Expenses	\$ 14,269	285	\$ 14,554		\$ 14,554	meter - .07%	10	14,544
Transportation	\$ 30,756	615	\$ 31,371		\$ 31,371	meter - .07%	22	31,349
Vehicle Insurance		0	\$ -		\$ -	meter - .07%	0	0
General Liability & Vehicle Insurance	\$ 25,155	2,516	\$ 27,671		\$ 27,671	meter - .07%	19	27,651
Workers' Comp Insurance	\$ 14,556	(1,946)	\$ 12,610		\$ 12,610	3-factor -6.25%	788	11,822
Insurance - Other	\$ -	0	\$ -		\$ -	meter - .07%	0	0
Amortz. of Rate Case	\$ 2,471	7,915	\$ 10,386		\$ 10,386	3-factor -6.25%	649	9,736
Gross Revenue Fee (PUC)	\$ 5,160	(180)	\$ 4,980	1450	\$ 6,216	Direct	444	5,772
Bad Debt Expense	\$ -	0	\$ -		\$ -	meter - .07%	0	0
Cross Connection Control Program	\$ -	0	\$ -		\$ -	meter - .07%	0	0
Training and Certification	\$ 4,914	98	\$ 5,012		\$ 5,012	3-factor -6.25%	313	4,699
Consumer Confidence Report	\$ -	0	\$ -		\$ -	meter - .07%	0	0
Miscellaneous Expense	\$ 5,716	114	\$ 5,830		\$ 5,830	3-factor -6.25%	364	5,466
<b>TOTAL OPERATING EXPENSE</b>	<b>\$ 1,139,949</b>	<b>\$ 40,356</b>	<b>\$ 1,180,304</b>	<b>\$ 1,450</b>	<b>\$ 1,181,540</b>		<b>70,915</b>	<b>1,110,625</b>

OTHER REVENUE DEDUCTIONS								
Depreciation Expense	\$ 165,715	\$ 61,074	\$ 226,789		\$ 226,789	direct	18,116	208,673
Amort of Plant Acquisition Adjustment	\$ -	\$ -	\$ -		\$ -			
Amortization Expense	\$ -	\$ -	\$ -		\$ -			
Property Tax	\$ 55,731	\$ 29,969	\$ 85,700		\$ 85,700	direct	1,688	84,013
Payroll Tax	\$ 50,657	\$ 1,520	\$ 52,177		\$ 52,177	3-factor -6.25%	3,261	48,916
Other	\$ -	\$ -	\$ -		\$ -			
Federal Income Tax	\$ 108,211		\$ 108,211	\$ 12,732	\$ 120,943		9,309	111,634
Oregon Income Tax	\$ 22,642		\$ 22,642	\$ 2,665	\$ 25,307		1,948	23,359
Extraordinary Items Income Tax	\$ -		\$ -		\$ -			
TOTAL REVENUE DEDUCTIONS	\$ 1,542,905	\$ 132,919	\$ 1,675,824	\$ 16,847	\$ 1,692,457		105,237	1,587,221
NET OPERATING INCOME	\$ 176,963	\$ (192,812)	\$ (15,849)	\$ 395,146	\$ 379,511		42,843	336,668

UTILITY RATE BASE								
Utility Plant Invested by Company	\$ 7,872,247	\$ 223,404	\$ 8,095,651		\$ 8,095,651		505,312	7,590,339
+ Contributions in Aid of Construction			\$ -		\$ -			
- Excess Capacity			\$ -		\$ -			
Equals: Total Utility Plant	\$ 7,872,247	\$ 223,404	\$ 8,095,651	\$ -	\$ 8,095,651		505,312	7,590,339
- Accum. Depreciation--Invested Plant	\$ 3,173,319	\$ 311,472	\$ 3,484,791		\$ 3,484,791		355,614	3,129,177
- Accum. Depreciation--CIAC			\$ -		\$ -			
- Contributions in Aid of Construction			\$ -		\$ -			
- Accumulated Deferred Income Tax			\$ -		\$ -			
+ Accum. Amortization of CIAC			\$ -		\$ -			
Equals: Net Invested Utility Plant	\$ 4,698,928	\$ (88,068)	\$ 4,610,860	\$ -	\$ 4,610,860		149,698	4,461,162
Plus: (working capital)								
Materials and Supplies Inventory	\$ 34,563		\$ 34,563		\$ 34,563		0	34,563
Working Cash (Total Op Exp /12)	\$ 94,995.74	\$ 3,363	\$ 98,359	\$ 120.83	\$ 98,462		5,910	92,552
TOTAL RATE BASE	\$ 4,828,487	\$ (84,705)	\$ 4,743,782	\$ 121	\$ 4,743,885		155,608	4,588,277
Rate of Return	3.66%		-0.33%		8.00%			

**29. Q. PLEASE PROVIDE THE DETAIL FOR ALL INDIVIDUAL LINE ITEMS THAT MAKE UP THE TOTAL REVENUES OTHER THAN WATER SALES.**

A. The following is an itemized list of all revenues other than water sales.

Description of Revenue Other Than Water Sales. Please specify.	Annual Amount
*Miscellaneous Fees (pass through fees)	\$19,190
Backflow Prevention Device Services	\$40,343
**Gain	\$350

\*Miscellaneous fees are deducted from the revenue requirement because they represent pass through revenues that are cost based.

\*\*Sunriver realized this gain from the sale of scrap metal.

**30. Q PLEASE ITEMIZE THE COMPONENTS OF MISCELLANEOUS EXPENSES.**

A. The following is an itemized list of all miscellaneous expenses.

DESCRIPTION OF MISCELLANEOUS EXPENSES	ANNUAL COST
Assessments	\$661.00
Dues and Subscriptions	\$629.00
License & Permits	\$3,523.00
License & Permits	\$198.00
License & Permits	\$705.00
2015 Test Year Total Miscellaneous Expense	\$5,716.00

## UTILITY PLANT

**31. Q. HAS THE UTILITY MADE ANY CAPITAL IMPROVEMENTS, ADDITIONS, OR EXTENSIONS TO ITS WATER SYSTEM DURING THE LAST FIVE (5) YEARS OR SINCE ITS LAST RATE CASE?**

A. Yes, since its last rate case the utility has made the following improvements to be included in rate base:

Plant Description	Date in Service	Cost (including labor)
COID Groundwater Rights	Jun 2014	5,410
Fidelity Water Rights	Jul 2014	37,979
Water Rights 2014 Carryover	Mar 2015	7,655
Well 15 Groundwater Approp Mitigation Credits	Apr 2015	31,700
Structures and Improvements	Dec 2015	4,633
Well 9 Roof Replacement	Dec 2015	7,004
Water Tank Painting inside b/c of Rust	Aug 2016	8,650
Well & Booster SCADA Automation	Jul 2015	28,035
Well 15 test well design/pt of appropriation transfer	Aug 2016	17,781
Well 9 pump, pull, & replacement	Apr 2014	24,383
Reservoir Building	Aug 2014	10,969
Well Motor Rebuild	Jul 2015	5,709
2015 Carry Over: North Reservoir	Aug 2016	10,876
Meter Installation	Jul 2014	9,891
Meters	Jul 2014	24,041
Meter Installation	Jun 2015	15,166
Meters	Jun 2015	109,373
Meters	Jul 2016	15,445
Meter Installation	Jul 2016	60,790
Hydrants	May 2016	6,835
Backflow Testing Gauge	Nov 2016	985
Pressure Reducing Vaults	Nov 2016	25,000
2014 Toyota Tacoma	Apr 2014	35,713
Truck Replacement	Nov 2016	30,000
Industrial SCBA (Resp Hazmat Cylinders)	Feb 2014	4,585
2014 Caterpillar 304E Mini Excavator	Apr 2014	51,800
Gas Detector	May 2014	760
Vacuum Evacuation Equip	Oct 2014	48,230
Bobcat Equipment	Nov 2014	6,673
GIS Communication Software	Dec 2014	1,138
GIS Communication Software & Hardware	Oct 2015	1,617



<b>Plant Description</b>	<b>Date in Service</b>	<b>Cost (including labor)</b>
GIS communications Software and Hardware	Nov 2016	5,000
Software Telemetry	Feb 2014	3,500
PLC Monitoring System	Jul 2014	12,165
ESRI Small Util Term Enterprise License	Sep 2014	11,550
Computer Equipment	Dec 2014	1,241
Billing System Server	Dec 2014	3,590
Software Telemetry	Dec 2015	7,368
ESRI Small Utility Software	Aug 2016	10,000
Computer Equipment	Feb 2016	2,858
Software Telemetry	Aug 2016	10,742
GIS Mapping	Aug 2015	10,500
GIS Trimble	Feb 2016	14,739

**32. Q. PLEASE PROVIDE A PLANT AND DEPRECIATION SCHEDULE.**

A. See Plant and Depreciation Schedules attachment.

**33. Q. PLEASE PROVIDE A SUMMARY OF SUNRIVER’S PROPOSED PLANT RESULTS.**

A. The following is a summary of the results of Sunriver’s plant and depreciation schedules. For further details see Plant and Deprecation Schedule attachments.

<b>SUMMARY</b>	<b>All Plant</b>	<b>Golf Course</b>	<b>Non Golf Course Plant</b>
Original Plant In Service	8,095,651	505,312	7,590,339
Less: CIAC ( <b>NO CIAC INCLUDED</b> )	0	0	0
"Used & Useful" Plant	8,095,651	505,312	7,590,339
Less Accumulated Depreciation	3,484,791	355,614	3,129,177
<b>NET PLANT</b>	<b>4,610,860</b>	<b>149,698</b>	<b>4,461,162</b>
2017 Depreciation Expense	226,789	18,116	208,673

**34. Q. DOES THE UTILITY PROPOSE ANY CAPITAL IMPROVEMENT, ADDITIONS, OR EXTENSIONS TO ITS WATER SYSTEM WITHIN THE NEXT 12 MONTHS?**

A. Yes, the utility proposes the following improvements, additions, or extensions to system plant in the next 12 months:

Billing System Replacement - Summer 2017	60,000
Computer Equipment - Fall 2017	5,000
GIS Computer Equipment - Summer 2017	5,000
GIS Software - Summer 2017	10,500
Hydrant Replacements - throughout the year	12,000
Meter Installation Labor - throughout the year	16,000
Meter Replacements - throughout the year	80,000
Pickup Truck - March 2017	30,000
SCADA Software - Summer 2017	11,000
Utility Locator - March 2017	2,000
Well #14 Paint - Fall 2017	5,000
Well #14 PLC - Fall 2017	5,000
Well #4 Roof - Spring 2017	10,000
Well #4 Siding - Spring 2017	15,000

**35. Q. HAS THE UTILITY APPLIED FOR FUNDS FROM THE SAFE DRINKING WATER STATE REVOLVING FUND TO IMPROVE THE WATER SYSTEM? IF YES, DESCRIBE THE IMPROVEMENTS AND AMOUNT REQUESTED.**

A. No, the utility has not applied for funds from the Safe Drinking Water State Revolving Fund.

**36. Q. DOES THE UTILITY HAVE A MASTER METER AT ITS DOMESTIC WATER SUPPLY SOURCE(S)?**

A. Yes, the utility has a master meter(s) at its water supply source(s).

**37. Q. HOW MUCH WATER DID SUNRIVER WATER LLC PUMP DURING THE TEST YEAR?**

A. During the test year, the utility pumped a total of 669,265,000 Gallons.

**38. Q. DOES THE UTILITY HAVE THE CAPACITY AND WATER RIGHTS SUFFICIENT TO MEET OR EXCEED ITS DEMAND? PLEASE FILL OUT THE INFORMATION REQUESTED REGARDING THE UTILITY'S WATER SOURCE(S).**

A. Yes, the utility has the capacity and sufficient water rights to serve its customers.

<b>UTILITY WATER SOURCE(S)</b>	<b>Source 1</b>	<b>Source 2</b>	<b>Source 3</b>	<b>Source 4 Golf Course</b>
Name / Identification of Source	Well #2	Well #9	Well # 14	Well #12
Treatment Type	n/a	n/a	n/a	n/a
Number of Intakes	n/a	n/a	n/a	n/a
Fish Screening Devices	n/a	n/a	n/a	n/a
Water Right Permit/Cert No.	88802	T-10106	T-10106	n/a
Water Yield of Source Report	3,348,000	119,757,000	409,521,000	136,639,000

**39. Q. DESCRIBE THE UTILITY'S PUMPING SYSTEM FOR DISTRIBUTION, INCLUDING THE RANGE OF PRESSURE AT WHICH THE WATER IS PUMPED FROM THE SOURCE AND THE RANGE OF PRESSURE DELIVERED TO CUSTOMERS.**

<b>PUMPING SYSTEM</b>	<b>Source 1</b>	<b>Source 2</b>	<b>Source 3</b>	<b>Source 4</b>
Pump Type & Horsepower	125hp Vert. Turb	125hp Vert. Turb	150hp Vert. Turb	60hp Vert. Turb
Average Daily Demand	866	418,800	1,046,044	479,808
Annual Peak Demand	303,000	2,720,000	2,880,000	1,445,000
Maximum Pumping Capacity	1540 gpm	1575 gpm	2150 gpm	1000 gpm
Range of Pressure at Pump	60 psi	65 psi	21 psi	45 psi
Range of Pressure at Customer Property	40-80 psi	40-80 psi	40-80 psi	45 psi

**40. Q. DESCRIBE THE UTILITY'S WATER STORAGE CAPACITY.**

<b>UTILITY TANKS / RESERVOIRS</b>	<b>No. 1</b>	<b>No. 2</b>	<b>No. 3</b>
Name or Identifying Number	1969	1971	1976
Type (steel, concrete, pneumatic)	Steel	Steel	Steel
Capacity	500,000 g	500,000 g	1,000,000 g
Ground or Elevated	Ground	Ground	Ground
Date Installed	1969	1971	1976
Present Condition	Good	Good	Good

## PROPOSED RATE SCHEDULES

**41. Q. PLEASE DESCRIBE THE RATE STRUCTURES THE UTILITY IS PROPOSING IN THIS RATE PROCEEDING?**

A. The utility is proposing the following rate structures:

### PROPOSED RATES FOR RESIDENTIAL/COMMERCIAL & MULTI-FAMILY

Line or Meter Size	Metered or Flat	PROPOSED Monthly Base or Flat Rate	Consumption Included in Base Rate		PROPOSED Monthly Commodity/Usage Rate
3/4" or 5/8"	Metered	13.40	None	Gallons	\$1.55 per 1000 gallons
1"	Metered	33.50	None	Gallons	\$1.55 per 1000 gallons
1 1/2"	Metered	67.00	None	Gallons	\$1.55 per 1000 gallons
2"	Metered	\$107.19	None	Gallons	\$1.55 per 1000 gallons
3"	Metered	\$200.99	None	Gallons	\$1.55 per 1000 gallons
4"	Metered	\$334.98	None	Gallons	\$1.55 per 1000 gallons
6"	Metered	\$669.96	None	Gallons	\$1.55 per 1000 gallons

### PROPOSED RATES FOR FLAT RATE SERVICES

Line or Meter Size	Metered or Flat	PROPOSED Monthly Base or Flat Rate	Consumption Included in Base Rate, Identify CF or Gals		PROPOSED Monthly Commodity or Usage Rate
All	Flat	\$27.51	Unlimited	Gallons	None

### PROPOSED RATES FOR IRRIGATION SERVICES

Line or Meter Size	Metered or Flat	PROPOSED Monthly Base or Flat Rate	Consumption Included in Base Rate, Identify CF or Gals		PROPOSED Monthly Commodity or Usage Rate
3/4" or 5/8"	Metered	\$9.58	None	Gallons	\$0.99 Per 1000 gallons
1"	Metered	\$23.94	None	Gallons	\$0.99 Per 1000 gallons

1 ½"	Metered	\$47.89	None	Gallons	\$0.99 Per 1000 gallons
2"	Metered	\$76.62	None	Gallons	\$0.99 Per 1000 gallons
3"	Metered	\$143.67	None	Gallons	\$0.99 Per 1000 gallons
4"	Metered	\$239.44	None	Gallons	\$0.99 Per 1000 gallons
6"	Metered	\$478.89	None	Gallons	\$0.99 Per 1000 gallons

**PROPOSED RATE FOR PRIVATE FIRE PROTECTION**

LINE SIZE	MONTHLY RATE
2"	\$6.47
3"	\$12.14
4"	\$20.23
6"	\$40.47
8"	\$64.75

**PROPOSED RATES FOR GOLF COURSE SERVICES**

Line or Meter Size	Metered or Flat	PROPOSED Monthly Base or Flat Rate	Consumption Included in Base Rate, Identify CF or Gals		PROPOSED Monthly Commodity or Usage Rate
3/4" or 5/8"	Metered	\$267.37	None	Gallons	\$0.43 Per 1000 gallons
1"	Metered	\$668.41	None	Gallons	\$0.43 Per 1000 gallons
1 ½"	Metered	\$1,336.83	None	Gallons	\$0.43 Per 1000 gallons
2"	Metered	\$2,138.92	None	Gallons	\$0.43 Per 1000 gallons
3"	Metered	\$4,010.48	None	Gallons	\$0.43 Per 1000 gallons

**42. Q. IF THE UTILITY’S RATE PROPOSALS WERE ADOPTED, PLEASE SHOW THE NUMBER OF CUSTOMERS AND THE AVERAGE CUSTOMER MONTHLY BILL FOR EACH CUSTOMER CLASS AT THE SPECIFIED METER OR LINE SIZE.**

A. The PROPOSED number of customers and average customer monthly bill are shown below by customer class and meter/line size.

Customer Class	PROPOSED Number of Customers	PROPOSED Monthly Base Rate	PROPOSED Consumption Rate per Each 1000 Gallons	PROPOSED Average Monthly Consumption (Averaged Over 12 Months)	Cost of Average Monthly Consumption per 1000 gallons	PROPOSED Total Average Monthly Bill
Residential 5/8" or 3/4"	3115	\$13.40	\$1.55	5,774	\$8.92	\$22.32
Residential 1"	316	\$33.50	\$1.55	13,166	\$20.35	\$53.84
Residential 1 1/2"	2	\$67.00	\$1.55	72,697	\$112.35	\$179.34
Residential 2"	0	\$107.19	\$1.55	0		
Residential 3"	0	\$200.99	\$1.55	0		
Residential 4"	0	\$334.98	\$1.55	0		
Residential 6"	0	\$669.96	\$1.55	0		
Commercial 5/8" or 3/4"	46	\$13.40	\$1.55	6,419	\$9.92	\$23.32
Commercial 1"	38	\$33.50	\$1.55	20,856	\$32.23	\$65.73
Commercial 1 1/2"	10	\$67.00	\$1.55	26,765	\$41.36	\$108.36
Commercial 2"	24	\$107.19	\$1.55	84,846	\$131.12	\$238.32
Commercial 3"	4	\$200.99	\$1.55	150,301	\$232.28	\$433.27
Commercial 4"	0	\$334.98	\$1.55	0		
Commercial 6"	3	\$669.96	\$1.55	205,303	\$317.28	\$987.24
Multi-Family 5/8" 3/4"	682	\$13.40	\$1.55	1,963	\$3.03	\$16.43
Multi-Family 1"	269	\$33.50	\$1.55	2,328	\$3.60	\$37.10
Multi-Family 1 1/2"	0	\$67.00	\$1.55	0	\$0.00	
Multi-Family 2"	52	\$107.19	\$1.55	8,581	\$13.26	\$120.46
Multi-Family 3"	0	\$200.99	\$1.55	0		
Multi-Family 4"	0	\$334.98	\$1.55	0		
Multi-Family 6"	0	\$669.96	\$1.55	0		
Non-Metered Any Size	40	\$27.51	N/A	N/A	N/A	\$27.51
Using an Average of 2014 and 2015 Consumption						
Irrigation 5/8" 3/4"	22	\$9.58	\$0.99	5,068	\$5.01	\$14.58
Irrigation 1"	17	\$23.94	\$0.99	24,974	\$24.68	\$48.62
Irrigation 1 1/2"	17	\$47.89	\$0.99	99,005	\$97.82	\$145.71
Irrigation 2"	48	\$76.62	\$0.99	112,420	\$111.07	\$187.70
Irrigation 3"	9	\$143.67	\$0.99	1,313,940	\$1,298.22	\$1,441.89
Irrigation 4"	0	\$239.44	\$0.99	0		
Irrigation 6"	0	\$478.89	\$0.99	0		
Using an Average of 2014 and 2015 Consumption						
Golf Course 5/8" 3/4"	0	267.37	\$0.43	0		
Golf Course 1"	0	668.41	\$0.43	0		
Golf Course 1 1/2"	0	1,336.83	\$0.43	0		
Golf Course 2"	0	2,138.92	\$0.43	0		
Golf Course 3"	2	4,010.48	\$0.43	5,068,217	\$2,159.49	\$6,169.97
Private Fire Protection						
2" Supply	1	\$6.47	N/A	N/A	N/A	\$6.47
3" Supply	3	\$12.14	N/A	N/A	N/A	\$12.14
4" Supply	14	\$20.23	N/A	N/A	N/A	\$20.23
6" Supply	10	\$40.47	N/A	N/A	N/A	\$40.47
8" Supply	1	\$64.75	N/A	N/A	N/A	\$64.75

## SERVICE QUALITY

**43. Q. PLEASE DESCRIBE THE TYPE AND NUMBER OF SERVICE PROBLEMS AND CUSTOMER COMPLAINTS THE UTILITY HAS EXPERIENCED IN THE LAST YEAR. DESCRIBE ANY ACTION TAKEN BY THE UTILITY TO RESOLVE THE PROBLEMS.**

A. Listed below are the service problems and/or customer complaints the Utility has experienced in the last year. Sunriver has taken the following steps to correct or improve them:

During 2015, Sunriver Water had four water quality complaints and 15 water pressure complaints. The water quality complaints were related to chlorine taste, black specks in the water and discolored water and bad taste. The completion of the North Reservoir resolved the water pressure complaints. There have been no pressure complaints since the new reservoir came on line.

**44. Q. DOES THE UTILITY HAVE ANY CURRENT SERVICE PROBLEMS THAT IT PROPOSES TO CORRECT OR IMPROVE IN THE NEXT CALENDAR YEAR?**

- A.  No, the utility does not have any service problems that it proposes to correct/improve during the next calendar year.
- Yes, the utility has service problems that it proposes to correct or improve during the next calendar year as described below:

**45. Q. DOES THE UTILITY ROUTINELY FLUSH ITS WATER LINES? IF SO, GIVE THE DATES AND TIMES FLUSHING OCCURS.**

A. Yes, the utility annually flushes its lines.

**46. Q. ARE THE CUSTOMERS AWARE OF THE UTILITY ROUTINE FLUSHING SCHEDULE, DATE AND TIME?**

- A.  No, the utility has not notified the customers of its regular flushing schedule.
- Yes, the utility informs the customers of its regular flushing schedule.

**47. Q. DOES THE UTILITY HAVE ANY FIRE HYDRANTS? IF YES, PLEASE LIST HOW MANY, HOW MANY FEET APART ARE THEY, AND THE UTILITY'S HYDRANT MAINTENANCE SCHEDULE (INCLUDING EXERCISING VALVES). WHAT IS THE UTILITY'S FIRE INSURANCE RATING?**

A. The Company has 486 public and 29 private fire hydrants located at varying feet apart. Each hydrant is inspected, flushed, and the valves exercised annually. Painting and repairs are done as needed. The fire insurance rating is 3.

**48. Q. IS THE UTILITY CURRENT IN ALL THE OREGON DEPARTMENT OF HUMAN SERVICES DRINKING WATER PROGRAM (DWP) REQUIREMENTS? IF NOT, PLEASE DESCRIBE THE REQUIREMENTS THE UTILITY HAS NOT COMPLIED WITH.**

A. Yes, the utility is current in all its DWP requirements.

**49. Q. IF YOU HAVE FEWER THAN 200 TOTAL CUSTOMERS, PLEASE ATTACH A CURRENT AND COMPLETE CUSTOMER MAILING LIST. INCLUDE EACH CUSTOMER'S NAME AND MAILING ADDRESS.**

A. The Company has more than 200 customers.

**50. Q. IS THE UTILITY ESTABLISHING NEW RULES OR PROPOSING CHANGES TO ITS CURRENT RULES?**

A. No, the utility is not proposing any rule changes.

**51. Q. WOULD YOU LIKE TO TESTIFY REGARDING OTHER ISSUES?**

A. No.

**52. Q. DOES THIS CONCLUDE YOUR TESTIMONY?**

A. Yes



**SUNRIVER WATER LLC**

**Containing Rules and Regulations  
Governing Water Utility Service**

**NAMING RATES FOR**

**SUNRIVER WATER LLC  
PO BOX 3699  
SUNRIVER OR 97707**

**541-593-4197**

**Serving water in the vicinity of  
Sunriver, Oregon**

Issue Date / Filing Date:	December 29, 2016	Effective for Service on or after:	January 31, 2017
Issued By:	SUNRIVER WATER LLC		

Advice No. \_\_\_\_\_  
(FOR PUC USE ONLY)

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Advice No. \_\_\_\_\_  
(FOR PUC USE ONLY)

**SCHEDULE NO. 1**  
**RESIDENTIAL, COMMERCIAL & MULTI-FAMILY METERED RATES**

**Available:** To customers of the Utility at Sunriver, Oregon, and vicinity.

**Applicable:** To residential, commercial, and multi-family customers.

**Base Rate**

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE
3/4" & 5/8"	\$13.40	0
1"	\$33.50	0
1 1/2"	\$67.00	0
2"	\$107.19	0
3"	\$200.99	0
4"	\$334.98	0
6"	\$669.96	0

**Commodity Usage Rate**

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$1.55	Per Unit	1 unit – 1,000 gallons

**Special Provisions:**

1. These rates are based on continuous service. Discontinuation of service may not be employed to avoid monthly charges for service. See Rule No. 28, Voluntary Discontinuance.

Continued next page

Issue Date / Filing Date:	December 29, 2016	Effective for Service on or after:	January 31, 2017
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**SUNRIVER WATER LLC**

**SCHEDULE NO. 1**  
**RESIDENTIAL, COMMERCIAL & MULTI-FAMILY METERED RATES**  
**Continued**

2. Water used during the construction of buildings, etc., shall be metered. Charges shall be made at the rates specific to the type of customer:  
 Schedule No. 1 - Residential, multifamily, and commercial.  
 Schedule No. 3 - Irrigation.  
 Schedule No. 5 - Golf course.
  
3. When setting of a meter is impracticable, the amount of water used shall be estimated, and the charges shall be made at specified rates for the amounts so estimated.
  
4. Multifamily customers' monthly water service charge will be assessed at the number of units served times the monthly base rate plus the commodity charge. Example: If the premise serves 8 units, the base charge will be 8 times the base rate plus the commodity charge applied to the amount of water use.

Issue Date / Filing Date:	December 29, 2016	Effective for Service on or after:	January 31, 2017
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**SCHEDULE NO. 2**  
**UNMETERED RESIDENTIAL RATES**

**Available:** To customers of the Utility at Sunriver, Oregon, and vicinity.

**Applicable:** To residential unmetered customers.

**Unmetered Residential Rate**

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE
Any Size	\$27.51	unlimited

**Special Provisions:**

1. These rates are based on continuous service. Discontinuation of service may not be employed to avoid monthly charges for service. See Rule No. 28, Voluntary Discontinuance.
2. Water used during the construction of buildings, etc., shall be metered. Charges shall be made at the rates specific to the type of customer:  
 Schedule No. 1 - Residential, multifamily, and commercial.  
 Schedule No. 3 - Irrigation.  
 Schedule No. 5 - Golf course.
3. When setting of a meter is impracticable, the amount of water used shall be estimated, and the charges shall be made at specified rates for the amounts so estimated.

Issue Date / Filing Date:	December 29, 2016	Effective for Service on or after:	January 31, 2017
Issued By:	SUNRIVER WATER LLC		

**SCHEDULE NO. 3  
 IRRIGATION METERED RATES**

**Available:** To customers of the Utility at Sunriver, Oregon, and vicinity.

**Applicable:** To irrigation customers.

**Base Rate**

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE
3/4" & 5/8"	\$9.58	0
1"	\$23.94	0
1 1/2"	\$47.89	0
2"	\$76.62	0
3"	\$143.67	0
4"	\$239.44	0
6"	\$478.89	0

**Commodity Usage Rate**

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$0.99	Per Unit	1 unit – 1,000 gallons

**Special Provisions:**

1. These rates are based on continuous service. Discontinuation of service may not be employed to avoid monthly charges for service. See Rule No. 28, Voluntary Discontinuance.

Continued next page.

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Issued By:	SUNRIVER WATER LLC		

**SUNRIVER WATER LLC**

**SCHEDULE NO. 3  
IRRIGATION METERED RATES  
Continued**

2. Water used during the construction of buildings, etc., shall be metered. Charges shall be made at the rates specific to the type of customer:  
 Schedule No. 1 - Residential, multifamily, and commercial.  
 Schedule No. 3 - Irrigation.  
 Schedule No. 5 - Golf course.
  
3. When setting of a meter is impracticable, the amount of water used shall be estimated, and the charges shall be made at specified rates for the amounts so estimated.
  
4. Irrigation customers shall be billed base rate charges each month (12 months per year). Commodity charges will be billed the month after usage occurs.

Issue Date / Filing Date:	December 29, 2016	Effective for Service on or after:	January 31, 2017
Issued By:	SUNRIVER WATER LLC		

Advice No. \_\_\_\_\_  
 (FOR PUC USE ONLY)

**SCHEDULE NO. 4**  
**PRIVATE FIRE PROTECTION RATES**

**Available:** To customers of the Utility at Sunriver, Oregon, and vicinity.

**Applicable:** To customers with private fire hydrants.

**Base Rate**

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE
2"	\$6.47	N/A
3"	\$12.14	N/A
4"	\$20.23	N/A
6"	\$40.47	N/A
8"	\$64.75	N/A

**Special Provisions:**

1. These rates are based on continuous service. Discontinuation of service may not be employed to avoid monthly charges for service. See Rule No. 28, Voluntary Discontinuance.
2. Water used during the construction of buildings, etc., shall be metered. Charges shall be made at the rates specific to the type of customer:  
 Schedule No. 1 - Residential, multifamily, and commercial.  
 Schedule No. 3 - Irrigation.  
 Schedule No. 5 - Golf course.
3. When setting of a meter is impracticable, the amount of water used shall be estimated, and the charges shall be made at specified rates for the amounts so estimated.

Issue Date / Filing Date:	December 29, 2016	Effective for Service on or after:	January 31, 2017
Issued By:	SUNRIVER WATER LLC		



**SCHEDULE NO. 5  
 GOLF COURSE IRRIGATION RATES**

**Available:** To customers of the Utility at Sunriver, Oregon, and vicinity.

**Applicable:** To golf course irrigation customers.

**Base Rate**

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE
3/4" & 5/8"	\$267.37	0
1"	\$668.41	0
1 1/2"	\$1,336.83	0
2"	\$2,138.92	0
3"	\$4,010.48	0

**Commodity Usage Rate**

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$0.43	Per Unit	1 unit – 1,000 gallons

**Special Provisions:**

1. These rates are based on continuous service. Discontinuation of service may not be employed to avoid monthly charges for service. See Rule No. 28, Voluntary Discontinuance.

Continued next page.

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**SCHEDULE NO. 5  
GOLF COURSE IRRIGATION RATES  
Continued**

- 2. Water used during the construction of buildings, etc., shall be metered. Charges shall be made at the rates specific to the type of customer:  
 Schedule No. 1 - Residential, multifamily, and commercial.  
 Schedule No. 3 - Irrigation.  
 Schedule No. 5 - Golf course.
- 3. When setting of a meter is impracticable, the amount of water used shall be estimated, and the charges shall be made at specified rates for the amounts so estimated.
- 4. Golf course customers shall be billed base rate charges each month (12 months per year). Commodity charges will be billed the month after usage occurs.

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## **SCHEDULE NO. 6**

### **CROSS CONNECTION CONTROL PROGRAM AND BACKFLOW PREVENTION DEVICE SERVICES FEES**

**PURPOSE:** Sunriver Water LLC (Sunriver) desires to offer backflow prevention / double check valve assembly (device) testing to assist customers with the annual testing requirements for backflow prevention devices (Annual Testing Program).

**AVAILABLE:** To customers of Sunriver Water, LLC in Sunriver, Oregon and vicinity.

**APPLICABLE:** To residential and commercial premises with backflow prevention devices installed at the meter or point of hazard to protect the water supply.

**ENROLLMENT:** Sunriver customers WILL ENROLL all customers with installed backflow prevention devices in the its Annual Testing Program UNLESS the customer signs and returns an "OPT OUT" notice to Sunriver Water LLC.

### **ANNUAL TESTING PROGRAM DESCRIPTION**

1. **TESTING SERVICES:** Sunriver will provide the required annual backflow prevention device (BPA) testing performed by a state-certified tester pursuant to OAR 333-061-0070 through OAR 333-061-0072.
2. **PLAN REVIEW AND INSPECTION FEE:** Sunriver will review plans and placement of cross-connection devices and inspect that placement and installation of the devices to ensure it meets the requirements for approval within the Cross-Connection Program.

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**SCHEDULE NO. 6**  
**CROSS CONNECTION PREVENTION**  
**Continued**

**ANNUAL TESTING PROGRAM RATES**

- |    |                                                                                                                                                                               |         |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 1. | <u>All customers enrolled in program</u><br>Device monthly testing (itemized separately on bill):                                                                             | \$3.50  |
| 2. | <u>All customers who opt out, but choose Sunriver as a default service supplier on his/her opt out notice</u><br>At the time of annual testing, Sunriver will bill customers: | \$50.00 |
| 3. | <u>Plan and review inspection fee</u><br>Per Review:                                                                                                                          | \$40.00 |

**OPT OUT CUSTOMERS WHO FAIL TO PROVIDE BACKFLOW  
 PREVENTION DEVICE TEST RESULTS**

OPT OUT customers who fail to provide Sunriver with annual device test results by the customer's annual deadline will be disconnected from water service pursuant to OAR 860-036-0245 (DISCONNECTION PROCEDURES FOR ALL CUSTOMERS OF WATER UTILITY SERVICES) or OAR 860-036-0215 (EMERGENCY DISCONNECTION).

**Special Provisions:**

1. The customer is under no obligation to use Sunriver's backflow prevention device testing services.
2. The customer can choose any qualified company or individual to test, maintain, and repair his/her device.

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**SCHEDULE NO. 6**  
**CROSS CONNECTION PREVENTION**  
**Continued**

3. Sunriver will provide each customer with notification of the Annual Testing Program services being offered. The notification shall include a written Program Refusal (OPT OUT) notice.
4. Customers who choose to OPT OUT of the Program must sign the written OPT OUT NOTICE and return it to Sunriver within 30 calendar days of receiving the notification.
5. Customers who choose to OPT OUT of the Program are responsible for the annual testing of their backflow prevention device and must submit their device information and testing results annually to Sunriver.
6. Sunriver will notify each customer who OPTS OUT of the Program 30 days prior to the annual test results due date. Annual test results must be provided to Sunriver on or before the customers' annual deadlines.
7. All water meters in the Sunriver system shall have backflow prevention devices installed no later than January 1, 2025. Prior to that date, the applicable customer is responsible to ensure that all new construction, remodels, and any change to his/her service account results in the installation of a backflow prevention device at the meter.
8. Sunriver will separately itemize the backflow prevention device service fees on the customers' bills.
9. Customers are responsible for maintenance, repair and replacement of his/her device.

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**SCHEDULE NO. 7  
MISCELLANEOUS SERVICE CHARGES**

This schedule lists the miscellaneous charges included in the utility’s Rules and Regulations; refer to the appropriate rules for an explanation of charges and conditions under which they apply.

<u>Connection Charge for New Service</u> (Rule Nos. 8 & 9)	
Standard ¾-inch service	At cost
Nonstandard ¾ inch service	At cost
Larger than ¾-inch	At cost
Irrigation hookup (if provided on separate system)	At cost
 <u>Reading Submeters and Preparing Memo Bill</u> (Rule No. 22A)	 \$10.00
 <u>Meter Test</u> (Rule No. 21)	
First test within 12-month period	N/C
Second test within 12-month period	\$75.00
 <u>Pressure Test</u> (Rule No. 42)	
First test within 12-month period	N/C
Second test within 12-month period	\$40.00
 <u>Late-Payment Charge</u> (Rule No. 22)	 Pursuant to OAR 860-036-0130 (as of 1/1/16 – 1.8%)
 <u>Interest Rate on Deposit for Service</u> (Rule No. 5)	 Pursuant to OAR 860-036-0050 (as of 1/1/16 – 0.3%)
Pursuant to OAR 860-036-0040(2)	
 <u>Returned-Check Charge</u> (Rule No. 23)	 \$25.00
 <u>Trouble-Call Charge</u> (Rule No. 38)	
During normal office hours	\$40.00 per hour
After normal office hours on special request	\$80.00 per hour
 <u>Disconnection/Reconnect Charge</u> (Rule Nos. 30 & 31)	
During normal office hours	\$40.00 per hour
After normal office hours on special request	\$80.00 per hour
 <u>Unauthorized Restoration of Service</u> (Rule No. 32)	 Reconnection charge plus costs
 <u>Damage/Tampering Charge</u> (Rule No. 36)	 At cost
 <u>Disconnect/Reconnect/Field-Visit Charge</u> (Rule No. 31)	 \$25.00

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**RULES AND REGULATIONS**

Rule 1: Jurisdiction of the Commission

The Rules and Regulations contained herein shall be subject to the rules and regulations of the Public Utility Commission of Oregon.

Rule 2 Definitions

- A. "Utility" shall mean: Sunriver Water LLC
- B. "Applicant" shall mean any person, business, or organization that applies for service or reapplies for service at a new or existing location after service has been discontinued, except as noted in the definition of "Customer."
- C. "Commission" shall mean the Public Utility Commission of Oregon.
- D. "Customer" shall mean any person, business, or organization who has applied for, been accepted to receive, or is currently receiving service. A customer who voluntarily discontinues service at the same or different premises within 20 (twenty) days after discontinuance retains customer status.
- E. "Residential customer premises" shall mean any dwelling and its land including, but not limited to, a house, apartment, condominium, townhouse, cottage, cabin, mobile home, or trailer house.
- F. "Commercial customer premises" shall mean any premises at which a customer carries on any major activity of gaining a livelihood or performing a public service. Such activity may be of a business, industrial, professional, or public nature.
- G. "Main" shall mean the pipe laid in the street, alley, or other right-of-way for the distribution of water to customers. It shall not include service lines.
- H. "Service connection" shall mean the pipe, stops, fittings, meter, and meter box laid from the main to the property line of the premises served.
- I. "Customer line" shall mean the pipe, stops, and fittings leading from the property line to the premises served.
- J. "Point of Delivery" is the property line or the outlet swivel/union of the meter defining where the service connection stops and the customer line starts.

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**APPLICATION FOR SERVICE**

**Rule 3: Customer/Applicant Information (OAR 860-036-0015)**

The Utility shall provide or be able to provide customers or applicants with the following information:

- A. Instructions on how to read meters, either in writing or by explanation;
- B. Application and contract forms;
- C. Utility rules and regulations;
- D. Commission rules and regulations;
- E. Approved tariffs or statement of rates, whichever is applicable;
- F. Rights and Responsibilities Summary for Oregon Utility Consumers;
- G. Notices in foreign languages, if applicable;
- H. The Utility’s business address, telephone number, and emergency telephone number;
- I. Notices approved by the Commission.

**Rule 4: Application for Service (OAR 860-036-0035)**

Application for water service must be made for each individual service. The application shall identify the applicant, the premises to be served, the billing address if different, the type of use to which the water is to be put, and an agreement to conform to the Rules and Regulations of the Utility as a condition for receiving such service. The applicant shall, at this time, pay any scheduled fees or deposits. An application is a request for service and shall not be accepted until the applicant establishes credit as set forth in OAR 860-036-0040.

An application for service must be made where:

- A. An applicant, who has not previously been served by the Utility, requests service; or
- B. Service has been involuntarily discontinued in accordance with the Utility and Commission rules, and service is requested; or
- C. Service has been voluntarily discontinued and a request to restore service has not been made within 20 days; or
- D. There is a change in the type of use to which the water is put, or the number of premises served.

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**Rule 5: Establishment of Credit and Deposits (OAR 860-036-0040, 0045, 0050, and 0055)**

In accordance with the Commission’s rules for credit establishment and deposits, an applicant for new service or a customer seeking continued service may be required to make a deposit to secure payment of bills for service. The deposit shall not exceed one-sixth (1/6) the amount of reasonable estimated billings for one year’s use of service at the premises during the prior year or upon the type and size of the customer’s equipment that will use the service. (OAR 860-036-0040 and 0045)

The Utility shall pay interest on deposits at the rate established by the Commission. After the customer has paid its water service bills for 12 consecutive months without having had service discontinued for nonpayment, or did not have more than two occasions in which a shut-off notice was issued, and the customer is not then delinquent in the payment of bills, the Utility shall promptly and automatically refund the deposit plus accrued interest by the following method (OAR 860-036-0050 and 0055):

- 1. Issuing the customer a refund check, or
- 2. Crediting the customer’s account.  
(The customer is entitled to a refund check upon request.)

**Rule 6: Customer Service Line**

The customer shall own and maintain the customer service line and promptly repair all breaks and leaks. For non-metered service, the customer service line begins at the property line or utility-owned shut off valve. For metered service, the customer service line begins on the customer’s side of the meter. The Utility shall not be responsible for any damage or poor service due to inadequacy of the customer line or any portion of the customer’s plumbing. All leaks in the customer line, faucets, and all other parts of the plumbing owned or controlled by the customer shall be promptly repaired so as not to waste water. The customer is responsible to pay for all water flowing through the meter, including water breaks or freezes in the customer’s service line, unless the problem is with the meter itself and it is registering incorrectly.

**Rule 7: Separate Control of Service**

All premises supplied with water will be served through service lines so placed as to enable the Utility to control the supply to each individual premise using a valve placed within and near the line of the street, the Utility right-of-way, or at the meter.

**Rule 8: Service Connections (OAR 860-036-0060)**

The service connection is that portion of the water system between the Utility’s main line and the customer’s property line, including all material and installation (hot tap, pipes, fittings, meter, etc.) necessary to provide water service to the customer. The Utility shall own, operate, maintain, and replace the service connection when necessary and promptly repair all breaks and leaks. The

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customer shall not be responsible for any damage or poor service due to inadequacy of the Utility’s service lines or any portion of the Utility’s plumbing.

- A. The Utility may pay for and install the service connection and meter and, generally all materials and labor are included in rate base; or
- B. The Utility may purchase and install the service connection and charge the customer the cost of the service connection less the cost of the meter. Generally, the cost of the meter is included in rate base; or
- C. The customer may pay for the meter and contribute or gift the meter to the Utility. Contributions of this type are generally excluded from rate base.
- D. In special cases and upon approval by the Commission, a customer may purchase and install the service connection (including meter, meter box, parts, and all excavation and plumbing) and contribute or gift the entire service connection to the Utility. Contributions of this type are generally excluded from rate base.

**Rule 9: Service Connection Charge**

An applicant requesting permanent water service to a premise not previously supplied with permanent service by the Utility may be required to pay the cost of the service connection, including or excluding the meter as provided in Rule No. 8 and the Utility’s Miscellaneous Service Charges in this tariff.

**Rule 10: Main Line Extension Policy (OAR 860-036-0065)**

The Utility shall specify the size, character, and location of pipes and appurtenances in any main line extension. Main line extensions shall normally be along streets, roads, highways, or other satisfactory rights-of-way. All construction work shall conform to all applicable rules, regulations, codes, and industry standards. Each main line extension shall normally extend along applicant’s property line to the point the applicant’s service line would be at a 90-degree angle to the street or main line.

**Rule 11: Main Line Advances and Refunds Policy**

Each new customer requesting a main line extension shall advance the Utility the cost-based amount necessary to extend the main line to provide service.

For a period of five years after construction of the requested main line extension, the Utility shall also collect from any additional applicants whose connect to the main line extension an amount per foot equal to the new applicant’s proportionate share of the main line extension cost for that portion used. The Utility will then refund the share differential amount to those customers who previously shared the cost of said main line extension. Refunds shall not exceed the amount originally advanced.

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No part of the distribution system installed prior to the request for a main line extension shall be used to calculate any customer advance or refund.

**Rule 12: Types of Use**

Water service may be supplied for residential, commercial, irrigation, temporary construction, special contracts, fire prevention, and other uses. The Utility shall file separate rate schedules for each type of use and basis of supply.

**Rule 13: Multiple Residences/Commercial Users**

An apartment building, mobile home park, motel, trailer camp, duplex, townhouse, or any property consisting of more than one residential/commercial unit, if served through one service line, shall be considered to be equivalent to the number of dwelling units when determining the customer count.

**Rule 14: Utility Access to Private Property (OAR 860-036-0120(3)(b) and OAR 860-036-0205(3))**

Customers shall provide access during reasonable hours to utility-owned service lines that may extend onto the premises of the customer for the purposes of reading meters, maintenance, inspections, or removal of Utility property at the time service is to be discontinued. Where the customer does not cooperate in providing reasonable access to the meter or to the premises, as required by law or to determine if a health or safety hazard exists, it is grounds for disconnection.

**Rule 15: Restriction on Entering a Customer Residence (OAR 860-036-0085)**

No water Utility employee shall enter the residence of its customers without proper authorization except in an emergency when life or property is endangered.

**REFUSAL OF SERVICE**

**Rule 16: Refusal of Service Due to Customer Accounts (OAR 860-036-0080(1-3))**

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The Utility may refuse to serve an applicant until receipt of full payment of overdue amounts, or other obligations related to a prior account of the applicant with the Utility, when the following circumstances exist:

- A. An overdue amount remains outstanding by the applicant at this or another service address; and
- B. The applicant resided at the service address indicated in (A) during the time the overdue charges were incurred; and
- C. The person indicated in (A) will reside at the location to be served under the new application. (OAR 860-036-0080)

Except for irrigation customers or applicants who were disconnected for theft of service, a water utility shall provide service to the irrigation customer or applicant upon receipt of payment equal to at least one-half of any overdue amount. The balance of the amount owed to the utility shall be paid within 30 days of the date service is initiated.

Service shall not be refused for matters not related to residential water service. Residential service shall not be refused due to obligations connected with non-residential service.

If service is refused under this rule, the Utility shall inform the applicant or customer of the reasons for the refusal and of the Commission’s dispute resolution process.

**Rule 17: Refusal of Service Due to Utility Facilities (OAR 860-036-0080(7))**

The Utility shall not accept an application for service or materially change service to a customer if the Utility does not have adequate facilities or water resources to render the service applied for, or if the desired service is of a character that is likely to unfavorably affect reasonable service to other customers.

For refusal of service under this rule, the Utility shall provide a written letter of refusal to the applicant informing applicant that the details upon which the Utility’s decision was based may be requested. A copy of such notice will be sent to the Commission. The details will include, but not be limited to:

- A. Current capacity and load measured in gallons or cubic feet per minute;
- B. Current capacity and load measured in pounds per square inch;
- C. Cost to the Utility for additional capacity in order to provide the additional service; and
- D. Information regarding the appeal process of the Utility’s refusal to provide service is available through the Commission’s dispute resolution process pursuant to OAR 860-036-0025.

**Rule 18: Refusal of Service Due to Customer Facilities (OAR 860-036-0080(4-6))**

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The Utility shall refuse service to an applicant or customer whose facilities do not comply with applicable plumbing codes or, if in the best judgment of the Utility, are of such a character that safe and satisfactory service cannot be given.

If service is refused under this rule, the Utility will provide written notification to the customer within 10 working days stating the reason(s) for refusal and providing information regarding the Commission's complaint process. A copy of the notification will also be sent to the Commission.

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**METERS**

**Rule 19: Utility Meters (OAR 860-036-0105)**

The Utility shall purchase, own, maintain, and operate all meters. Meters placed in service shall be adequate in size and design for the type of service, set at convenient locations, accessible to the Utility, subject to the Utility’s control, and placed in a meter box or vault between the street curb and property line. Each meter box or vault shall be provided with a suitable cover.

Where additional meters are furnished by the Utility or relocated for the convenience of the customer, a reasonable charge may be made in accordance with a schedule approved by the Commission.

The water Utility shall have the right to set meters or other devices for the detection and prevention of fraud or waste without notice to the customer.

Each customer shall provide the Utility with regular access to the meter on the customer’s property. Failure to permit access at reasonable times and after reasonable notice by the Utility requesting access is grounds for disconnection. (OAR 860-036-0120) Should damage result to the meter from molesting, tampering, or willful neglect on the part of the customer, the Utility shall repair or replace the meter and may bill the customer for the reasonable cost. (OAR 860-036-0105(7))

**Rule 20: Meter Testing (OAR 860-036-0110)**

The meter shall be tested prior to or within 30 (thirty) days of installation to determine it is accurate to register not more than 2 percent error. No meter shall be allowed to remain in service if it registers an error in excess of 2 percent (fast or slow) under normal operating conditions. The Utility shall maintain a record of all meter tests and results. Meter test result records shall include:

- A. Information necessary to identify the meter;
- B. Reason for making the test;
- C. Date of test;
- D. Method of testing;
- E. Meter readings;
- F. Test results; and
- G. Any other information required to permit convenient checking of methods employed.

**Rule 21: Customer-Requested Meter Test (OAR 860-036-0115)**

A customer may request that the Utility test the service meter. Such test shall be made within 20 working days of the receipt of the request. The customer or the customer’s representative has

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the right to be present during the test, which is to be scheduled at a mutually agreeable time. A written report shall be provided to the customer stating:

- A. Customer’s name;
- B. Date of the customer’s request;
- C. Address at which the meter has been installed;
- D. Meter identification number;
- E. Date of actual test; and
- F. Test results.

The first meter test in a twelve-month period is at no cost to the customer. If a customer requests a meter test more often than once in any 12-month period, the fee listed on the Miscellaneous Service Charges Schedule may be required to recover the cost of the test. If the meter is found to register more than 2 percent fast or slow under conditions of normal operation, the Utility shall refund the fee to the customer.

**BILLING**

Rule 22: Billing Information & Late-Payment Charge  
(OAR 860-036-0120, OAR 860-036-0125 & OAR 860-036-0130)

All bills, including closing bills, are due and payable at the Utility office within **15 days** (at least 15-day requirement) when rendered by deposit in the mail or other reasonable means of delivery, unless otherwise specified on the bill. The date of presentation is the date on which the Utility mails the bill.

As near as practical, meters shall be read at monthly intervals on the corresponding day of each meter reading or billing period.

The bill shall be rendered immediately thereafter. (OAR 860-036-0120(3) requires water utilities to bill at monthly intervals. However, a Utility may request, upon application, special authority from the Commission to bill at intervals other than monthly.

The Utility will keep at least 10 years of all billings records (flat or metered rates) and three years of meter readings. The Utility shall make a reasonable effort to prepare opening and closing bills from actual meter readings. When there is good reason for doing so, estimated bills may be submitted. Any estimated billings shall be clearly designated as such. When requested, the Utility shall demonstrate to the Commission the reason for the estimated billing.

All water service bills shall show:

- A. Beginning and ending meter readings for the billing period;
- B. Beginning and ending dates of the period of service to which the bill applies;

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- C. For all metered bills, beginning and ending meter readings for the period for which the bill is rendered;
- D. Number of units of service supplied stated in gallons or cubic feet;
- E. Schedule number under which the bill was computed;
- F. Delinquent date of the bill;
- G. Total amount due; and
- H. Any other information necessary for the computation of the bill.

All bills become delinquent if not paid within 15 days of the date the Utility mailed or delivered the bill. (OAR 860-036-0125 requires a minimum of 15 days.)

A late-payment charge may be assessed against any account that has an unpaid balance when the next bill is being prepared. The charge will be computed on the delinquent balance owing at the time of preparing the subsequent month’s bill at the late-payment rate specified in the Miscellaneous Service Charges Schedule. The late-payment rate is determined annually by the Commission, and the Utility will be notified of the rate.

If an account is permitted to become delinquent, the Utility may disconnect water service by giving proper notice to the customer as provided in Rules 28 and 29, prior to or after the Utility assesses the late payment charge.

**Rule 22A: Master Meter with Memo Bill**

A customer under special agreement with Sunriver Water may be metered with a master meter. The master meter customer will be responsible for total payment of the master meter water bill.

Sunriver Water will read the sub-meters and send memo bills to the master meter customer and sub-metered tenants. Memo bills are not official bills from Sunriver Water. A memo bill shows the sub-metered tenants’ individual water consumption and Sunriver Water’s applicable rate for use by the master meter customer when collecting payments from sub-metered tenants.

The total aggregate monthly base charges of all sub-metered accounts shall not exceed the total aggregate monthly base charge of the master meter serving sub metered accounts. There will be a monthly charge for readying and preparing a memo bill for each sub-meter as indicated in Schedule No. 7, Miscellaneous Service Charges. This monthly charge will be the responsibility of the master meter customer.

**Rule 23: Returned Payment Charge**

The Returned Payment Charge listed on the Miscellaneous Service Charges Schedule shall be billed for each occasion a customer submits any type of noncash payment (check, debit, electronic, etc.) that is not honored, for any reason, by a bank or other financial institution.

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**Rule 24: Prorating of Bills**

Initial and final bills will be prorated according to the number of days service was rendered and on the basis of a 31-day month. For metered services, a reasonable effort will be made to read the meter upon opening and closing a customer’s account. Consumption will be charged at scheduled rates. Any minimum monthly charge will be prorated.

**Rule 25: Adjustment of Bills (860-036-0135)**

When an underbilling or overbilling occurs, the Utility shall provide written notice to the customer or former customer detailing the circumstances surrounding the billing error, including the period of time, amount of the adjustment, the Commission consumer complaint process, and the right to enter into a time-payment agreement

In cases of overbilling, the billing error must be discovered within 36 months of the last incorrect bill, and the refund or credit is limited to the most recent 12 months of overcharges.

In cases of underbilling, the billing error must be discovered within 24 months of the last incorrect bill and the water utility may back-bill for only the most recent 12 months of undercharges.

If an underbilling is the results of fraud, tampering, diversion, theft, misinformation, false ID, or other unlawful conduct on the part of the customer, the utility may collect full payment of any amount owed without limitation.

No billing adjustment shall be required if a meter registers less than 2 percent error under conditions of normal operation.

When a customer is required to repay an underbilling, the customer shall be entitled to enter into a time-payment agreement without regard to whether the customer already participates in such an agreement. If the customer and the Utility cannot agree upon payment terms, the Commission shall establish terms and conditions to govern the repayment obligation. The Utility shall provide written notice advising the customer of the opportunity to enter into a time-payment agreement and of the Commission’s complaint process. This time-payment option does not apply in cases of fraud, tampering, diversion, theft, misinformation, false ID, or other unlawful conduct on the part of the customer.

The water utility may waive rebilling or issuing a refund check when the costs make such action uneconomical and is demonstrated as such to the Commission’s satisfaction.

**Rule 26: Application of Partial Payments (860-036-0140)**

Partial payments or one payment for more than one type of service, absent written instructions from the customer, must be applied in the following order:

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- A. Past due regulated tariffed services;
- B. Currently due regulated tariffed services;
- C. Non-regulated services.

**Rule 27: Transfer Billings (860-036-0140)**

If a water utility identifies a balance a customer owes from the customer’s prior account for Oregon service, the water utility shall have the option to transfer the amount to the customer’s current account. The water utility will give the customer prior notice of the transfer, including:

- A. The amount due under the prior account; and
- B. The period when the balance was incurred; and
- C. The service address under which the bill was incurred.

The utility has the option to send a separate notice to the customer giving the same information, but collecting the amount for the prior account separately from the customer’s current account. If the customer has an amount remaining on an existing time-payment agreement, the customer may enter into a new time-payment agreement to include the transfer.

This rule also applies to customers who change service locations, and who applied for the new service within 20 days of closing the prior account (thereby retaining customer status).

**DISCONNECTION OF WATER SERVICE**

**Rule 28: Voluntary Discontinuance (OAR 860-036-0210)**

Except for emergencies, customers who (for any reason) wish to have service discontinued shall provide the Utility at least five business-days’ advance notice of the requested to discontinue service. The customer is responsible to identify the date of disconnection and for all service rendered until the Utility receives the customer’s notice and the service is discontinued on the requested date.

Rates are based on continuous service. Disconnect and reconnect transactions do not relieve a customer from the obligation to pay the base rate or minimum charge that accumulates during the period of time the service is voluntarily disconnected for up to 12 months. Should the customer wish to recommence service within 12 months at the same premise, the customer will be required to pay the accumulated minimum monthly charge or base rate as if service had been continuous. The reconnection charge listed on the Miscellaneous Service Charges Schedule will be applicable at the time of reconnection.

**Rule 29: Emergency Disconnection (OAR 860-036-0215)**

The Utility may terminate service in emergencies when life or property is endangered without following the procedures set forth in OAR 860-036-0245. Immediately thereafter, the Utility will notify

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the customer and the Commission. When the emergency termination was through no fault of the customer, the utility shall not charge the customer for disconnection or restoration of service.

**Rule 30: Disconnection of Water Service Charge for Cause (OAR 860-036-0205 and 0245)**

When a customer fails to comply with the Utility’s rules and regulations, or permits a bill or charge for regulated services to become delinquent (except for nonpayment of a time-payment agreement), the Utility shall give at least five business days’ written notice before water service may be shut off. The notice shall state:

- A. The reason(s) for the proposed disconnection;
- B. The earliest date for disconnection;
- C. The amount to be paid to avoid disconnection;
- D. An explanation of the time-payment provision of OAR 860-036-0125;
- E. Information regarding the Commission’s dispute resolution process; and
- F. The Commission’s Consumer Services toll-free number, 1-800-522-2404.

Prior to disconnection on the day that the Utility intends to disconnect service, the Utility must make a good-faith effort to physically contact the customer to be disconnected or an adult at the customer’s premise to be disconnected to advise the customer or adult of the proposed disconnection.

If contact is not made, the Utility shall leave a notice in a conspicuous place at the customer’s premise informing the customer that service has been or is about to be disconnected. The Utility shall document its efforts to contact the customer or an adult at the premises and make that documentation available to the customer upon request.

Service shall not be shut off for non-emergencies on a Friday or the day of a state- or Utility-recognized holiday or the day prior to such holiday. (OAR 860-036-0220) The Utility shall not disconnect residential service due to the failure to pay or meet obligations associated with non-residential services. (OAR 860-036-0225)

Residential customers who are notified of pending disconnection may choose between two Time Payment Agreement options. The Utility will offer such customers a choice of a levelized-payment plan and an equal-pay arrearage plan. A Utility and customer may mutually agree to an alternate payment arrangement provided it be in writing and signed by all parties. NOT APPLICABLE TO COMMERCIAL IRRIGATION CUSTOMERS.

**Disconnection for Failure to Comply With a Time Payment Agreement**

A time-payment agreement disconnection occurs when a residential customer fails to comply with the terms of a written time-payment agreement between the customer and the Utility, or the Utility permits a time-payment agreement charge to become delinquent. Before the water service may be disconnected, the Utility must give the customer a 15-day’ written notice and a 5-business day written notice. NOT APPLICABLE TO COMMERCIAL IRRIGATION CUSTOMERS.

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**Rule 31: Disconnection and Reconnection of Water Service and Field Visit Charge**

**Disconnection Charge**

When service was disconnected pursuant to OAR 860-036-0245 or OAR 860-036-0250, the water utility may charge the disconnect fee stated in the Miscellaneous Service Charges Schedule 7.

**Reconnection Charge**

Service must be reconnected after the customer or applicant has requested reconnection, paid all applicable charges, provided necessary credit information, and satisfied all requirements for service when service was disconnected pursuant to OAR 860-036-0245 or OAR 860-036-0250, the water utility may charge the reconnection fee stated in the Miscellaneous Service Charges Schedule 7.

**Field Visit Charge**

A water utility may assess a field visit charge whenever the water utility visits a customer service address intending to reconnect or disconnect service, but due to customer action, the water utility is unable to complete the reconnection or disconnection at the time of the visit. The water utility may charge the field visit charge stated in the Miscellaneous Service Charges Schedule 7.

A field visit charge may not be assessed to a customer for delivery of any disconnect notice when the Utility has a viable address(es) for the customer. If a Utility delivers a disconnect notice, it is responsible to document its efforts to send the disconnect charge by mail and demonstrate to the Commission the reasonableness of delivering any disconnect notice to the customer's residence.

**Rule 32: Unauthorized Restoration of Service**

After the water has been disconnected or shut off at the curb stop or at the meter, if any person not authorized by the Utility should turn it on, the water service line may be disconnected without notice. Service shall not be reconnected until all arrearages; all cost-of-service disconnection and reconnection, charges listed on the Miscellaneous Service Charges Schedule are paid in full.

**Rule 33: Unauthorized Use**

No person shall be allowed to make connection to the Utility mains, or to make any alteration to service connections, or to turn a curb stop off or on to any premises without written permission of the Utility. Meter tampering, diverting service, or any other unauthorized use of service will automatically cause a disconnection of the water service and may result in meter removal. All applicable fees, costs of disconnection and reconnection, past-due billings, and service charges listed on the Miscellaneous Service Charges Schedule must be paid in full before any service is restored. An advance deposit for restoration of service may be required.

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**Rule 34: Interruption of Service (OAR 860-036-0075)**

The Utility shall have the right to shut off the water supply temporarily for repairs and other necessary purposes. The Utility shall use all reasonable and practicable measures to notify affected customers in advance of such discontinuance of service except in the case of emergency repairs. The Utility shall not be liable for any inconvenience suffered by the customer or damage to the customer's property arising from such discontinuance of service.

The Utility shall keep a record of all service interruptions affecting its whole system or a major section thereof, including the time and date of interruption, duration, and cause or purpose of interruption.

**Rule 35: Water Supply/Usage Restrictions (OAR 860-036-0325)**

The Utility shall exercise due diligence to furnish a continuous and adequate supply of water to its customers. If water restrictions are necessary to equitably apportion its available water supply among its customers with due regard to public health and safety, the Utility shall provide written notification to its customers and the Commission including:

- A. Reason for the restriction;
- B. Nature and extent of the restriction;
- C. Effective date of the restriction; and
- D. Probable date of termination of such restriction.

**Rule 36: Damages/Tampering**

Should damage result to any of the Utility's property from molesting or willful neglect by the customer to a meter or meter box located in the customer's building, the Utility will repair or replace such equipment and will bill the customer for the costs incurred.

**SERVICE QUALITY**

**Rule 37: System Maintenance (OAR 860-036-0305)**

The Utility shall have and maintain its entire plant, distribution system, and hydrants in such condition that it will furnish safe, adequate, and reasonable continuous service. The Utility shall inspect its facilities in such manner and with such frequency as may be necessary to ensure a reasonably complete knowledge of its condition and adequacy at all times.

The Utility shall keep such records of all routine maintenance as considered necessary for the proper maintenance of its system, including regular flushing schedules, exercising of valves, and valve inspections.

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**Rule 38: Trouble Call**

The trouble-call charge listed on the Miscellaneous Service Charges Schedule may be billed whenever a customer requests that the Utility visit the customer’s premises to remedy a service problem and the problem is due to the customer’s facilities.

**Rule 39: Water Purity (OAR 860-036-0310)**

The Utility shall deliver water for domestic purposes free from bodily injurious physical elements and disease-producing bacteria and shall cause such tests to be made and precautions taken as will ensure the constant purity of its supply. The Utility shall keep a record of all water quality tests, results, monitoring, and reports. NOT APPLICABLE TO IRRIGATION SERVICE.

The Utility shall deliver domestic water that is reasonably free from elements that cause physical damage to customer property such as pipes, valves, appliances, and personal property. A water supply that causes such damage will be remedied until the conditions are such as to not reasonably justify the necessary investment.

**Rule 40: Water Pressure (OAR 860-036-0315)**

The Utility shall maintain pressure at a minimum of 20 pounds per square inch (psi) for health reasons to each customer at all times. The 20 psi standard is not presumed to be adequate service and do not restrict the authority of the Commission to require improvements where water pressure or flow is inadequate.

In general, 40 psi of water pressure in the water mains is usually adequate for the purposes of this rule. However, adequate pressure may vary depending on each individual water system and customers’ circumstances. In the case of a dispute, the Commission will determine the appropriate water pressure for the water utility.

**Rule 41 Pressure Surveys (OAR 860-036-0320)**

The Utility shall have a permanently placed pressure gauge located on a main that is representative of the system’s pressure. A portable gauge in good working condition shall be available for checking pressure conditions in any part of the distribution area.

**Rule 42 Customer-Requested Pressure Test (OAR 860-036-0320)**

Upon customer request, the Utility will perform a water pressure test within 20 working days of the request. The first pressure test in any 12- month period shall be at no charge. If the customer requests more than one pressure test within any 12-month period, a deposit to recover the reasonable cost of the additional test may be required of the customer. The deposit shall be returned if the pressure test indicates less than 20 psi. The customer or designated representative has the

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right to be present at the pressure test, and said test shall be conducted at a mutually agreeable time.

For metered service, the pressure will be tested at a point adjacent to the meter on the customer’s service line.

For non-metered service, the pressure will be tested at the customer’s service line or hose bibb or other reasonable point likely to best reflect the actual service pressure.

**Rule 43: Maps/Records (OAR 860-036-0335)**

The Utility shall keep on file current maps and records of the entire plant showing size, location, character, and date of installation of major plant items, including shut-off valves.

**Rule 44: Utility Line Location (One Call Program) (OAR 860-036-0345)**

The Utility and its customers will comply with the requirements of OAR 952-001-0010 through and including OAR 952-001-0090 (One Call Program) regarding identification and notification of underground facilities.

**Rule 45: Cross Connection/Backflow Prevention Program**

The Utility will comply with the rules and regulations for the Cross Connection/Backflow Prevention Program, as provided for in ORS Chapter 333 and the Utility’s approved Backflow Prevention Program.

In compliance with OAR Chapter 333, Division 61, Sunriver Water will undertake programs for controlling and eliminating cross connections.

Inspections will be made by certified personnel where there is a reasonable cause to believe that a cross connection or a potential cross connection exists on the customer’s premise.

A customer that has another water supply that cross connects with Sunriver Water’s system or has conditions that present the possibility of contamination or pollution to Sunriver Water’s water supply must either eliminate the cross connection or install a cross connection control devise (devise).

The devise and its installation or the elimination of the cross connection shall be in accordance with standard practices pertaining to cross connection control approved by the Oregon Health Authority and the National Safe Drinking Water Act.

The entire cost of the installation and equipment will be at the expense of the customer. Any corrective measure, disconnection, or change on the customer’s property shall be at the sole expense of the person in control of said property.

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Sunriver Water will regulate the location, installation and testing of all devises. Sunriver Water will inspect the installation prior to providing water service. The annual testing of the devise shall be by licensed/certified personnel. All devises in service must be tested annually. Sunriver Water will determine the frequency of testing based upon the severity of the hazard.

Customer failure to install, maintain, and test the devise as required are grounds for disconnection of water service.

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