

May 14, 2015

THE PUBLIC UTILITY COMMISSION OF OREGON  
3930 FAIRVIEW INDUSTRIAL DR SE  
SALEM OR 97302

RE: RATE CASE APPLICATION AND TARIFF FILING

To Whom It May Concern,

In accordance with the Public Utility Commission of Oregon's (PUC) Order No15-082 and pursuant to Oregon Revised Statutes 757.205 and 757.220, STORLIE WATER COMPANY, INC. (Storlie) herewith files tariff sheets designated as PUC Oregon No. 1, Original Tariff Sheets No. 1 through 24 to become effective June 30, 2015.

Also included in this filing is Storlie's 1) rate case application, 2) a request to waive Oregon Administrative Rule 860-036-0130 Late Payment Charge, and 3) the plant and depreciation schedules for Storlie's domestic and irrigation water services.

I will file a copy of Storlie's customer notice of this filing with the PUC, and include a list of customer including their name and address on or before May 29, 2015.

I am available should you have any questions regarding this filing. I can be reached at 541-382-0323.

Terry Storlie  
President  
Storlie Water Company, Inc.  
63019 Terry Drive  
Bend OR 9770

May 14, 2015

**REQUEST FOR WAIVER OF OREGON ADMINISTRATIVE RULE  
(OAR) 860-036-0130 LATE PAYMENT CHARGE**

**STORLIE WATER COMPANY (Storlie) requests a waiver of OAR 860-036-0130, the PUC's late payment charge. Storlie requests a waiver from the PUC's established late payment fee, which is calculated yearly by the Commission.**

**In its place, Storlie requests a flat late payment charge of \$10.00. Storlie is a small water company with 16 customers providing domestic and irrigation water. Storlie has included this waiver request in its rate case filing.**

**In the rate case filing, Storlie is asking for an increase in revenues of \$8,684 or total annual revenues of \$29,851. In 2014, Storlie's annual revenue was \$21,166.**

**Storlie has a small customer base, which means that one customer that does not pay their bill is equal to 1/16<sup>th</sup> of the monthly revenue available to Storlie to pay its monthly bills.**

**Storlie needs a waiver of the Commission's late payment rule. Storlie's request for a flat \$10 late payment charge will help 1) cover its costs for time and paperwork involved in the effort to collecting bills, and 2) Storlie needs a late payment charge that provides greater incentive for customers to pay their bills on time.**

**Thank you for your consideration.**

Terry Storlie  
President  
Storlie Water Company  
63019 Terry Drive  
Bend OR 9770

STORLIE WATER COMPANY, INC.  
63019 Terry Dr  
Bend OR 97701

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

In the Matter Storlie Water Company, Inc. )  
Establishing Tariffs and Increasing Rates ) **BRIEF**  
Filed With the Oregon Public Utility )  
Commission )


**JEAN STORLIE, OWNER OF STORLIE WATER COMPANY, INC.**

Pursuant to Oregon Revised Statutes 757.205 and 757.220, herewith files tariff sheets designated as **PUC Oregon No. 1, Original Tariff Sheets No. 1 through 24** to become effective at least 30 days after PUC received the filing or for service rendered on and after **June 30, 2015**.

The purpose of this filing is to:

Establish rates with the Commission for the first time and INCREASING the Utility's total annual revenues from **\$21,166 in 2014 to \$29,851, resulting in a net increase of \$8,684** or an **overall increase of 41 percent**. After deducting for operating expenses, the projected revenues will produce a **10 percent return on a rate base of \$12,938**.

The attached testimony summarizes the utility's financial operations, the effects of current rates on the individual classes of customers, and the effects of the proposed rates on the individual classes of customers for the **12-month test period ending DECEMBER 31, 2014**.

Signature of owner or officer:   
Utility Name: **STORLIE WATER COMPANY, INC.**  
Title: **PRESIDENT**  
Print Name: **TERRY A. STORLIE**  
Date: **5/14/2015**

# UTILITY COMPANY TESTIMONY

## PLEASE FILL IN ALL BLANKS

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

A. Legal Name	STORLIE WATER COMPANY		
Business Address	63019 TERRY DR		
City, State, Zip	BEND OR 97701		
Phone Number	541-382-0323	Emergency #	541-788-7884
Fax Number		Email Address	Terrystorlie@gmail.com

2 Q. PLEASE PROVIDE CONTACT INFORMATION OF THE PERSON RESPONSIBLE FOR THIS FILING, IF DIFFERENT FROM QUESTION #1.

A. Name	Terry Storlie		
Business Address	63019 Terry Drive		
City, State, Zip	Bend OR 97701		
Phone Number	541-382-0323	Emergency #	541-788-7884
Fax Number		Email Address	

3 Q. PLEASE PROVIDE THE FOLLOWING INFORMATION REGARDING THE SYSTEM OPERATOR.

A. Operator Name	same as above		
Business Address			
City, State, Zip			
Phone Number		Email Address	
Certification Level		Registration #	4101386

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

Name	Jean Storlie
Firm	63019 Terry Drive
Business Address	Bend OR 97701
City, State, Zip	541-382-0323
Phone Number	Terrystorlie@gmail.com
Email Address	

5 Q. PROVIDE THE FOLLOWING INFORMATION FOR ALL UTILITY OWNERS.

A. Name	Jean Storlie
Business Address	63019 Terry Drive
City, State, Zip	Bend OR 97701
Phone Number	541-382-0323
Email Address	Terrystorlie@gmail.com

6 Q. PLEASE PROVIDE THE FOLLOWING INFORMATION FOR ALL UTILITY OFFICERS OR BOARD OF DIRECTORS.

A.

Legal Name	Terry Storlie
Title	President
Business Address	63019 Terry Drive
City, State, Zip	Bend OR 97701
Phone Number	541788-7884 CELL
Email Address	Terrystorlie@gmail.com

Legal Name	Lynn Storlie
Title	Vice President
Business Address	629 Pine St
City, State, Zip	Canby OR 97013
Phone Number	503-263-4985
Email Address	storlie@camby.com

Legal Name	Jean Storlie
Title	Secretary
Business Address	63019 Terry Drive
City, State, Zip	Bend OR 97701
Phone Number	541-382-0323
Email Address	Terrystorlie@gmail.com

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

A.  My affiliation with the water utility and my current responsibilities are: I am the certified operator. I run the domestic and irrigation water systems. I also do the billing and collection. I maintain all the ditches and reservoir (pond) for the irrigation water and the cistern for the domestic water. I test the water, respond to trouble calls, customer service, handle billing problems, do all regulatory duties.

**8 Q. ARE YOU ENGAGED IN OTHER BUSINESS IN ADDITION TO THE WATER UTILITY?  
(PLEASE CHECK THE CORRECT BOX.)**

A.  **No** I am not engaged in other business.

**Yes** I am engaged in other business(es), I have a Oregon active real estate license.

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

- A.  The exhibits in this testimony were prepared by me or under my supervision.  
 I did not prepare the exhibits in this testimony. The exhibits were prepared by:

Name			
Firm			
Business Address			
City, State, Zip			
Phone Number		Fax Number	
Email Address			

### SUMMARY OF THE UTILITY'S PROPOSED RATE REQUEST

10 Q. WHAT CHANGE IN ANNUAL REVENUES IS THE UTILITY SEEKING?

- A. The Utility's most recent calendar year revenues are \$21,166. The Utility seeks a rate increase of \$8,684 or 41% in overall current annual revenues, resulting in total annual revenues of \$29,851.

11 Q. PLEASE SUMMARIZE WHY THE UTILITY IS SEEKING THE PROPOSED CHANGE IN RATES.

- A. The Utility is seeking this change in rates because the utility currently does not have enough revenue to pay the expenses required to operate the water systems and provide adequate water service.

12 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, 2014 to December 31, 2014.

13 Q. WHAT IS THE UTILITY'S AMOUNT OF RATE BASE (UTILITY PLANT MINUS ACCUMULATED DEPRECIATION AND OTHER CONTRA PLANT ACCOUNTS, PLUS WORKING CASH AND MATERIALS INVENTORY)?

- A. The Utility rate base is:

14 Q. WHAT RATE OF RETURN ON RATE BASE (INVESTMENT) IS THE UTILITY PROPOSING IN THIS RATE PROCEEDING AND WHY?

- A. The Utility is seeking a 10% rate of return on a rate base because operating a small water company is risky. The sale of product is dependent upon the weather. The system is capital intensive and expensive infrastructure can be damaged by situations that are not under the control of the company.

SUMMARY OF THE UTILITY'S PROPOSED RATE REQUEST

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

A. The water Utility was legally organized on May 23, 1978, under the laws of the State of Oregon as a: (please check one)

- Proprietorship
- Partnership
- Corporation
- LLC
- Other (specify)

**16 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 1975, began providing service in 1977.

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

A. In 1975 the Utility was: (check one)

- Purchased
- Constructed
- Received through Donation
- Inherited
- Other

**18 Q. DO ORAL OR WRITTEN CONTRACTS EXIST BETWEEN THE UTILITY AND PERSONS AFFILIATED WITH THE COMPANY? PLEASE PROVIDE COPIES OF EACH**

- A.  **No** Oral or written contracts do not exist between the Utility and its owners and affiliated interests.
- Yes** PUC approved contracts do exist between the Utility and its owners and affiliated interests. Approval found in PUC Order No. \_\_\_\_\_
- Yes** Oral or written contracts do exist, but have not been approved by PUC, between the Utility and its owners and affiliated interests. I have attached a copy of these contracts, along with a cover letter requesting approval of these contracts.

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

- No** The Utility has not filed an application with PUC for an approved service territory.
- Yes** The Utility has an approved service territory, see WA 59, Order No. 03-212.
- Filed** The Utility has filed an application for an approved service territory and it is pending.





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

No The Utility **does not** contract for any services.

Yes The Utility contracts for the following services:

Type	Independent Contractor	Description of Goods or Services	Annual Charge
Accounting	Jack Pound NW Tax Serv	Taxes	\$425.00
Legal	Kivel & Howard - Portland	Legal Issues	\$310.00
Backflow Test	Bob's Jobs - Eric	Annual backflow testing	\$270.00
Bookkeeping	Jean Storlie	Day to day bookkeeping	\$4,800.00
Water Tests	Umpqua Research	Water testing per DWS-3 yr avg	\$1,005.00
Oper/Billing	Terry Storlie	Operate systems/billing & collection	\$9,600.00
Meter Reading	Terry Storlie	Reads water meters	\$300.00
Labor	Javier	Miscellaneous	\$50.00
TOTAL			\$16,760.00

25 Q. PLEASE PROVIDE THE UTILITY'S CURRENT CAPITAL STRUCTURE.

A.

Capital Structure Components	Original Balance	Outstanding Balance	Loan Terms	Interest Rate
Debt: List Lenders				
NO DEBT				
TOTAL DEBT	\$0.00	\$0.00		
Equity:	Balance	Rate of Return		
TOTAL EQUITY	\$10,644.00	10%		

## OPERATING REVENUES

- 26 Q. IN THE TABLE BELOW, PLEASE PROVIDE THE INFORMATION REQUESTED REGARDING THE UTILITY'S REVENUES:
- a. IN COLUMN A: PROVIDE THE UTILITY'S ACTUAL ANNUAL REVENUE FOR ITS CHOSEN TEST YEAR.
  - b. IN COLUMN B: PROVIDE THE UTILITY'S PROPOSED ADJUSTMENTS (INCREASE OR DECREASE) TO COLUMN A FOR THE COMING YEAR FOR EACH APPLICABLE ACCOUNT.
  - c. COLUMN C IS THE TOTAL OF COLUMNS A AND B.

A.

Acct #	OPERATING REVENUE	Test Year	Proposed Adjustments	Proposed Results (C + D = E)
A	B	C	D	E
	Residential Water	\$5,184	\$3,719	\$8,903
	Residential Commodity	\$2,608	\$1,513	\$4,122
	COI Revenues One time fee	\$4,000	\$560	\$4,560
	Irrigation Base Rate /year rd	\$6,840	\$2,250	\$9,090
	Irrigation Base Rate year rd	\$900	\$324	\$1,224
	Irrigation Maint One time fee	\$784	\$208	\$992
	One time backflow testing fee	\$850	\$110	\$960
				\$0
				\$0
				\$0
				\$0
	<b>TOTAL OPERATING REVENUE</b>	<b>\$21,166</b>	<b>\$8,684</b>	<b>\$29,851</b>

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

A.

Description of Revenue Other Than Water Sales. Please specify.	Annual Amount
Miscellaneous Fees (i.e. late fees, disconnections, field visits, etc.)	\$0
Backflow Prevention Device Services (if offered)	\$0
Rents from Water Property Acct 472	\$0
Other	\$0
Other	\$0
Transfer Fees	\$200
	\$0
	\$0
	\$0
	\$0
<b>TOTAL</b>	<b>\$0</b>

- 28 Q IN THE TABLE BELOW, PLEASE PROVIDE THE INFORMATION: REQUESTED
- IN COLUMN C: PROVIDE THE UTILITY'S ANNUAL EXPENSE FOR ITS CHOSEN TEST YEAR, USING THE APPROPRIATE ACCOUNTS.
  - IN COLUMN D: PROVIDE THE UTILITY'S PROPOSED ADJUSTMENTS (INCREASE OR DECREASE) TO COLUMN A FOR THE COMING YEAR FOR EACH APPLICABLE
  - COLUMN E IS THE TOTAL OF COLUMNS C AND D.

A	B	C	D	E
Acct #	Operating Expenses	Test Year	Proposed Adjustment	Proposed Results (C + D = E)
601	Salaries and Wages - Employees			\$0
603	Officers/Directors Salaries and			\$0
	CENTRAL OR IRRIG DISTRICT	\$2,732	\$73	\$2,805
610	Purchased Water			\$0
611	Telecommunications	\$434		\$434
615	Purchased Power	\$3,412		\$3,412
616	Fuel for Power Production			\$0
617	Utilities - Other than Power			\$0
618	Chemicals			\$0
619	Office Supplies Expense	\$350		\$350
619.1	Postage	\$120		\$120
620	Material and Supplies (O&M)	\$818	\$182	\$1,000
621	Repairs to Water Plant	\$266		\$266
	Contract - BOOKKEEPING	\$3,100	\$1,700	\$4,800
632	Contract - Accounting	\$425		\$425
633	Contract - Legal	\$310		\$310
	Contract - BACKFLOW TESTE	\$270		\$270
635	Contract - Testing	\$2,270	-\$1,265	\$1,005
636	Contract - Labor			\$0
637	Contract - Billing/Collection	\$8,225	\$1,375	\$9,600
638	Contract - Meter Reading	\$300		\$300
639	Contract - Other JAVIER	\$50		\$50
641	Rental of Building/Real Property			\$0
642	Rental of Equipment			\$0
643	Small Tools			\$0
648	Computer/Electronic (not cap)	\$400		\$400
650	Transportation Expenses			\$0
656	Insurance - Vehicle			\$0
657	Insurance - General Liability	\$1,350		\$1,350
658	Insurance - Workman's Compensation			\$0
659	Insurance - Other			\$0
660	Public Relations/Advertising			\$0
666	Amortization of Rate Case			\$0
667	PUC Gross Revenue Fee	\$51	\$24	\$75
668	Water Resource Conservation			\$0
670	Bad Debt Expense			\$0
671	Cross Connection Program			\$0
672	System Capacity Development			\$0
673	Training and Certification	\$150		\$150
674	Consumer Confidence Report	\$150		\$150
675	Miscellaneous Expense (bank charges, dues,	\$260		\$260
	<b>TOTAL OPERATING EXPENSE</b>	<b>\$25,443</b>	<b>\$2,089</b>	<b>\$27,532</b>

28 A. Continued:

A	B	C	D	E
Acct #	Other Deductions	Test Year	Proposed Adjustment	Proposed Results (C + D = E)
403	Depreciation Expense		\$602	\$602
	Property Tax			\$0
	Payroll Tax			\$0
	Deschutes County Tax	\$87		\$87
409.1	Federal Income Tax		\$228	\$228
409.11	Oregon Income Tax		\$108	\$108
409.13	Extraordinary Items Income Tax			\$0
	Total Other Deductions	\$87	\$938	\$1,025
	<b>TOTAL DEDUCTIONS</b>	<b>\$25,530</b>	<b>\$3,027</b>	<b>\$28,557</b>

29 Q. PLEASE ITEMIZE THE SEPARATE COMPONENTS OF MISCELLANEOUS EXPENSE, ACCOUNT 675, IN QUESTION 28.

A.	Description of Miscellaneous Expenses	Annual Cost
	Industry Dues and Memberships	\$89.00
	Bank Charges	\$144.00
	Other (Specify) Gas for weed burner and transportation vehicle to deliver water samples, mail, etc.	\$200.00
	Weed Control Grass and weed killer spray for ditches, ponds and utility plant yard etc.	\$120.00
	Freeze protection Heat tape, weather stripping, electric heater etc. for utility plant pump house	\$100.00
	Freeze protection Heater and electric heat tape for well head piping to pump house	\$100.00
	Mics. Pipe, fittings, valves, PVC glue and primer, water meters and other supplies	\$250.00
	<b>TOTAL</b>	<b>\$1,003.00</b>

### UTILITY CURRENT RATES & SCHEDULES

In the following questions, please indicate the type of service and how the water is measured.  
M is for Metered Service F is for Flat Service cf is for Cubic Feet g is for Gallons

30 Q. PLEASE DESCRIBE THE UTILITY'S CURRENT RATE STRUCTURES.

CURRENT RATES FOR RESIDENTIAL SERVICE									
	Metered or Flat Rate		Current Residential Monthly Base or Flat Rate	Consumption Included in Base Rate	Gallons or Cubic Feet	Current Residential Monthly Volumetric Rate			
						Rate	Unit	Range	
RESI	X	M	\$27.00	0	g	\$0.95 per	100	CUBIC FEET	
		F			X				cf
ANNUAL FEE	X	M	\$50.00	0	ANNUAL FEE FOR BACKFLOW PREVENTION DEVICE TESTING				
		F							

CURRENT RATES FOR IRRIGATION SERVICE							
Line / Meter Size	Check One	Current Irrigation Base Rate	Consumption Included in Base Rate	Check One	Current Irrigation Monthly Rate		
					Rate	Unit	Range
STANDARD IRRIG	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$38.00	N/A	<input type="checkbox"/>	MONTHLY BASE RATE		
OTHER IRRIG	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$75	N/A	<input type="checkbox"/>	MONTHLY BASE RATE		
ANNUAL FEE	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$250.00	N/A	<input type="checkbox"/>	ANNUAL FEE FOR CENTRAL OREGON IRRIGATION DISTRICT		
ANNUAL FEE	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$49.00	N/A	<input type="checkbox"/>	ANNUAL FEE FOR IRRIGATION OPERATION AND MAINTENANCE		

CURRENT RATES FOR IRRIGATION SERVICE							
Line / Meter Size	Check One	Current Irrigation Base Rate	Consumption Included in Base Rate	Check One	Current Irrigation Monthly Rate		
					Rate	Unit	Range
STANDARD IRRIG	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$38.00	N/A	<input type="checkbox"/>	MONTHLY BASE RATE		
OTHER IRRIG	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$75	N/A	<input type="checkbox"/>	MONTHLY BASE RATE		
ANNUAL FEE	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$250.00	N/A	<input type="checkbox"/>	ANNUAL FEE FOR CENTRAL OREGON IRRIGATION DISTRICT		
ANNUAL FEE	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$49.00	N/A	<input type="checkbox"/>	ANNUAL FEE FOR IRRIGATION OPERATION AND MAINTENANCE		

30 A. Continued:

STANDARD RATES FOR TIME PROTECTION SERVICE				
Service	# of Customers	Relative Number of Customers	# of Customers	Monthly Rate
Standard Irrigation	0	0	0	\$1.00
Standard Backflow	0	0	0	\$1.00
Standard Other	0	0	0	\$1.00
Total	0	0	0	\$1.00

STANDARD RATES FOR SPECIAL CONNECTIONS		
Service	Check One	Monthly Rate
Standard Irrigation	<input type="checkbox"/> M <input type="checkbox"/> F	\$1.00
Standard Backflow	<input type="checkbox"/> M <input type="checkbox"/> F	\$1.00
Standard Other	<input type="checkbox"/> M <input type="checkbox"/> F	\$1.00
Total	<input type="checkbox"/> M <input type="checkbox"/> F	\$1.00

STANDARD RATES FOR OTHER SERVICES NOT COVERED ABOVE		
Service	Check One	Monthly Rate
Standard Irrigation	<input type="checkbox"/> M <input type="checkbox"/> F	\$1.00
Standard Backflow	<input type="checkbox"/> M <input type="checkbox"/> F	\$1.00
Standard Other	<input type="checkbox"/> M <input type="checkbox"/> F	\$1.00
Total	<input type="checkbox"/> M <input type="checkbox"/> F	\$1.00

31 Q. PLEASE PROVIDE THE INFORMATION REQUESTED IN THE FOLLOWING TABLE FOR EACH CUSTOMER CLASS FOR THE MOST CURRENT COMPLETED YEAR.

Customer Class	# of Customers @ Beginning of Year	# of Customers @ End of Year	Total Annual Revenues	Check One		Total Annual Consumption in Cubic Feet
				M	F	
Residential	16	16	\$7,792.00	X	F	274,563
Annual Backflow Fee	16	16	\$850.00		N/A	
Standard Irrigation	15	15	\$6,840.00	X	F	
Other Irrigation	1	1	\$900.00	X	F	
Annual COID Fee	16	16	\$4,000.00		N/A	
Annual Irrig Op & Maint	16	16	\$784.00		N/A	
			<b>\$21,166.00</b>			<b>274,563</b>

**UTILITY PROPOSED RATES & SCHEDULES**

32 Q. PLEASE DESCRIBE THE UTILITY'S PROPOSED RATE STRUCTURES.

A.

PROPOSED RATES FOR RESIDENTIAL SERVICE										
Line / Meter Size	Check One		PROPOSED Residential Monthly Base or Flat Rate	Consumption Included in Base Rate	Check One	PROPOSED Residential Monthly Volumetric Rate				
	X	M				Rate	Unit	Range		
RESI	X	F	\$46.37	0	X	g cf	\$1.50 per	100	CUBIC FEET	
ANNUAL FEE	X	F	\$60.00	N/A		ANNUAL FEE FOR BACKFLOW PREVENTION DEVICE TESTING				
1 1/2"		M	\$	0	g	Tier 1 \$	per		Up to	0
		F			cf	Tier 2 \$				Above
2"		M	\$	0	g	Tier 1 \$	per		Up to	0
		F			cf	Tier 2 \$				Above
3"		M	\$	0	g	Tier 1 \$	per		Up to	0
		F			cf	Tier 2 \$				Above
4"		M	\$	0	g	Tier 1 \$	per		Up to	0
		F			cf	Tier 2 \$				Above
6"		M	\$	0	g	Tier 1 \$	per		Up to	0
		F			cf	Tier 2 \$				Above

PROPOSED RATES FOR SEWER SPECIAL / INDUSTRIAL SERVICE										
Line / Meter Size	Check One		PROPOSED Residential Monthly Base or Flat Rate	Consumption Included in Base Rate	Check One	PROPOSED Residential Monthly Volumetric Rate				
	X	M				Rate	Unit	Range		
RESI	X	F	\$46.37	0	X	g cf	\$1.50 per	100	CUBIC FEET	
ANNUAL FEE	X	F	\$60.00	N/A		ANNUAL FEE FOR BACKFLOW PREVENTION DEVICE TESTING				
1 1/2"		M	\$	0	g	Tier 1 \$	per		Up to	0
		F			cf	Tier 2 \$				Above
2"		M	\$	0	g	Tier 1 \$	per		Up to	0
		F			cf	Tier 2 \$				Above
3"		M	\$	0	g	Tier 1 \$	per		Up to	0
		F			cf	Tier 2 \$				Above
4"		M	\$	0	g	Tier 1 \$	per		Up to	0
		F			cf	Tier 2 \$				Above
6"		M	\$	0	g	Tier 1 \$	per		Up to	0
		F			cf	Tier 2 \$				Above



32 A. Continued:

PROPOSED RATES FOR IRRIGATION SERVICE							
Line / Meter Size	Check One		PROPOSED Irrigation Flat or Base Rate	Consumption Included in Base Rate	Check One	PROPOSED Irrigation Monthly Rate	
						Rate	Unit
STANDARD IRRIG		M	\$50.50	N/A		MONTHLY BASE RATE	
	x	F					
OTHER IRRIG		M	\$102.00	N/A		MONTHLY BASE RATE	
	x	F					
ANNUAL FEE		M	\$285.00	N/A		ANNUAL FEE FOR CENTRAL OREGON IRRIGATION DISTRICT	
	x	F					
ANNUAL FEE		M	\$62.00	N/A		ANNUAL FEE FOR IRRIGATION OPERATIONS & MAINT	
	x	F					

PROPOSED RATES FOR THE PROTECTION OF HYDRAULIC SERVICE				
Service	Rate	Consumption Included in Base Rate	Check One	Monthly Rate
Standard Protection				\$0.00
Other Protection				\$0.00
Special Protection				\$0.00
Emergency Protection				\$0.00

PROPOSED RATES FOR SPECIAL CONDUITS				
Service	Rate	Consumption Included in Base Rate	Check One	Monthly Rate
Standard Conduit				\$0.00
Other Conduit				\$0.00
Special Conduit				\$0.00
Emergency Conduit				\$0.00

PROPOSED RATES FOR OTHER SERVICES NOT COVERED ABOVE				
Service	Rate	Consumption Included in Base Rate	Check One	Monthly Rate
Standard Other Service				\$0.00
Other Other Service				\$0.00
Special Other Service				\$0.00
Emergency Other Service				\$0.00



## UTILITY PLANT

34 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.  This is Storlie's first rate case. For plant information see attached plant and depreciation schedules for domestic water and irrigation water.

If the utility has any capital improvements, additions, or extensions to its water system:

Capital Improvement Plans / Plant Description	Cost	Purchase Date	In-Service Date

35 Q. DOES THE UTILITY PROPOSE ANY CAPITAL IMPROVEMENTS, ADDITIONS, OR EXTENSIONS TO THE WATER SYSTEM WITHIN THE NEXT 12 MONTHS?

A.  No The utility has no plans to improve the water system in the next 12 months.

Yes The utility plans the following improvements, additions, or extensions to its water system:

Capital Improvement Plans / Plant Description	Estimated Cost	Estimated In-Service Date
CWIP Cistern Work, Additional Cement ALREADY INCLUDED IN PLANT AS CWIP	\$2,500.00	05/17/15

36 Q. HAS THE UTILITY APPLIED FOR FUNDS FROM THE SAFE DRINKING WATER STATE REVOLVING LOAN FUND (SDWSRLF)?

- A.  No The Utility has not applied for funds from the SDWSRLF.  
 Yes The Utility is in the process or has applied for funds from the SDWSRLF.

37 Q. PLEASE PROVIDE THE FOLLOWING INFORMATION ON THE UTILITY'S PLANT. YOU MAY ATTACH A PLANT / DEPRECIATION SCHEDULE. DO NOT INCLUDE UTILITY PLANT THAT WAS CONTRIBUTED, DONATED, OR GIFTED TO THE UTILITY BY DEVELOPERS OR CUSTOMERS THAT IS NOT INTENDED TO BE PAID BACK.

A. See Attached Plant and Depreciation Schedules

ASSET #	OWNER UTILITY OR COST ACCOUNTS	IN SERVICE DATE (month & year)	ORIGINAL COST
101	Transmission		
102	Substation		
103	Water Treatment Plant		
104	Water Distribution System		
105	Water Treatment Plant		
106	Water Treatment Plant		
107	Water Treatment Plant		
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38 Q. PLEASE PROVIDE THE FOLLOWING INFORMATION ON THE UTILITY'S PLANT. YOU MAY ATTACH A PLANT / DEPRECIATION SCHEDULE. DO NOT INCLUDE UTILITY PLANT THAT WAS CONTRIBUTED, DONATED, OR GIFTED TO THE UTILITY BY DEVELOPERS OR CUSTOMERS THAT IS NOT INTENDED TO BE PAID BACK.

A.

UTILITY PLANT	TEST YEAR	PROPOSED ADJUSTMENTS	PROPOSED RESULTS (B + C = D)
A	B	C	D
<b>Total Utility Plant</b>		\$33,873	\$33,873
SUBTRACT: Accumulated Depreciation of Utility Plant in Service		\$23,229	\$23,229
SUBTRACT: Accumulated Amortization of Utility Plant in Service			\$0
SUBTRACT: Advances for Construction			\$0
<b>MAKE SURE CIAC IS NOT INCLUDED</b>			
<b>SUBTOTAL</b>	\$0	\$10,644	\$10,644
ADD: Plant Material & Supplies Inventory			\$0
ADD: Working Cash (1/12 of Total Operating Expenses)	\$2,120	\$172	\$2,292
<b>TOTAL</b>	\$2,120	\$10,816	\$12,936

39 Q. DOES THE UTILITY HAVE A MASTER METER AT ITS WATER SOURCE(S)?

A.  No The utility does not have a master meter at its water supply source(s).

Yes The utility does meter at its water supply source(s).

Total amount of domestic water pumped in 2014 was:

274,563

gallons  cubic feet

NOTE: Irrigation Water is provided by Central Oregon Irrigation District

40 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.  No The utility does not have sufficient water adequately service its current customers. low:

Yes The utility has the capacity to adequately serve its customers.

UTILITY WATER SOURCE(S)	Source 1	Source 2	Source 3	Source 4
Name / Identification of Source	WELL			
Treatment Type, if any	N/A			
Number of Intakes	N/A			
Fish Screening Devices	N/A			
Water Right Permit or Certification No.	NO			
Water Yield of Source Report	14 GAL/MIN			

\* Please attach well logs

41 Q. PLEASE 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.

A.

PUMPING SYSTEM	Source 1	Source 2	Source 3	Source 4
Pump Type & Horsepower	5 HP			
Average Daily Demand	46 CF/DAY			
Annual Peak Demand				
Maximum Pumping Capacity	14 GAL/MIN?			
Range of Pressure at Pump	35-75 PSI			
Range of Pressure at Customer Property	> 50 PSI			

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

**A. UTILITY TANKS / RESERVOIRS**

	No. 1	No. 2	No. 3	No. 4
Name or Identifying Number	CISTERN			
Type (steel, concrete, pneumatic)	CONCRETE			
Capacity	16,000 GALS			
Ground or Elevated	UNDERGROUND			
Date Installed	1976			
Present Condition	GOOD			

**SERVICE QUALITY**

**43 Q. PLEASE DESCRIBE THE TYPE AND NUMBER OF SERVICE PROBLEMS / COMPLAINTS THE UTILITY HAS EXPERIENCED / RECEIVED IN THE LAST CALENDAR YEAR TO DATE. AT A MINIMUM INCLUDE OUTAGES, LOW PRESSURE, CUSTOMER SERVICE, BILLING & COLLECTION AND WATER QUALITY.**

- A.  No The water utility has not received any complaints or experienced any service problems.  
 Yes The utility has received customer complaints and/or experienced service problems.

A summary of the complaints and service problems and the actions taken by the Utility to resolve the problems follows: Customer alleged that meter was not functioning properly. Storlie installed new meter. Customer found leak under his house.

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

- A.  No The Utility does not have any current service problems.  
 Yes The Utility plans to correct/improve the following:

Storlie will be replacing 4 older meters with new meters to ensure accuracy.

**45 Q. DOES THE UTILITY ROUTINELY FLUSH ITS WATER MAINS?**

- A.  No The Utility does not have have a routine flushing schedule.  
 Yes The Utility currently flushes its mains on a regular schedule.

The Utility's flushing schedule is as follows:

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

- A.  No The customers are not aware of the Utility's routine flushing schedule.  
 Yes The customer are aware of the date and time of the Utility's routine line flushing schedule.

47 Q. DOES THE UTILITY HAVE ANY WORKING FIRE HYDRANTS? IF YES, PLEASE PROVIDE INFORMATION REGARDING THE HYDRANTS.

- A.  No The Utility does not have any fire hydrants.  
 Yes The Utility does have fire hydrants. See information below:  
The Utility has \_\_\_\_\_ fire hydrants.  
The hydrants are \_\_\_\_\_ feet apart.  
The hydrants are maintained and exercised by: \_\_\_\_\_  
The Utility has a fire insurance rating of \_\_\_\_\_.

48 Q. IS THE UTILITY IN COMPLIANCE WITH ALL OF THE OREGON HEALTH AUTHORITY, DRINKING WATER SERVICES (DWS) REQUIREMENTS?

- A.  Yes The Utility is in compliance with all DWP requirements.  
 No The Utility is not in compliance with the all the DWP requirements.

The Utility needs to comply with:

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

- A.  Yes The Utility has 200 or less customers. The customer mailing list is attached.  
 No The Utility has over 200 customers.

50 Q. WOULD YOU LIKE TO TESTIFY REGARDING ANY OTHER ISSUES?

- A.  Yes I would like to testify on other issues. (Insert additional questions and answers.)

I have requested a waiver of OAR 860-036-0130 Late Payment Charge. I believe that the Commission's established late payment percentage of 1.18% is not sufficient to cover the costs related to delinquent bills. I also believe that the Commission's established late payment fee does not provide an incentive for customers to pay their water bills on time.

51 Q. DOES THIS CONCLUDE YOUR TESTIMONY?

- A.  Yes  
 No

**STORLIE WATER COMPANY, INC.**

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

**NAMING RATES FOR**

**STORLIE WATER COMPANY, INC.**  
**63019 TERRY DRIVE**  
**BEND OR 97701**

**541-788-7884**  
**541-382-0323**

Serving water in the vicinity of  
Bend, Oregon

Issue Date / Filing Date	5/14/15	Effective for Service on or after	6/30/15
Issued By The Utility	STORLIE WATER COMPANY, INC.		



**STORLIE WATER COMPANY, INC.**

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Issued By The Utility	STORLIE WATER COMPANY, INC.		

**STORLIE WATER COMPANY, INC.**

**SCHEDULE NO. 1**  
**RESIDENTIAL/DOMESTIC WATER METERED RATES**

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

**Applicable:** To residential/domestic water customers.

**BASE RATE**

SERVICE	MONTHLY BASE RATE	USAGE ALLOWANCE INCLUDED
Residential/Domestic	46.37	None

**COMMODITY USAGE RATE**

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$1.50	Per Each Unit	1 Unit = 100 cubic feet

**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 specified in this schedule. 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	5/14/15	Effective for Service on or after	6/30/15
Issued By The Utility	STORLIE WATER COMPANY, INC.		

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

**STORLIE WATER COMPANY, INC.**

**SCHEDULE NO. 2**  
**IRRIGATION DELIVERY RATES**

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

**Applicable:** To Irrigation Customers.

**MONTHLY BASE RATES**

SERVICE	MONTHLY BASE RATE	USAGE ALLOWANCE INCLUDED
Standard Irrigation	\$50.50	None
Nonstandard Irrigation	\$102.00	None

**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 specified in this schedule. 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.
3. Irrigation base rates are billed monthly over a 12 month year.

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Issued By The Utility	STORLIE WATER COMPANY, INC.		

**STORLIE WATER COMPANY, INC.**

**SCHEDULE NO. 3**  
**ANNUAL IRRIGATION FEES**

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

**Applicable:** To Irrigation Customers.

**ANNUAL FEES**

Annual Irrigation Maintenance Fee	\$62.00
Annual Central Oregon Irrigation fee	\$285.00

**Special Provisions:**

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

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Issued By The Utility	STORLIE WATER COMPANY, INC.		

**STORLIE WATER COMPANY, INC.****SCHEDULE NO. 4****ANNUAL CROSS CONNECTION PREVENTION TESTING FEE**

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

**Applicable:** To residential/domestic customers.

**ANNUAL BACKFLOW PREVENTION DEVICE TESTING FEE**

Storlie Water Company will charge each customer requiring an annual backflow prevention device test an annual fee of :

Annual Backflow Prevention Device Test	\$60.00
--	---------

**Special Provisions:**

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

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Issued By The Utility	STORLIE WATER COMPANY, INC.		

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

**STORLIE WATER COMPANY, INC.**

## SCHEDULE NO. 5

### 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.

Connection Charge for New Service (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

Meter Test (Rule No. 21)

First test within 12-month period	N/C
Second test within 12-month period	\$20

Pressure Test (Rule No. 42)

First test within 12-month period	N/C
Second test within 12-month period	\$20

Late-Payment Charge (Rule No. 22)

If not paid before in full before next billing \$10.00 flat fee

Interest Rate on Deposit for Service (Rule No. 5)

Pursuant to OAR 860-036-0040(2) Pursuant to OAR 860-036-0050  
(as of 1/1/15- 0.1%)

Returned-Check Charge (Rule No. 23)

\$20

Trouble-Call Charge (Rule No. 38)

During normal office hours	\$35 per hour
After normal office hours on special request	\$45 per hour

Disconnection/Reconnect Charge (Rule Nos. 30 & 31)

During normal office hours	\$35
After normal office hours on special request	\$45

Unauthorized Restoration of Service (Rule No. 32)

Reconnection charge plus costs

Damage/Tampering Charge (Rule No. 36)

At cost

Disconnect Field-Visit Charge (Rule No. 31)

\$25

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Issued By The Utility	STORLIE WATER COMPANY, INC.		

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

**STORLIE WATER COMPANY, INC.**

**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. "The Utility" shall mean: STORLIE WATER COMPANY, INC.
- 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 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 house side of the premises served.
- I. "Customer line" shall mean the pipe, stops, and fittings leading from the house side of the meter 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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**STORLIE WATER COMPANY, INC.**

**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. The 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; and
- 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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**STORLIE WATER COMPANY, INC.**

**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 the Utility-owned shut off valve. For metered service, the customer service line begins on the customer’s side of the meter or the Utility-owned shut off valve. 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.

**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.)

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**STORLIE WATER COMPANY, INC.**

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 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; or
- 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.

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**STORLIE WATER COMPANY, INC.**

For a period of 7 years after construction of the requested main line extension, the Utility shall also collect from any additional applicants who 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.

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: The 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 the 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 Utility employee shall enter the residence of its customers without proper authorization except in an emergency when life or property is endangered.

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**REFUSAL OF SERVICE**

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

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 residential customers or applicants who were disconnected for theft of service, the Utility shall provide service to the residential 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;

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- 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))**

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.

**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 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))

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**STORLIE WATER COMPANY, INC.****Rule 20: Meter Testing (OAR 860-036-0110)**

The meter shall be tested prior to or within 30 days of installation to determine if 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 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 12-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.

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**BILLING**

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

All bills, including closing bills, are due and payable at the Utility office within **20 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 on the 1<sup>st</sup> of April and on the 1<sup>st</sup> of October of each year. Meter readings will establish an estimate for each customer for billing over the subsequent 6 months. A true up of actual use will be performed at the next semi-annual meter reading.

The bill shall be rendered immediately thereafter. OAR 860-036-0120(3) requires water utilities to bill at monthly intervals. However, the 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;
- 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 30 days of the date the Utility mailed or delivered the bill. (OAR 860-036-0125 requires a minimum of 15 days.)**

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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 added on to 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.

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 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.

**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 detailing the circumstances, period of time, and the amount of the adjustment. If it can be shown that the error was due to an identifiable cause, the date of which can be fixed, the overcharge or undercharge shall be computed back to such date. If no date can be fixed, the Utility shall refund the overcharge or rebill the undercharge for no more than six months' usage. In no event shall an overbilling or underbilling be for more than three years' usage. 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.

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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 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 irrigation 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 irrigation service due to the failure to pay or meet obligations associated with nonirrigation service. (OAR 860-036-0225)

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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. The 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.

**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 the Utility may charge the disconnect fee stated in its tariff.

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 Utility may charge the reconnection fee stated in its tariff.

Field Visit Charge:

The Utility may assess a field visit charge whenever the Utility visits a customer service address intending to reconnect or disconnect service, but due to customer action, the Utility is unable to complete the reconnection or disconnection at the time of the visit. The field visit charge must be either filed in its tariffs or included in its statement of rates, whichever is applicable.

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 the 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.

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**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 and any 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.

**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.

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**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.

**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.

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**STORLIE WATER COMPANY, INC.****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 does 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 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 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 bib 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.

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**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.

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