PLEASE RETURN THIS AS PAGE 1 OF THE COMPLETED APPLICATION

PLEASE FILL IN ALL BLANKS

TO: PUBLIC UTILITY COMMISSION OF OREGON PO BOX 1088 SALEM OR 97308-1088

FROM:

	Aspen Lakes Utility Co.,
	LLC
÷	(Company name)
	16900 Aspen Lakes Drive
	(Address)
	Sisters, OR 97759
	(City, State, Zip)

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

In the Matter of Tariffs for Water Service)	
in the State of Oregon filed by)	BRIEF
Aspen Lakes Utility Co., LLC)	
(Company name))	
O. Keith Cyrus, Matt Cyrus, Pamela M	itchell	

(Name of utility owner)

In accordance with Oregon Revised Statutes 757.205 and 757.220, herewith files tariff sheets designated as PUC Oregon No. _____, Original Tariff Sheets No. 1 through _____ to become effective for service rendered on and after (at least 30 days after PUC receives the filing). The purpose of this filing is to:

1) \boxtimes Establish rates resulting in total annual revenues of \$289,278.

2) This is an \boxtimes increase or \square decrease to the utility's total annual revenues from \$199,099 to \$289,278, resulting in a net increase/decrease of 45.41 percent. After deducting for operating expenses, the projected revenues will produce a 9.5 percent return on a rate base of \$311216.

The attached testimony summarizes the utility's financial operations, the effects of <u>current</u> 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 on 2018.

(Signature of utility owner or officer)

Matt Cyrus

(*Printed name of owner or officer*)

Aspen Lakes Utility Co., LLC

(Legal name of Utility)

Attachment

Member

(Title or position)

WATER UTILITY TESTIMONY

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

Legal Name	Aspen Lakes Utility Co., LLC	C		
Business Address	16900 Aspen Lakes Drive	16900 Aspen Lakes Drive Sisters, OR 97759		
City, State, Zip	Sisters, OR 97759			
Telephone Number	541-549-3660 Emergency Number 541-908-6539			
Fax Number	541-549-6947 Email Address Accountant@aspenlakes.com			

2. Q. PROVIDE THE FOLLOWING INFORMATION IF DIFFERENT FROM QUESTION #1.

A.	
Name	
Title	
Address	
City, State, Zip Telephone Number	
Telephone Number	Emergency Number
Fax Number	Email Address

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

A.				
Operator Name	Josh Knapp			
Address	16900 Aspen Lakes Drive			
City, State, Zip	Sisters, OR 97759			
Telephone #	541-908-6539 E-Mail Address josh@aspenlakes.com			
Certified Operator	Certification Level		Registra	tion Number

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

 A. The utility's
 accountant or
 bookkeeper is:

 Name
 Vicky Kulme

 Address
 16900 Aspen Lakes Dr.

 City, State, Zip
 Sisters, OR 97759

 Telephone Number
 541-549-3660

 E-Mail Address
 accountant@apsenlakes.com

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

A. The utility owners are:

Name	O. Keith Cyrus
Address	17204 Hwy 126
City, State, Zip	Sisters, OR 97759
Telephone Number	541-771-4970

Revised Jan 2018

Name	Matt Cyrus	
Address	16925 Green Drake Ct.	
City, State, Zip	Sisters, OR 97759	
Telephone Number	541-771-4980	

Name	Pamela Mitchell	
Address	69339 Hinkle Butte	
City, State, Zip	Sisters, OR 97759	
Telephone Number	541-771-4979	

(Attach additional page[s] if necessary)

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

A. The utility officers are:

Name	O. Keith Cyrus		
Title	Member		
Address	17204 Hwy 126		
City, State, Zip	Sisters		
# of Hours Worked	0	Annual Salary	\$ 0
Phone Number	541-771-4970		
E-Mail Address	N/A		

Name	Matt Cyrus	Matt Cyrus		
Title	Member	Member		
Address	16925 Green Drake Ct.	6925 Green Drake Ct.		
City, State, Zip	Sisters, OR 97759			
Hours Worked	6 hours a month	Annual Salary	\$ 0	
Phone Number	541-771-4980			
E-Mail Address	Matt@aspenlakes.com			

Name	Pamela Mitchell	Pamela Mitchell		
Title	Member	Member		
Address	69339 Hinkle Butte Sisters, OR 97759			
City, State, Zip				
Hours Worked	0	Annual Salary	\$ 0	×
Phone Number	541-771-4979			
E-Mail Address	Pam@aspenlakes.com			

Name		
Title		
Address		
City, State, Zip		
Hours Worked	Annual Salary	\$
Phone Number		
E-Mail Address		

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

A. My affiliation with the water utility and current responsibilities are: Bookkeeper

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

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

Yes, I am engaged in other business, they are Aspen Lakes Golf Course, Triple C Farms, LLC, Sisters Aggregate & Construction

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

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

No, I did not prepare the exhibits in this testimony. The exhibits were prepared by:

Name	Kelly Cyrus
Address	16925 Green Drake Ct.
City, State, Zip	Sisters, OR 97759
Telephone Number	541-549-3660
E-Mail Address	kelly@aspenlakes.com

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 \$<u>198,939</u>. The utility seeks a rate:
 - An increase of \$90339 or 45.41 percent in current annual revenues, resulting in total annual revenues of \$289,278.
 - A decrease of \$_____ or _____ percent in current annual revenues, resulting in total annual revenues of \$_____.

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

A. The utility is seeking this change in rates because Current rate structure is insufficient to cover expenses...

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, 2018 to December 31, 2018.
- **13. Q. WHAT IS THE UTILITY'S AMOUNT OF RATE BASE?** (*Rate base is Utility Plant minus accumulated depreciation and other contra plant accounts, plus working cash and materials inventory*)
 - A. The utility rate base is $\underline{311216}$.
- 14. Q. WHAT IS THE RATE OF RETURN THE UTILITY IS PROPOSING IN THIS RATE PROCEEDING AND WHY?
 - A. The utility is seeking a <u>9.5%</u> percent rate of return on a rate base because we believe this is a fair rate of return on our investment.

GENERAL UTILITY INFORMATION

	The water util of Oregon as	lity was legally o a:	E UTILITY ORGANIZE rganized on <u>November 30</u> ship Corporation	th , <u>1995</u> , under th	e laws of the State	?				
_	 16. Q. WHAT YEAR WAS THE WATER SYSTEM ORIGINALLY CONSTRUCTED AND WHEN (MONTH/YEAR) DID IT BEGIN PROVIDING WATER SERVICE. A. The system was originally constructed in <u>1996</u>, began providing service on <u>7/1996</u>. 									
			HE UTILITY ACQUIRI							
	 18. Q. DO ORAL OR WRITTEN CONTRACTS EXIST BETWEEN THE UTILITY AND PERSONS AFFILIATED WITH THE COMPANY? IF YES, PLEASE PROVIDE COPIES OF EACH CONTRACT. A. No, oral or written contracts exist between the utility and its owners and affiliated interests. Yes, PUC approved contracts 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 									
-	 19. Q. DOES THE UTILITY HAVE A PUC APPROVED SERVICE TERRITORY? A. No, the utility has not filed an application with PUC for an approved service territory. Yes, the utility's service territory is approved by the PUC, per Order No 									
-	 20. Q. IS THE UTILITY AN AFFILIATE OF A PARENT CORPORATION OR HOLDING COMPANY? A.									
 21. Q. HOW MANY FULL OR PART-TIME EMPLOYEES DOES THE UTILITY CURRENTLY EMPLOY? A. The utility currently employs <u>0</u> full-time and <u>0</u> part-time employees. 										
22. Q. PROVIDE INFORMATION FOR ALL EMPLOYEES. (If a position is currently vacant but will be filled within a year, include information for that position.)A. Current employee detail is listed below:										
ľ	Name	Position	Responsibilities	Schedule	Wage/Salary					
			•		\$					
					\$					
					\$					

\$

TOTAL

23. 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. \boxtimes No, the utility does not propose adding any full- or part-time employees.
 - Yes, the utility proposes to add _____ full-time and/or _____ part-time employees as described below:

Proposed Position	Responsibilities/Duties	Schedule	Wage/ Salary
			\$
			\$
			\$

24. Q. PLEASE IDENTIFY ANY INDEPENDENT CONTRACTORS THE UTILITY HIRES.

- A. No, the utility does not contract for any services.
 - Yes, the utility contracts for the following services:

Name of Independent Contractors	Description of Services	Annual Charges
Engineering		\$
Accounting/Meter reading/Repairs	Bookkeeping, Meter Reading	\$7200
Legal	Legal advice Puc issues	\$ 36000
Management		\$
Water Testing /Sampling	Water testing and sampling	\$1104
Labor		\$
Billing and Collection		\$
Meter Reading		\$
Other (specify)		\$

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

Α.	The	utility	's capital	structure is:	
					Origina

Debt	Original Balance	Outstanding Balance	Loan Terms	Interest Rate
N/A	\$	\$		
	\$	\$		
	\$	\$		
TOTAL DEBT	\$	\$		
TOTAL EQUITY	\$	\$		
SAMPLE Debt	Original Bal.	Current Bal	Terms	Interest Rate
John Doe Bank	\$15,000	\$7,000	10 years	8.75 %
Utility Equity		\$10,000		9.5 %

OPERATING REVENUES

26. Q. IN COLUMN A PROVIDE UTILITY'S HISTORICAL TEST YEAR ACTUAL REVENUE. IN COLUMN B PROVIDE THE PROPOSED ADJUSTMENTS (INCREASE OR DECREASE). IN COLUMN C PROVIDE THE TOTAL OF COLUMN A AND B.

Acct #	OPERATING REVENUE	Test Year \$	Proposed Adj.	$(\mathbf{A} + \mathbf{B} = \mathbf{C}) $
460	Unmetered Water Sales	\$	\$	\$
461	Metered Residential Water Sales	\$42189	\$	\$
461	Metered Commercial/Industrial Water Sales(Rec Center)	\$9603	\$	\$
461	Metered Sales to Public Authorities	\$	\$	\$
461	Metered Sales to Multiple Family Dwellings	\$	\$	\$
461	Metered Sales to Multiple Commercial Unit/Bldg	\$	\$	\$
461	Sales to Water Hauling Services	\$630	\$	\$
462	Fire Protection Sales Revenue	\$10888	\$	\$
464	Special Contract Water Sales to Public Authorities	\$	\$	\$
465	Irrigation Water Sales Residential	\$55741	\$	\$
466	Water Sales for Resale	\$	\$	\$
467	Golf Course Revenue Domestic & Irrigation	\$41235	\$	\$
468	Special Contract Revenue	\$	\$	\$
	Other	\$38813	\$	\$
	TOTAL REVENUE	\$199099	\$	\$

A. Test period revenues, proposed revenue adjustments, and proposed revenue results are below:

27. Q. PLEASE PROVIDE LINE ITEM REVENUES FOR 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	ANNUAL AMOUNT
Miscellaneous Fees (i.e. late fees, disconnections, field visits, etc.)	\$ 1193
Backflow Prevention Device Services (if offered)	\$
Rents from Water Property Acct 472	\$
Other (specify) Sewer	\$ 12720
Transfers and Hookups	\$ 24800
Backflow costs	\$ 100
TOTAL	\$ 38,813

OPERATING EXPENSES

28. Q. IN COLUMN A: ACTUAL ANNUAL EXPENSE FOR TEST YEAR. IN COLUMN B: PROPOSED ADJUSTMENTS (INCREASE OR DECREASE) FOR THE COMING YEAR. IN COLUMN C: PROVIDE THE TOTAL OF COLUMN A PLUS COLUMN B.

Acct #	OPERATING EXPENSES	Test Year \$	Proposed Adj.	$(\mathbf{A} + \mathbf{B} = \mathbf{C}) $
601	Salaries & Wages - Employees	\$	\$	\$
603	Salaries & Wages - Officers, Directors	\$	\$	\$
604	Employee Pensions and Benefits	\$	\$	s \$
610	Purchased Water	\$	\$	\$
611	Telephone/Communications	\$	\$	\$
615	Purchased Power	\$	\$	\$
616	Fuel for Power Production	\$	\$	\$
617	Utility Services (garbage, gas) Electric	\$ 64372	\$	\$
618	Chemicals/Treatment Expense	\$	\$	\$
619	Office Supplies	\$	\$	\$
619.1	Postage	\$	\$	\$
620	Materials/Supplies (O&M)	\$ 1104	\$	\$
621	Repairs to Water Plant	\$	\$	\$
631	Contractual Services – Engineering	\$	\$	\$
632	Contractual Services – Accounting	\$ 7825	\$	\$
633	Contractual Services – Legal	\$ 47647	\$	\$
634	Contractual Services – Mgmt Fees	\$	\$	\$
635	Contractual Services – Testing Water & Backflow	\$ 5204	\$	\$
636	Contractual Services – Labor	\$	\$	\$
637	Contractual Services – Billing/Collect	\$	\$	\$
641	Rental of Building/Real Property Office Rent & Easement	\$ 31937	\$	\$
642	Rental of Equipment	\$ 18000	\$	\$
643	Small Tools	\$	\$	\$
648	Computer/Electronic Expense	\$	\$	\$
650	Transportation Expense	\$	\$	\$
656	Insurance – Vehicle	\$	\$	\$
657	Insurance – General Liability	\$	\$	\$

A. Test period expenses, proposed expense adjustments, and proposed expense results

Acct #	OPERATING EXPENSES	Test Year \$	Proposed Adj	$(\mathbf{A} + \mathbf{B} = \mathbf{C}) $
658	Insurance – Workers' Compensation	\$	\$	\$
659	Insurance – Other Health	\$ 43885	\$	\$
660	Public Relations/Advertising Expense	\$	\$	\$
666	Amortization of Rate Case Expense	\$	\$	\$
667	Gross Revenue Fee	\$	\$	\$
671	Cross Connection Control Program	\$	\$	\$
670	Bad Debt Expense	\$	\$	\$
673	Training and Certification Expense	\$	\$	\$
674	Consumer Confidence Report	\$	\$	\$
675	Miscellaneous Expenses	\$ 5817	\$	\$
401	TOTAL OPERATING EXPENSES	\$ 225791	\$	\$

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Acct #	OTHER REVENUE DEDUCTIONS	Test Year	Proposed Adj	$(\mathbf{A} + \mathbf{B} = \mathbf{C})$
403	Depreciation Expense	\$	\$	\$
406	Amortization of Plant/ Acquisition Adj.	\$	\$	\$
407	Amortization Expense	\$	\$	\$
408	Taxes Other Than Income Property Tax	\$ 1863	\$	\$
409.10	Federal Income Tax	\$ 1200	\$	\$
409.11	Oregon Income Tax	\$ 150	\$	\$
409.13	Extraordinary Items Income Tax	\$	\$	\$
Т	OTAL REVENUE DEDUCTIONS	\$2013	\$	\$

29. Q PROVIDE LINE ITEMS COMPONENTS OF MISCELLANEOUS EXPENSE.

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

DESCRIPTION OF MISCELLANEOUS EXPENSES	ANNUAL COST
Industry Dues and Memberships OR Association of Water Utilities	\$ 83.16
Bank Charges	\$ 39
IRS Penalty	\$ 1200
Interest US Bank (An accounting adjustment)	\$ 3108
PUC / Oregon Health Authority	\$ 434
DEQ - Sewer	\$ 853
State of Oregon Annual Report	\$ 100
TOTAL	\$ 5817

UTILITY CURRENT RATES AND SCHEDULES

30. Q. PLEASE DESCRIBE THE UTILITY'S CURRENT RATES.

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

CURRENT RATES FOR RESIDENTIAL SERVICE

Line or	Check	Monthly Base or	Residential Consumption		Current Residential Monthly		
Meter Size	One	Flat Rate	Included	in Base Rate	Commodity/Usage Rate		
3/4" or	□ M	\$		CF	Tier 1 - \$ Per	Up to:	
5/8"	🗌 F	Þ		🔲 Gal	Tier 2 - \$ Per	Above:	
1"	M 🛛	\$22	3000	CF	Tier 1 - \$ Per	Up to:	
1	F	\$22	3000	🖾 Gal	Tier 2 - \$.002 Per Gallon	Above: 3000 gal	
	⊡ M	\$		CF	Tier 1 - \$ Per	Up to:	
	🔲 F	Φ		🔲 Gal	Tier 2 - \$ Per	Above:	
SAMPLE	$\boxtimes M$	\$20.00	None	CF	Tier 1 - \$.60 Per 100 gals	Up to 3,000 gal	
5/8"	□ F	\$20.00	ivone	🛛 Gal	Tier 2 - \$.82 Per 100 gals	Above 3,000 gal	

CURRENT RATES FOR COMMERCIAL SERVICE

Line or	Check	Monthly Base or	Commercial	Consumption	Cur	rent Commercia	al Monthly
Meter Size	One	Flat Rate	Included i	n Base Rate	Commodity/Usage Rate		
3/4" or 5/8"	□ M □ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:
1"	☐ M ☐ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:
1 1/2"	□ M □ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:
2"	⊠ M □ F	\$60	3000	□ CF ⊠ Gal	Tier 1 - \$ Tier 2 - \$.002	Per Per Gallon	Up to: Above: 3000 Gallo
3"	□ M □ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:
4"	□ M □ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:
6"	□ M □ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:

CURRENT RATES FOR IRRIGATION SERVICE

Line or Meter Size	Check One	Monthly Base or Flat Rate	Irrigation Consumption Included in Base Rate		Current Irrigation Monthly Commodity/Usage Rate
1"	□ M □ F	\$0	0	CF Gal	\$.002 Per Gallon
Commerci al Irrigation	⊠ M □ F	\$550	50000	□ CF ⊠ Gal	\$1.2 Per 7500 Gallons
	□ М □ F	\$		CF Gal	\$ Per
	□ M □ F	\$		CF Gal	\$ Per
	□ M □ F	\$		CF Gal	\$ Per
	□ M □ F	\$		CF Gal	\$ Per

CURRENT RATE FOR FIRE PROTECTION OR HYDRANT SERVICE

Type of Service	# of Customers	Monthly Rate
Public Fire Protection		\$
Private Fire Protection		\$
Hydrant Maintenance	117	\$22
		\$
		\$

CURRENT RATE(S) FOR SPECIAL CONTRACT

(State who the contract is with and explain the monthly charge(s) for each special contract.)

Special Contract Company/Person	Monthly Rate
74	\$
	\$
	\$
	\$

CURRENT RATE FOR OTHER SERVICE NOT COVERED ABOVE

(State what the service is and explain the monthly charge(s).)

Specify Service	Check One	Current Charges
Sewer for lots Base Rate	M 🛛	\$35
Sewer for lots with a house	F	\$70
Sewer for Aspen Lakes Clubhouse Base Rate	M F	\$500

31. Q. PLEASE PROVIDE THE FOLLOWING FOR EACH CUSTOMER CLASS FOR THE MOST RECENT COMPLETED CALENDAR YEAR OF <u>2018</u>.

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

A.

Customer Class	Number of Customers at Start of Year	Number of Customers at End of Year	Total Annual Revenues	Total Annual Consumption	Cubic Feet or Gal
Residential	78	81	\$ 42,189	4,139,434	CF Gal
Commercial/Industrial	2	2	\$ 50,838	211,038,600	CF Gal
Multiple Dwellings			\$		CF Gal
Irrigation	77	77	\$ 55,741	28,293,885	CF Gal
Fire Protection	117	117	\$ 30,888		CF Gal
Other - Sewer	15	15	\$ 12720	N/A	CF Gal
		2	\$		CF Gal
TOTAL			\$		CF Gal

32. Q. PLEASE DESCRIBE THE RATE STRUCTURE THE UTILITY IS <u>PROPOSING</u> IN THIS RATE PROCEEDING?

A. The utility is proposing the following rate structure:

PROPOSED RATES FOR RESIDENTIAL SERVICE

Line or Meter Size	Check One	Monthly Base or Flat Rate	Residential Consumption Included in Base Rate			Proposed Residential Monthly Commodity/Usage Rate	
3/4" or 5/8"	M F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:
1"	M F	\$25.93	0	□ CF ⊠ Gal	Tier 1 - \$3.86 Tier 2 - \$	Per 1000 gal Per	Up to: Above:
	□ M □ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:

PROPOSED RATES FOR COMMERCIAL SERVICE

Line or	Check	Monthly Base or	Commercial Con	sumption]	Proposed Commercial N	Monthly
Meter Size	One	Flat Rate	Included in Bas	se Rate	Commodity/Usage Rate		
3/4" or 5/8"	M F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:
1"	□ M □ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:
1 1/2"	□ M □ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:
2"	⊠ M □ F	\$ 82.97	0	☐ CF ⊠ Gal	Tier 1 - \$3.86 Tier 2 - \$	Per 1000gal Per	Up to: Above:
4"	□ M □ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:
6"	□ M □ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:
8"	□ M □ F	\$		CF Gal	Tier 1 - \$ Tier 2 - \$	Per Per	Up to: Above:

PROPOSED RATES FOR IRRIGATION SERVICE

Line or Meter Size	Check	Monthly Base	Irrigation	Proposed Irrigation Monthly		
Wieter Size	One	or Flat Rate	Consumption Included		Commodity/Usage Rate	
3/4" or 5/8"	M F	\$		CF	\$ Per	
1"	M F	\$ 51.14	0	□ CF ⊠ Gal	\$1.14 Per 1000 gal	
1 1/2""	M F	\$		CF Gal	\$ Per	
2"	M F	\$ 1613.83	0	□ CF ⊠ Gal	\$.97 Per 7500 gal	
4"	M F	\$		CF Gal	\$ Per	
6"	□ M □ F	\$		CF Gal	\$ Per	
8**	□ M □ F	\$		CF Gal	\$ Per	

Type of Service	# of Customers	Proposed Monthly Rate
Public Fire Protection		\$
Private Fire Protection	117	\$ 31.44
Hydrant Maintenance		\$
		\$
		\$

PROPOSED RATES FOR FIRE PROTECTION OR HYDRANT SERVICE

PROPOSED RATES FOR Sewer

(State who the contract is with and explain the monthly charge(s) for each special contract.)

Special Contracts	Monthly Rate	Annual Rate
Sewer Base Rate for a bare lot	\$ 41.74	\$ 500.88
Sewer Rate with a House	\$ 83.48	\$ 1001.76
Sewer Rate for Aspen Lakes Club House	\$ 596.49	\$ 7157.88
	\$	\$

PROPOSED RATE FOR OTHER SERVICE NOT COVERED ABOVE

(State what the service is and explain the monthly charge(s).)

Specify Service	Check One	Estimated Annual Consumption	Monthly Rate	Annual Revenue
	☐ M □ F	CF Gal	\$	\$
	□ M □ F	CF Gal	\$	\$

33. Q. IF THE UTILITY'S RATE PROPOSAL WERE ADOPTED, PROVIDE THE FOLLOWING FOR EACH CUSTOMER CLASS AT THE SPECIFIED METER OR LINE SIZE.

A. The utility's **PROPOSED** number of customers, and average customer monthly bill and consumption for each customer class annual revenues, is shown below.

Customer Class	Number of Customers	Average Monthly Bill	Average Monthly Consumption	Total Annual Revenue
Residential 5/8" or 3/4"		\$		\$
Residential 1"	81	\$ 42.09	344952	\$ 41921
Residential 1 1/2"		\$		\$
Residential 2"		\$		\$
Residential		\$		\$
Residential "		\$		\$
Residential "		\$		\$

Customer Class	Number of Customers	Average Monthly Bill	Average Monthly Consumption	Total Annual Revenue
Commercial 5/8" or 3/4"		\$		\$
Commercial 1"		\$		\$
Commercial 1 1/2"		\$		\$
Commercial 2"	2	\$ 82.97	279370	\$ 4436
Commercial 4"		\$		\$
Commercial 6"		\$		\$
Commercial 8"		\$		\$

Customer Class	Number of Customers	Average Monthly Bill	Average Monthly Consumption	Total Annual Revenue
Irrigation 5/8" or ³ / ₄ "		\$		\$
Irrigation 1"	77	\$ 85.24	2357823	\$ 78760
Irrigation 1 1/2"		\$		\$
Irrigation 2"	2	\$ 2689	17586550	\$ 64553
Irrigation 4"		\$		\$
Irrigation 6"		\$		\$

Customer Class	Number of Customers	Average Monthly Bill	Average Monthly Consumption	Total Annual Revenue
Public Fire Protection		\$		\$
Private Fire Protection	117	\$ 31.44		\$ 44141

Customer Class for Sewer	Number of Customers	Average Monthly Bill	Average Monthly Consumption	Total Annual Revenue
Sewer Base Rate for Bare Lot	6	\$ 41.74	n/a	\$ 3005.28
Sewer Rate for House	8	\$ 83.48	n/a	\$ 8014.08
Sewer Rate for Clubhouse	1	\$ 596.49	n/a	\$ 7157.88
TOTAL	15	\$ 721.71		\$ 18177.24

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. No, the utility has made no improvements, additions, or extensions to its water system in the last five (5) years or since its last rate case.

Yes, the utility has made the following improvements, additions, or extensions to its water system in the last five (5) years or since its last rate case as detailed below:

Capital Improvement/ Plant Description	Date Purchased Or Constructed	Cost (including labor)	In Service Date	
Installed VFD Drives on the main pump (2,000gal)	11/15	\$ 8589	11/15	
Replaced Butterfly Valve	4/19	\$ 3963	4/19	
Repair Back Flow device at Well Head	9/14	\$ 2640	9/14	
		\$		
		\$		

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

- A. No, the utility does not propose any improvements, additions, or extensions to system plant in the next six months.
 - **Yes**, the utility proposes the following improvements, additions, or extensions to system plant in the next six months.

Future Plant Description	Estimated Cost (including labor)	Est. Date In Service	
Install an additional Irrigation System to water lands within the service area	\$ 25,000	10/19	
Would like to install a generator to insure water delivery during a power outage.	\$ 100,000	11/19	
	\$		
	\$		
	\$		

36. 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.

37. Q. PROVIDE THE FOLLOWING INFORMATION ON UTILITY PLANT IN SERVICE.

You may attach a plan/depreciation schedule if available. In a separate schedule include all plant or cash donated or contributed to the utility by a developer or by customers that is not intended to be repaid.

A. Utility plant is shown below:

ACCT #	UTILITY PLANT ACCOUNTS	IN SERVICE DATE	ORIGINAL COST
301	Organization	1996	\$
302	Franchises	1996	\$
303	Land & Land Rights water rights	1996	\$
304	Structures & Improvements	1996	\$ 174,000
305	Collecting/Impounding/Reservoirs		\$
306	Lake, River & Other Intakes		\$
307	Wells & Spring	1996	\$ 75,000
308	Infiltration Galleries & Tunnels		\$
309	Supply Mains	1996	\$ 57,000
310	Power Generation Equipment		\$
311	Pumping Equipment	1996	\$ 42,500
320	Water Treatment Equipment		\$
330	Distribution/Reservoirs/Standpipes		\$
331	Transmission & Distribution Mains	1996	\$ 422,500
333	Services		\$
334	Meters & Meter Installation	1996 - 2006	\$ 30,585
335	Hydrants (32)	1996 - 2006	\$ 64,000
336	Cross Connections (Utility Owned)	1996	\$
339	Miscellaneous Plant & Equipment		\$
340	Office Furniture & Equipment		\$
341	Transportation Equipment		\$
343	Tools, Shop & Garage Equipment		\$
344	Laboratory Equipment		\$
345	Power Operated Equipment		\$
346	Communication Equipment		\$
347	Electronic/Computer Equipment		\$
348	Miscellaneous Equipment		\$
	TOTAL		\$ 865,585

38. Q. IN COLUMN A: PROVIDE ACTUAL PLANT TOTAL FOR TEST YEAR. IN COLUMN B: PROVIDE THE PROPOSED ADJUSTMENTS (INCREASE OR DECREASE) FOR THE COMING YEAR. IN COLUMN C PROVIDE THE TOTAL OF COLUMN A PLUS COLUMN B.

A. Plant accounts are shown below:

UTILITY PLANT	Test Year	Proposed Adjustments	$(\mathbf{A} + \mathbf{B} = \mathbf{C})$
Total Utility Plant (from above)	\$ 865585	\$ 125000	\$ 990585
SUBTRACT Accumulated Depreciation of Utility Plant In Service	\$ 528369	\$	\$
SUBTRACT Accumulated Amortization of Utility Plant In Service	\$	\$	\$
SUBTRACT Advances For Construction	\$ 26000	\$	\$
SUB TOTAL	\$ 311216	\$	\$
ADD Plant Material/Supplies Inventory	\$	\$	\$
ADD Working Cash (1/12 total operating expense)	\$	\$	\$
TOTAL	\$ 311216	\$	\$

39. Q. DOES THE UTILITY HAVE A MASTER METER AT ITS WATER SUPPLY SOURCE? IF SO, PROVIDE THE TOTAL AMOUNT OF WATER PUMPED DURING THE LAST CALENDAR YEAR.

- A. **No**, the utility does not have a master meter at its water supply source.
 - Yes, the utility has a master meter at its water supply source. The total amount of water pumped during the last calendar year was 259,478,288 ⊠ gallons or □ cubic feet.

40. Q. DOES THE UTILITY HAVE WATER RIGHT PERMITS OR CERTIFICATED WATER RIGHTS AS REQUIRED BY THE OREGON WATER RESOURCES DEPARTMENT?

- A. Water Right Information: <u>T15S R10E Section 1 Permit G-11576 Aspen Lakes Utility Co., LLC-</u>800 gpm quasi-municipal, completions date 10/1/2049. Value estimate \$900k or \$1.2 certificated.
- B. T14S R10E Section 35 Aspen Lakes Utility Co., LLC 242 acres irrigation, 50 acres supplemental irrigation (1,618 gpm) and 25 acres (112gpm) ponds, completion date 10/01/2040.

41. Q. PLEASE DESCRUBE THE UTILITY'S SOURCE OF WATER SUPPLY.

A. The utility's source of ground water supply is: <u>WELL</u> Well logs are attached.

	WELL NO ₊ 1	WELL NO. 2	Well, No. 3	WELL NO. 4	WELL NO ₊ 5
Well Name or Identifying No.	WELL 2	WELL 5			
WELL NAME OR IDENTIFYING NO.	DOMESTIC	IRRIGATION			
YEAR CONSTRUCTED	05/16/1990	05/28/1991			
WATER RIGHT PERMIT OR	G 11576	G 11576			
CERTIFICATION NUMBER	011576	011370			
HYDRAULICALLY CONNECTED TO	No	No			
SURFACE WATER (YES OR NO)	INO	NO			
Well Depth	320	254			
Well Diameter	12 INCHES	18 INCHES			
PUMPING CAPACITY – GPM	200 GAL MIN	2,000 GAL MIN			
PUMP MOTOR – HP	40	150			
YIELDS OF WELL IN GPD	288,000	2,880,000			

WELL CONSTRUCTION	ROTARY	ROTARY		
CASING	STEEL	STEEL		

42. Q. PLEASE DESCRIBE THE UTILITY'S PUMPING SYSTEM FOR DISTRIBUTION, INCLUDING THE RANGE OF PRESSURE AT WHICH THE WATER IS PUMPED INTO THE DISTRIBUTION SYSTEM AND DELIVERED TO THE CUSTOMERS.

A. Pumping System: _____.

Pump Type & Pump HP	Ave Daily Demand	Annual Peak Demand	Max Pumping Capacity	Pressure at Pump	Pressure at Customers' Property
Submersible 40 hp	21473		200gal per minute	105psi	
Turban 150 hp	689,426		2,000per minute	100psi	
Commercial					

43. Q. PLEASE PROVIDE THE INFORMATION REGARDING THE UTILITY'S WATER STORAGE CAPACITY BELOW.

A. N/A

		GE TANKS/R Dentify each sepa			
NAME OR IDENTIFYING NUMBER	DESCRIPTION I.E.: STEEL, CONCRETE PNEUMATIC	TANK CAPACITY	GROUND OR ELEVATED	DATE INSTALLED	PRESENT CONDITION
		3			

44. Q. PLEASE FILL IN THE INFORMATION REGARDING THE UTILITY'S WATER TREATMENT FACILITIES BELOW.

A. N/A

WATER TREATMENT FACILITIES				
NAME OR IDENTIFYING NO	ТҮРЕ	MAKÉ	GALLONS PER DAY CAPACITY	METHOD OF MEASUREMENT
			×	

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

- A. The utility is proposing to <u>establish new rules</u>.
 - The utility is not proposing any rule changes.

The Utility is proposing to change the following rules (include rule number and a summary of the proposed changes.

RULE NUMBER	PROPOSED CHANGE

SERVICE QUALITY

46. 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. No, the Utility has not experienced any service problems or customer complaints in the last year.
 - Yes, the Utility has experienced service problems and/or customer complaints as listed below and has taken the following steps to correct or improve them: The Utility Co. had a complaint about the service level of the Back flow testing Co. The Utility Co. has since changed companies that it is using for Back flow testing.

47. 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: The Utility Company has had complaints that during a power outage water is pressure is very low or non-existent. The Utility Co. would like to budget for a generator that would provide domestic water for the Utility Co. customers in case of a power outage
- 50. 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. **No**, the utility does not have any fire hydrants.
 - Yes, the utility does have fire hydrants. There are <u>32</u> number of hydrants located <u>500</u> feet apart. The utility's fire insurance rating is ISO <u>3</u>. The Hydrants are exercised periodically.
- 51. Q. IS THE UTILITY CURRENT WITH ALL OF 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.
 - No, the utility is not current all its DWP requirements. It has not complied with <u>The</u> requirement to build a pump house or replace the main pump with a pitless adapter. However the Utility has an agreement with the DWP to comply when the pump needs replaced.

52. 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. □ I have over 200 customers.
 ☑ I have fewer than 200 customers and have attached a customer mailing list.

53. Q. WOULD YOU LIKE TO TESTIFY REGARDING OTHER ISSUES?

A. No.
 Yes, I would like to testify additionally regarding the following: <u>Attach pages with additional testimony.</u>

54. Q. DOES THIS CONCLUDE YOUR TESTIMONY? A. Yes.

PUC Oregon No.

Containing Rules and Regulations Governing Water Utility Service

NAMING RATES FOR

Aspen Lakes Utility Co., LLC <u>16900 Aspen Lakes Drive</u> <u>Sisters, OR 97759</u>

<u>541-549-3660</u>

Serving water in the vicinity of

Aspen Lakes Sisters, Oregon

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Issued By Utility	Aspen Lakes Utilit	y Co, LLC	

PUC Oregon No.

Original Sheet No. 2

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SCHEDULE NO. 1

RESIDENTIAL METERED RATES

Available: To customers of the Utility at Aspen Lakes, Oregon, and vicinity.

Applicable: To residential premises.

Base Rate					
SERVICE METER SIZE MONTHLY BASE RATE USAGE ALLOW/					
5/8 inch or 3/4 inch					
1 inch	\$25.93	0			
1½ inches	\$51.85	0			
2 inches					
3 inches					
6 inches					

\$3.86 per 1,000 gallons per month for domestic usage.

Commodity Usage Rate

	<u>v</u>	
COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$	Per Unit	1 unit =

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. 26, 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.

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SCHEDULE NO. 2

COMMERCIAL METERED RATES

Available: To customers of the Utility at Aspen Lakes, Oregon, and vicinity.

Applicable: To commercial customers.

Base Rate				
SERVICE METER SIZE	SERVICE METER SIZE MONTHLY BASE RATE			
5/8 inch or 3/4 inch				
1 inch	\$25.93	0		
1½ inches	\$51.85	0		
2 inches	\$82.97	0		
3 inches	\$155.56	0		
6 inches				

\$3.86 per 1,000 gal for meters smaller than 3" \$3.86 per 1000 gal for meters 3" and larger Commercial Irrigation water: \$1613.83 per month Commodity Usage Rate

	· · ·	
COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$	Per Unit	1 unit =

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. 26, 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

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amount of water used shall be estimated, and the charges shall be made at specified rates for the amounts so estimated.

SCHEDULE NO. 3

FLAT RATES

Available: To customers of the Utility at Aspen Lakes, Oregon, and vicinity.

Applicable: To flat rate customers.

FLAT RATES

SERVICE METER SIZE	MONTHLY FLAT RATE	USAGE ALLOWANCE
5/8 inch or 3/4 inch		UNLIMITED
1 inch		UNLIMITED
1½ inches		UNLIMITED
2 inches		UNLIMITED
3 inches		UNLIMITED
6 inches		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. 26, Voluntary Discontinuance.
- 2. Water used during the construction of buildings, etc., shall also be billed at the applicable flat rate shown above.

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SCHEDULE NO. 4

IRRIGATION DELIVERY RATES

<u>Available</u>: To customers of the Utility at Aspen Lakes, Oregon, and vicinity.

Applicable: To irrigation customers.

Base Rate				
SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE		
5/8 inch or 3/4 inch				
1 inch	51.14	0		
1½ inches				
2 inches	1613.83	0		
3 inches				
6 inches				

\$1.14 per 1,000 gal for meters smaller than 2"
\$0.97 per 7500 gal for meters 2" and larger
Commercial Irrigation water: \$1613.83 per month

Commodity Usage Rate

- 7.5		, <u> </u>	
	COMMODITY RATE NO. OF UNITS		MEASURING UNIT
	\$	Per Unit	1 unit =

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. 26, Voluntary Discontinuance.

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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.

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SCHEDULE NO. 5 RESERVED FOR FUTURE USE

Available: To customers of the Utility at Aspen Lakes, Oregon, and vicinity.

Applicable: To Sewer Customers

5.8	Base Rate	
SERVICE	MONTHLY BASE RATE	USAGE ALLOWANCE
Sewer Base Rate	41.74	n/a
Sewer Rate with House	83.48	n/a
Commercial Sewer	596.49	n/a
Sewer Hook up	\$5000	n/a

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$	Per Unit	1 unit =

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. 26, 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.

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SCHEDULE NO. 6

FIRE SERVICE RATES

Available: To customers of the Utility at Aspen Lakes, Oregon, and vicinity.

Applicable: To Aspen Lakes Utility Customers.

Base Rate	
MONTHLY BASE RATE	USAGE ALLOWANCE
\$31.44	N/A
\$31.44	
\$31.44	
	MONTHLY BASE RATE \$31.44 \$31.44

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$	Per Unit	1 unit =

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. 26, 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.

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SCHEDULE NO. 7

WATER HAULERS RATES

- **AVAILABLE:** To water haulers where the Utility's facilities and excess capacity exist. Determination of adequacy of facilities and capacity is in the sole discretion of the Utility. Each water truck must be equipped with a suitable hydrant meter, suitable backflow prevention devices, and a fire hydrant wrench.
- APPLICABLE: To all water haulers.

COMMERCIAL WATER HAULERS RATE

\$ 30 per 1,000gal \$35 per load minimum

SPECIAL PROVISIONS:

- 1. Truck meters must be presented at the Utility's office between the 1st and the 5th of each month. Bills for service are due in accordance with the tariff.
- 2. Water haulers detected not using meters or proper equipment may be denied service for one month for the first offense, and denied service completely for a second offense.

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SCHEDULE NO. 8

CROSS CONNECTION CONTROL PROGRAM

Backflow Prevention Device Services and Fees

- <u>PURPOSE</u>: The Utility offers its customers backflow prevention device/double check valve assembly (DCVA) testing, maintenance, and repair services (the Program).
- <u>AVAILABLE</u>: To customers of the Utility with customer owned back flow prevention, in Aspen Lakes, Oregon and vicinity.
- <u>APPLICABLE</u>: To residential and commercial/industrial premises with 1" or smaller DCVAs installed at the meter.
- ENROLLMENT: The Utility <u>WILL AUTOMATICALLY ENROLL</u> all customers with DCVAs installed at the meter in this Program <u>UNLESS</u> the customer signs an "OPT OUT" NOTICE and returns such notice to the Utility.

PROGRAM DESCRIPTION

- <u>TESTING SERVICE</u> Absolute Fire Protection will provide the required DCVA annual test by a state certified tester pursuant to Oregon Administrative Rules 333-061-0070 through OAR 333-061-0072.
- MAINTENANCE AND REPAIR SERVICE Company will provide maintenance and repairs on customer-owned DCVAs installed at the meter. Maintenance <u>does not include</u> the startup, blow out, or other freeze protection of assemblies on irrigation systems. Replacement of DCVA is the responsibility of the customers and is not covered by Aspen Lakes Utility Co, LLC's DCVA maintenance and repair services.

PROGRAM RATES

1. <u>ALL CUSTOMERS ENROLLED IN PROGRAM</u> Monthly rate (itemized separately on customer water bill):

2. <u>ALL CUSTOMERS WHO OPT OUT, BUT CHOOSE</u> <u>AS A DEFAULT SERVICE</u> <u>SUPPLIER ON THEIR OPT OUT NOTICE</u> At the time of annual testing, customers will be billed:

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SCHEDULE NO. 8 (CONTINUED)

CROSS CONNECTION CONTROL PROGRAM Backflow Prevention Device Services and Fees OPT OUT CUSTOMERS WHO FAIL TO PROVIDE DCVA TEST RESULTS

OPT OUT customers who fail to provide the Utility with annual DCVA test results by the customer's annual deadline will be disconnected from water service pursuant to OAR 860-036-1680.

SPECIAL PROVISIONS:

- 1. The customer is under no obligation to use the Utility's DCVA services.
- 2. The customer can choose any qualified company or individual to test, maintain, and repair his/her DCVA.
- 3. The Utility will provide each customer with notification of the 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 <u>must</u> sign the written OPT OUT NOTICE and return it to the Company within 30 calendar days of receiving the notification.
- 5. Customers who choose to OPT OUT of the Program are responsible for the annual testing, maintenance, repair, and replacement of their DCVAs and submitting their DCVA information and testing results annually to the Utility.
- 6. The Utility 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 the Utility on or before the customers' annual deadlines.
- 7. The Utility reserves the right to propose before the Public Utility Commission of Oregon any change in the amount charged for the Program services.

Customers will be given the choice of accepting or rejecting a new agreement in advance of any rate increase.

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SCHEDULE NO. 9

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 1-inch service Larger than 1-inch Meter Charge	\$4,500 \$4,500 plus any additional costs \$1000
<u>Meter Test</u> (Rule Nos. 19 & 20) First test within 12-month period Second test within 12-month period	N/C <u>\$50</u>
<u>Pressure Test</u> (Rule No. 39) First test within 12-month period Second test within 12-month period	N/C <mark>\$75</mark>
Late-Payment Charge (Rule No. 21)	Pursuant to OAR 860-036-1400
Deposit for Service (Rule No. 5)	Pursuant to OAR 860-036-1220
Returned-Check Charge (Rule No. 22)	<u>\$25</u>
<u>Trouble-Call Charge</u> (Rule No. 35) During normal office hours After normal office hours on special request	\$30 \$50
<u>Disconnection/Reconnect Charge</u> (Rule Nos. 28 & 29) During normal office hours After normal office hours on special request	<mark>\$30</mark> \$50
Unauthorized Restoration of Service (Rule No. 30)	Disconnection/Reconnection charge plus costs
Damage/Tampering Charge (Rule No. 28)	at cost
Disconnect Site-Visit Charge (Rule No. 29)	<mark>\$25</mark>

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RULES AND REGULATIONS

Rule 1: Jurisdiction of the Commission

Water systems are subject to regulation as provided under ORS Chapter 757

Rule 2: Definitions

- A. "Applicant" means a person who does not meet the definition of a customer, who applies for service with a water utility.
- B. "Commission" shall mean the Public Utility Commission of Oregon.
- C. "Commercial service" means water service provided by the water utility that the customer uses in the promotion of a business or business product that is a source of revenue or income to the customer or others using the premises.
- D. "Customer" means a person who is currently receiving water service and is entitled to certain rights as a customer under these rules. A residential customer retains customer status for 20 calendar days following voluntary disconnection of service and must be treated as a customer if he or she reapplies for service within that 20 calendar day period.
- E. "Customer's service line" is defined as the facilities used to convey water from the point of connection to the customer's point of usage. The customer owns and maintains the customer service line.
- F. "Residential service" means water service provided for domestic or irrigation purposes in a residential area and is not considered a commercial service.
- G. "Served" for purpose of delivery of any required notice or document, unless otherwise specifically noted, means: delivered in person, by personal contact over the telephone, or in writing delivered to the party's last known address. If delivered by US Mail, the notice is considered served two calendar days after the date postmarked, the date of postage metering, or deposit in the US Mail, excluding Sundays and postal holidays.
- H. "Utility" shall mean: Aspen Lakes Utility, LLC
- 1. "Water service connection" is defined as the facilities used to connect a water utility's distribution network to the point of connection at the customer's service line. The water utility owns and maintains the water service connection.

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APPLICATION FOR SERVICE

Rule 3: Information for Applicants and Customers (OAR 860-036-1100)

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

- A. A copy of its approved tariffs or statement of rates;
- B. A copy of the utility's rules and regulations applicable to the type of service being provided; and
- C. The option to receive electronic copies of all written notices to be issued on the customer's account.

Rule 4: Application for Service (OAR 860-036-1200)

Application for water service must be made for each individual property to be served. The application shall identify the name of the applicant, the service address, the billing address, the contact information where the applicant can be reached, the type of water service requested and its intended use, and the name to be used to identify the account, if different than the applicant's actual name. 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 860-036-1210.

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.

Rule 5: Establishment of Credit, Surety Agreements, Deposits, Interest, and Refunds of Deposits (OAR 860-036-1210, 1220, 1230, 1240, 1250, and 1260)

The utility may require an applicant or customer to pay a deposit as a guarantee of payment for services provided. Amounts held by a water utility may not exceed one-sixth of the actual or estimated annual billing for the premises. (OAR 860-036-1220)

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The water utility may adjust the deposit amount when a customer moves to a new location within the water utility's service area, and the anticipated bill at the new residence will be at least 20 percent greater than the basis of the existing deposit. (OAR 860-036-1220(5))

The Utility must inform any residential applicant or customer who is required to pay a deposit of the opportunity to provide a written surety agreement in lieu of paying the deposit. A surety agreement obligates another qualifying residential customer of the same utility to pay an amount up to the required deposit if the secured account is later disconnected and a balance remains owing following the due date for the closing charges. To qualify as a surety, the other residential customer must have had 12 months of continuous service with the Utility without a late payment. (OAR 860-036-1230)

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 **(check one)** (OAR 860-036-1250 and 1260):

- 1. Issuing the customer a refund check, or
 - 2. Crediting the customer's account; however, a customer is entitled to a refund upon request pursuant to OAR 860-036-1260

Rule 6: Customer Service Line (OAR 860-036-1300(2))

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 or utility-owned shut-off valve. The Utility shall not be responsible for any damage or poor service due to inadequacy of the customer service line or any portion of the customer's plumbing. All leaks in the customer service 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.

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Rule 8: Water Service Connections (OAR 860-036-1300)

The water service connection is defined as the facilities used to connect the Utility's distribution network to the point of connection at the customer's service line. The Utility owns, operates, maintains, and replaces the service connection when necessary and promptly repairs 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.

Rule 9: Service Connection Charge (OAR 860-036-1300(3))

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 860-036-1310)

A main line extension is defined as the extension of the Utility's main line necessary to provide service to a customer when the property does not currently have main line frontage.

Main line extension charges, if any, are stated in the Utility's tariff or statement of rates.

The Utility maintains a main line extension policy that lists all applicable charges; and describes the advance and refund provisions, including a description of the mechanisms for collecting and rebating the amount charged equitably among the customers who paid for the cost of the line, and provides the time period during which the advance and rebate provisions apply.

Rule 11: 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 12: 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.

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Rule 13: Utility Access to Private Property (OAR 860-036-1370, -1500)

Customers shall provide regular access to Utility-owned service lines that may extend onto the customer's premises 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 14: Restriction on Entering a Customer Residence (OAR 860-036-1330)

No 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 15: Refusal of Service Due to Customer Accounts (OAR 860-036-1270)

The Utility may refuse to provide service if:

- A. The applicant has amounts owing under a tariff or statement of rates; or
- B The applicant for residential service has a roommate with amounts owing under a tariff or statement of rates, and the applicant lived with the roommate at the time the amounts owing were incurred.

Exception: If the applicant for residential service was a former residential customer with amounts owing, was involuntarily disconnected for non-payment, and applies for service within 20 calendar days of the disconnection, the Utility must provide service upon receipt of one-half of the amount owed with the remainder due within 30 calendar days. If the former customer fails to pay the remaining amounts within 30 calendar days, the Utility may disconnect service after issuing a 7-calendar day disconnection notice in accordance with OAR 860-036-1510(4).

If service is disconnected, the Utility may refuse to restore service until it receives full payment of all amounts owing, including reconnection charges allowed under OAR 860-036-1580.

Service shall not be refused for matters not related to water service.

Residential service shall not be refused due to obligations connected with nonresidential 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.

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Rule 16: Refusal of Service Due to Utility Facilities (OAR 860-036-1270)

The Utility shall not accept an application for service or materially change service to a customer if the Utility does not have adequate facilities, resources or capacity 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 within seven calendar days, informing applicant that the details upon which the Utility's decision was based may be requested.

The details will include, but not be limited to:

- A. Provide the information required by OAR 860-036-1100(2);
- B. Explain the specific reasons for refusing water service;
- C. Inform the applicant of the right to request details upon which the Utility's decision was based; and
- D. Inform the applicant of the right to dispute the refusal by contacting the Consumer Services Section at the contact information provided in OAR 860-001-0020(2).

Rule 17: Refusal of Service Due to Customer Facilities (OAR 860-036-1270)

The Utility will refuse service to an applicant 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 applicant within seven calendar days stating the reason(s) for refusal and providing information regarding the Commission's complaint process.

METERS

Rule 18: Utility Meters (OAR 860-036-1350)

The Utility owns, maintains, and operates all meters. Meters placed in service will 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 will be provided with a suitable cover.

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Where additional meters are installed by the Utility or relocated for the convenience of the customer, the actual cost incurred for any meter relocation requested by the customer will be assessed.

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.

Rule 19: Meter Testing (OAR 860-036-1350)

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

- A. Meter identification number and location;
- B. Reason for making the test;
- C. Method of testing;
- D. The beginning and ending meter readings;
- E. Test results and conclusion; and
- F. All data taken at the time of the test.

Rule 20: Customer-Requested Meter Test (OAR 860-036-1360)

A customer may request that the Utility test the service meter once every 12 months at no cost. Such test shall be made within seven calendar days of the receipt of the request unless the customer fails to provide the Utility reasonable access to the meter. 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. Within seven calendar days of performing the requested meter test, report shall be provided to the customer stating:

- A. The name of the customer requesting the test and the service address where the meter was tested;
- B. The date the meter test was requested and the date the meter test was performed;
- C. The name of the person performing the test;
- D. The meter identification number and location;
- E. The beginning and ending meter readings; and
- F. The actual test results and conclusion.

If a customer requests a meter test more often than once in any 12-month period, and the test results indicate that the meter is registering within the two percent performance standard, the

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customer may be assessed a reasonable charge for the test if the charge is included in the Miscellaneous Service Charges Schedule. If the meter registers outside the two percent performance standard, the Utility may not charge the customer for the meter test.

BILLING

Rule 21: Billing Information and Late-Payment Charge (OAR 860-036 1100(2), 1400, and 1430)

All bills, including closing bills, are due and payable at the Utility office within at least 15 days 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 (check one) importantly, importantly, or importantly on the corresponding day of each meter reading or billing period. The bill will be rendered immediately thereafter. The Utility will provide its customers with timely billings every month or as indicated in its tariffs or statement of rates.

All water service bills will show:

- A. Separate line items for past due balance, payments and credits, new charges, late fees, and total account balance;
- B. The date new charges are due;
- C. Calculation of new charges including base or flat rate, usage billing tiers and rates, beginning and ending meter readings, the dates the meter was read, rate schedule, billing period, and number of days in the billing period;
- D. The date any late payment charge was applied and an explanation of the terms of the late payment charge; and
- E. Any other information necessary for the computation of the bill.

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 & 29, prior to or after the Utility assesses the late payment charge.

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Rule 22: 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 23: 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 24: Adjustment of Bills (OAR 860-036-1440)

When an overbilling occurs, the Utility will refund or credit amounts incorrectly collected. No refund or credit will be issued for incorrect billings which occurred more than three years before the incorrect billing was discovered.

When an underbilling occurs, the Utility will issue a bill to collect amounts owing for the 12-month period ending on the date on which the water utility issued the last incorrect bill. When such under collected amounts are billed to customers, the Utility will provide written notice to the customer detailing:

- A. The circumstances and time period of the billing error;
- B. The corrected bill amount and the amount of the necessary adjustment;
- C. The Commission's consumer complaint process; and
- D. The right for a current or former customer to enter into a time-payment agreement with the Utility.

The Utility will not bill for services provided more than two years before the underbilling was discovered. No billing adjustment will be required if a meter registers less than two percent error under conditions of normal operation. The Utility may waive rebilling or issuing a refund check when the costs make such action uneconomical.

Rule 25: Transfer Billings (OAR 860-036-1450)

If the Utility determines that a customer owes an amount from a closed account the customer previously held with the Utility, the Utility may transfer the closed account balance to the customer's current account.

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The 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.

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. The Utility will not transfer a balance owing on a non-residential account to a residential account.

DISCONNECTION OF WATER SERVICE

Rule 26: Voluntary Discontinuance (OAR 860-036-1560)

A customer requesting disconnection of service must provide the Utility with at least seven calendar days' advance notice. The customer is responsible for all service provided for seven calendar days following the request for disconnection or until service is disconnected, whichever comes first; or if the customer identified a specific date for disconnection in excess of seven calendar days, the customer is responsible for service rendered up to and including the requested date of disconnection.

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.

Nothing in this rule prevents the Utility from temporarily interrupting service to protect the health and safety of its customers or to maintain the integrity of its system.

Rule 27: Emergency Disconnection (OAR 860-036-1630)

The Utility may terminate service in emergencies when life or property is endangered without following the procedures set forth in OAR 860-036-1630. 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.

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<u>Rule 28</u>: Disconnection of Water Service Charge for Cause (OAR 860-036-1500, -1510, -1520, -1530, and 1550)

The Utility may disconnect service when:

- A. A customer fails to pay charges due for services rendered under a water utility tariff or statement of rates;
- B. A customer fails to pay a deposit, fails to timely provide a surety under OAR 860 036-1230 or comply with its terms, or fails to comply with the terms of a deposit installment agreement under OAR 860-036-1240;
- C. A customer fails to comply by the terms of a payment agreement under OAR 860 036-1240(3) or 860-036-1420;
- D. A customer provides false identification to establish or to continue service;
- E. A customer has facilities that do not comply with the applicable codes, rules, regulations, or the best practices governing safe and adequate water service, including compliance with the water utility's Cross Connection Control Program;
- F. A customer fails to provide reasonable access to the meter or premises;
- G. A customer tampers with water utility facilities or engages in theft of service or unauthorized use of water;
- H. A customer fails to comply with water restriction requirements under OAR 860-036-1670; or
- I. The Commission approves the disconnection of service.

If the disconnection is due to failure to pay a deposit, secure a surety agreement, abide by a deposit installment agreement, abide by the terms of a payment arrangement, or due to the theft of service, tampering with utility property, diverting water, or unauthorized use of water, the Utility will provide one 7-day written disconnection notice prior to disconnection. For other disconnections, the Utility will provide two written notices in advance of disconnection: one 15-day notice and one 7-day notice.

If the disconnection is due to a customer's failure to comply with a water use restriction imposed under OAR 860-036-1670, the utility may disconnect the customer without issuing either a 15-calendar day or 7 calendar day disconnection notice.

The notices shall include:

- A. The name, mailing address, telephone number, emergency telephone number, and email address or website of the Utility,
- B. State that the customer's water service is subject to disconnection on or after a specific date;

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- C. Provide the grounds for the proposed disconnection;
- D. State what actions the customer must take in order to avoid disconnection; and
- E. A statement that the customer may dispute the disconnection by contacting the Commission's Consumer Services Section.

If the disconnection notice is for nonpayment, the notice shall also include:

- A. The amount the customer must pay to avoid disconnection;
- B. Provide information about the customer's eligibility for a time-payment agreement provided in OAR 860-036-1420 for residential customers, unless the customer is being disconnected for failing to comply with an existing time-payment agreement or has engaged in theft of service, tampering with utility property, diverting water, or unauthorized use of water; and; and
- C. A statement that once service is disconnected, the water utility will reconnect service only after the customer reapplies for service and pays all applicable charges.

The 7-calendar day and 15-calendar day advance written notices of disconnection will be handdelivered in person to the customer or adult at the premises, or sent by the US Mail to the customer's billing address and designated representative. Mailed notices are considered served two calendar days after deposited in the US Mail, excluding Sundays and postal holidays. If the customer has requested to receive notices electronically, the Utility will provide an electronic notice in addition to the written notices.

Within 48 hours of disconnection, the Utility will make a good-faith effort to contact the customer or an adult at the residence and provide notice 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 disconnected.

Disconnection of Water Service to Tenants:

- A. If a water utility's records show that a residential billing address is different from the service address, the water utility must mail a duplicate notice to the service address, unless the utility has verified that the service address is occupied by the customer.
- B. If a water utility's records show that the service location is a master-metered, multi-dwelling service address, the water utility must provide a duplicate of the 7-calendar day disconnection notice to each unit at the service address. The disconnection notice must be addressed to "Tenant." The envelope must bear a bold notice stating, "IMPORTANT NOTICE REGARDING DISCONNECTION OF WATER UTILITY SERVICE." Tenant notices may not include the dollar amount owing.

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C. The water utility must notify the Consumer Services Section at least seven calendar days before disconnecting service to a master-metered, multi-dwelling premise.

Time Payment Agreements (OAR 860-036-1420)

Customers who are notified of pending disconnection, due to reasons other than theft of service, tampering, unauthorized use of water, or failure to abide by the terms of a Time Payment Plan, 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.

Disconnection for Failure to Comply With a Time Payment Agreement (OAR 860-036-1510(4)(b))

A time-payment agreement disconnection occurs when a 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. The Utility will give the customer a 7- day written notice before the water service may be disconnected.

Rule 29: Disconnection, Reconnection and Field Visit Charge (OAR 860-036-1580)

Disconnection and Reconnection Charges

When service was disconnected pursuant to (OAR 860-036-1500), the Utility may charge the disconnect fee and reconnect fee stated in its tariff prior to reconnecting service.

Field Visit Charge

The Utility may assess a field visit charge whenever the Utility visits a residential 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 is listed in the tariff.

Rule 30: Unauthorized Restoration of Service (OAR 860-036-1590)

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 as provided by OAR 860-036-1510.

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Rule 31: Unauthorized Use (OAR 860-036-1590)

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. If the Utility discovers that a customer tampered with or engaged in unauthorized use of utility property facilities, the Utility shall notify the customer of the violations and may take one or more of the following actions:

- A. Repair or restore the facilities and charge the customer the costs incurred;
- B. Adjust the customer's prior billing for loss of revenue under applicable tariffs or schedule of rates;
- C. Initiate a service disconnection as provided by OAR 860-036-1510;
- D. Require a new application for service that accurately reflects the customer's proposed water use; and
- E. Assess a deposit for restored or continued service.

Rule 32: Interruption of Service (OAR 860-036-1630, -1640)

The Utility may perform an unscheduled interruption of service as necessary to protect the health and safety of its customers or to maintain the integrity of its system. If an unscheduled interruption of service is required, the water utility must:

- A. Make a reasonable effort to notify the customers affected and the Consumer Services Section in advance of the interruption;
- B. Report the unscheduled interruption to the Consumer Services Section at the contact information provided in OAR 860-001-0020(2), and
- C. Restore service as soon as it is reasonably possible after resolving the issue, unless other arrangements are agreed to by the affected customers.

The Utility may schedule water service interruptions for maintenance and repairs in such a manner that reasonably minimizes customer inconvenience. The Utility will provide advance written notice to all customers affected by any scheduled service interruption, and will post the notice in the utility's office and on its website, if available. The notice will include:

- A. The name, mailing address, telephone number, emergency telephone number, and email address or website of the Utility;
- B. The date, time, and estimated duration of the scheduled interruption;
- C. The purpose of the interruption;
- D. A statement cautioning customers to avoid using water during service interruptions to prevent debris in the customers' service lines; and
- E. The contact information for the Consumer Services Section provided in OAR 860 001-0020(2).

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Notices of scheduled interruptions of service must be served by a door hanger or personal delivery to an adult at the affected premises at least five calendar days in advance of the service interruption or by US Mail at least ten calendar days prior to the service interruption. In addition electronic notice must be provided to customers who requested to receive notices electronically.

Rule 33: Water Usage Restrictions (OAR 860-036-1670)

The Utility shall exercise due diligence to furnish a continuous and adequate supply of water to its customers. During times of water shortage, the Utility will equitably apportion its available water supply among its customers with regard to public health and safety. In times of water shortages, the Utility may restrict water usage after providing written notice to its customers and the Consumer Services Section. Notice will also be posted in the Utility's office and on its website, if available. The notification must state the reason and nature of the restrictions, the date restrictions will become effective, the estimated date the restrictions end, and that failure to comply with the restrictions is grounds for disconnection.

If a customer fails to comply with the water restrictions after receiving written notification, the Utility will provide a separate written warning letter to the customer including:

- A. The date;
- B. The name, mailing address, telephone number, emergency telephone number, and email address or website of the Utility;
- C. The customer's name, account number, mailing address, service address if different;
- D. The water use restrictions and statement of how the customer is violating those restrictions;
- E. A statement that the customer's water service is subject to disconnection on or after a specific date;
- F. A warning to the customer that failure to immediately comply with the restrictions may result in disconnection of service; and
- G. A statement that the customer may dispute disconnection by contacting the Consumer Services Section. The notice must include the Consumer Services Section's contact information provided in OAR 860-001-0020(2).

If a customer fails to comply with the water restrictions after receiving written notification and the warning letter, the Utility will consult with the Consumer Services Section to determine if disconnection is appropriate.

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SERVICE QUALITY

Rule 34: Adequacy of Water Service (OAR 860-036-1600)

The Utility will maintain its facilities according to industry rules, regulations, and standards and in such condition to provide safe, adequate, and continuous service to its customers.

The Utility will not intentionally diminish the quality of service below the level that can reasonably be provided by its facilities.

Rule 35: 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 36: Water Purity (OAR 860-036-1610)

The Utility will provide a domestic water supply that is free from bodily injurious physical elements and disease-producing bacteria and reasonably free from elements that cause physical damage to customer property, including but not limited to pipes, valves, appliances, and personal property.

Rule 37: Water Pressure (OAR 860-036-1650)

The Utility will maintain adequate water pressure. In general, water pressure measuring between 45 and 80 pounds per square inch in the water mains is considered adequate. However, adequate pressure may vary depending on each individual water system.

The Utility may temporarily reduce or increase water pressure for fire flows, noticed repairs and maintenance, scheduled or emergency flushing, and unscheduled or emergency repairs and outages.

Rule 38: Pressure Surveys (OAR 860-036-1650)

The Utility will maintain permanent pressure recording gauges at various locations to measure the system's water pressure, and will have a portable gauge to measure water pressure in any part of the system. The Utility will maintain all pressure gauges in good operating condition, test periodically for accuracy, and recalibrate or replace when necessary.

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Rule 39: Customer-Requested Pressure Test (OAR 860-036-1660)

Upon customer request, the Utility will perform a water pressure test within seven calendar days of the request. The first pressure test in any 12- month period will be at no charge. If the customer requests an additional pressure test within any 12-month period at the same premises, the Utility will assess the customer a charge in accordance with the service charges set forth in Schedule 9 of the tariff. The pressure will be measured at a point adjacent to the meter on the customer service line or other reasonable point most likely to reflect the actual service pressure.

The Utility will provide a written report to the customer within seven calendar days of the pressure test. The report will include:

- A. The name, mailing address, telephone number, emergency telephone number, and email address or website of the Utility;
- B. The customer's name and service address where the pressure was tested;
- C. The date the pressure test was requested and the date the pressure test was performed;
- D. The name of the company or employee performing the test;
- E. The place where the pressure was measured;
- F. The actual pressure reading; and
- G. The conclusion based on the test result.

Rule 40: Utility Line Location (One Call Program)

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 41: Cross Connection/Backflow Prevention Program (OAR 860-036-1680)

All customers must comply with the Utility's Cross Connection Control Program to protect the water system from contamination. A customer's failure to comply is grounds for disconnection under OAR 860-036-1500.

The Utility will comply with the rules and regulations for the Cross Connection/Backflow Prevention Program, as provided in ORS Chapter 333 and the Utility's approved Backflow Prevention tariff or statement of rates.

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Customer	Bill to Brimary Contact		Main Phone
Aspen Lakes Golf Course, LLC	Aspen Lakes Golf Course, LLC 16900 Aspen Lakes Drive Sisters, OR 97759		
Aspen Lakes Homeowner's Association	Aspen Lakes Homeowner's Association C/O Cascadia Management, Inc. 805 SW Industrial Way		541-617-3863
Hans Friedli	Hans Friedli 18281 Goldcoach Road Sisters, OR 97759		507-369-0779
lot 1 Craig & Robin Stephenson	Dr. Craig & Robin Stephenson P.O. Box 2101 Sisters, OR 97759		541-297-0152
lot 10 Kenneth & Nancy DePriest	Kenneth and Nancy Depriest 16 Monarch Oaks Lane Austin, TX 78738		817-721-8811
lot 100 Eugene Kremer	Eugene Kremer 10612 N. Crestview Drive Fountain Hills, AZ 85268		907-561-4474
Lot 101 Matthew Cyrus ET AL	Matthew Cyrus ET AL 16900 Aspen Lakes Drive Sisters, OR 97759		541-548-0835
lot 102 Bruce Olivier	Bruce Olivier 17017 Golden Stone Drive Sisters, OR 97759		650-340-9361
lot 103 Steven G. Banton	Steven & Denise Banton 17007 Golden Stone Drive Sisters, OR 97759-9698		541-383-2181
lot 104 Stephen and Viki Fischer	Stephen and Viki Fischer 443 Diamond Oaks Drive Vacaville, CA 95688		707-455-8566
lot 105 David & Darlene Miller	David & Darlene Miller PO Box 1741 Sisters, OR 97759		541-610-7916
lot 106 Matthew Cyrus ET AL	Matthew Cyrus ET AL 16900 Aspen Lakes Drive Sisters, OR 97759		
lot 107 D.S. Dunlap	D.S. Dunlap 16897 Algonquin St, Suite A Huntington Beach, CA 92649		541-588-6618
lot 108 D.S. Dunlap	D.S. Dunlap 16897 Algonquin St. Suite A Huntington Beach, CA 92649		714-840-6460
lot 109 Ken & Sheryl Ruettgers	Ken & Sheryl Ruettgers 16897 Golden Stone Dr. Sisters, OR 97759		541-549-4478
lot 11 John & Kristin Tackmier	John & Kristin Tackmier 17000 Green Drake Ct. Sisters, OR 97759	John & Kristin Tackmier 17000 Green Drake Ct. Sisters, OR 97759	
lot 110 Randy & Frances Randall	Randy & Frances Randall 1522 NE Jackson School Rd. Hillsboro, OR 97124		503-805-9728
Lot 111 Christian & Lezlie Ellertson	Christian & Lezlie Ellertson 9460 SW Iverness Way Beaverton, OR 97707	Christian & Lezlie Ellertson 9460 SW Iverness Way Beaverton, OR 97707	
lot 112 Glen & Diana Hawk	Glen & Diana Hawk Trustees Hawk Family Trust 9711 SE Charbonneau Way Happy Va	Glen & Diana Hawk Trustees Hawk Family Trust 9711 SE Charbonneau Way Happy Valley, OR	
lot 113 Randy & Frances Randall	Randy & Frances Randall 1522 NE Jackson School Road Hillsboro, OR 97124		360-735-1183
lot 114 John & Joy Robertson	John & Joy Robertson 16847 Golden Stone Dr. Sisters, OR 97759-9696		541-588-6484
lot 115 Charles & Patricia Drake	Charles & Patricia Drake P.O. Box 3500-188 Sisters, OR 97759		
Lot 116 Matthew Cyrus ET AL	Matthew Cyrus ET AL 16900 Aspen Lakes Drive Sisters, OR 97759		
lot 117 Douglas & Linda Smith	Smith Living Trust Douglas & Linda Smith P, O, Box 967 Turner, OR 97392		503-559-5779
lot 12 Grant (Doug) Prentice	Grant D.Prentice 15986 NW Hildago Lane Portland, OR 97229	Grant D.Prentice 15986 NW Hildago Lane Portland, OR 97229	
lot 13 John & Anne Fletcher	John & Anne Fletcher 1420 Terry Ave. #1806 Seattle, WA 98101		503-515-7649 Cell
lot 14 Charles & Betty Fadeley	Charles & Betty Fadeley P.O. Box 117 Sisters, OR 97759		541-549-0125
lot 15 Robert & Doris Hodge	Robert & Doris Hodge 16965 Green Drake Court Sisters, OR 97759	Robert & Doris Hodge 16965 Green Drake Court Sisters, OR 97759	
lot 16 James G Staudaher	James G Staudaher 17142 Paddington Ct Jeffersonton, VA 22724		
lot 17 John & Carla Powell	John & Carla Powell 16945 Green Drake Ct. Sisters, OR 97759		541-549-6334
Lot 18 Scott & Heather Bulloch	Scott & Heather Bulloch 16935 Green Drake Ct. Sisters, OR 97759	Scott & Heather Bulloch 16935 Green Drake Ct. Sisters, OR 97759	
lot 2 Jon & Nancy Egge	Jon & Nancy Egge PO Box 720 Mesquite, NV 8902 Jon Egge		
Lot 21 Michael & Deanna Parness	Michael & Deanna Parness 16911 Lady Caroline Dr Sisters, OR 97759		707-337-7389

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Customer	June 3, 2019 Bill to Primary Contact	Main Phone
lot 22 Vern L. & Mary J. Heiman	Vern & Mary Heiman 16921 Lady Caroline Dr. Sisters, OR 97759	541-549-6336
lot 23 Rich Carone	Rich Carone 7250 Avalon Drive Corvallis, OR 97330	
lot 24 Mary Ingraham	Mary Ingraham 16941 Lady Caroline Dr. Sisters, OR 97759	
lot 25 Janet & Scott Lamoreaux	Janet & Scott Lamoreaux 16951 Lady Caroline Dr. Sisters, OR 97759	541-408-1501
lot 26 Dave and Sheryl Whent	Dave and Sheryl Whent P.O. Box 1654 Sisters, OR 97759	541-549-8122
lot 27 JH Herscher Family Ltd Partnership	JH Herscher Family Ltd Partnership 16951 Lady Caroline Dr. Sisters, OR 97759 Attn: Sc	ott Lamoreaux
lot 28 Charles Hinson & Sandra Husk	Charles Hinson & Sandra Husk Trustees - Hinson-Husk Revocable Trust PO Box 485 Ca	mp Sherman, OR 97730
Lot 29 John P and Robin Gold	John P and Robin Gold 16991 Lady Caroline Drive Sisters, OR 97759	912-655-8847
lot 3 William Reed	Green Drake Property LLC William Reed 3302 Roanoke Ave Eugene, OR 97408	541-549-1700
lot 30 James D. Wojtasek	James & Cynthia Wojtasek 16515 Wren Lane Sisters, OR 97759	541-549-6173
lot 31 Robert & Marypat Hill	Robert & Marypat Hill 4262 Elf Ave SE Salem, OR 97302-3943	503-932-4455 bob
lot 32 Michael & Denise Cooper	Michael & Denise Cooper 22440 SW 55th Tualatin, OR 97062	
lot 33 Joseph & Sandra Doman	Joseph & Sandra Doman 17031 Lady Caroline Dr. Sisters, OR 97759	
lot 34 Dan & Fran Berrey Living Trust	Dan & Fran Berrey Living Trust 17041 Lady Caroline Drive Sisters, OR 97759	
lot 35 David Hjorth & Kathy Wilson	David Hjorth & Kay Wilson 16802 Royal Coachman Dr. Sisters, OR 97759	541-549-8773
lot 36 Ken & Mary Lee Aduddell	Mary Lee Aduddell 16812 Royal Coachman Dr. Sisters, OR 97759	549-8494
lot 37 Robert & Carol Adams	Robert & Carol Adams 16822 Royal Coachman Dr. Sisters, OR 97759	
lot 38 Gary & Nancy Kneisel	Gary & Nancy Kneisel 7510 NW McDonald Circle Corvallis, OR 97330	
Lot 39 Michael Lince & Kathryn Zeal	Michael T. Lince & Kathryn G. Zeal 16842 Royal Coachman Dr Sisters, OR 97759	503-515-8434
lot 4 Alan Shimizu & Michael E. Keller	Alan Shimizu Michael E. Keller 9060 Tudsbury Road Loomis, CA 95650	916-765-6983
lot 40 Jeffry Funk & Agnes Weber	Jeffry Funk & Agnes Weber 1771 La Plaza Drive San Marcos, CA 92078	760-744-3996
lot 41 Lewis & Eileen Rothrock	Lewis & Eileen Rothrock 16862 Royal Coachman Drive Sisters, OR 97759	503-799-5171
lot 42 Brian and Melinda Witt	Brian and Melinda Witt P.O. Box 1866 Sisters, OR 97759	541-595-2936
lot 43 David & Patsy Jones	David and Patsy Jones 23098 Watercourse Way Bend, OR 97701	541-647-1227
lot 44 William & Lynette Wilson	William & Lynette Wilson 16882 Royal Coachman Dr Sisters, OR 97759	1-541-588-0770 cel lyne
lot 45 Douglas E Kulper	Douglas E Kulper 825 Fredensborg Canyon Road Solvang, CA 93463	805-688-8921
lot 46 Robert & Edie Shelton	Robert & Edie Shelton 16902 Royal Coachman Sisters, OR 97759	541-968-5688
lot 47 Chuck Gibson	Chuck Gibson 16912 Royal Coachman Drive Sisters, OR 97759	549-8051
lot 48 Gary & Barbara Barnett	Gary & Barbara Barnett 16922 Royal Coachman Drive Sisters, OR 97759	549-6088
lot 49 John & Tamara Dickson	John & Tamara Dickson 1887 S.W. Haskins Ct. Tro John Dickson	(503) 666-7754
lot 5 Chris & Pam Green	Chris & Pam Green 16940 Green Drake Ct. Sisters, OR 97759	541-549-1966
lot 50 Michael & Mary Fry	Michael & Mary Fry 16942 Royal Coachman Dr. Sis Mary Fry	714-366-6279
lot 51 Barry & Judy Valder	Barry & Judy Valder 16952 Royal Coachman Sisters, OR 97759	503-991-8709

Customer	June 3, 2019 Bill to Primary	Contact Main Phone
lot 52 Ray & Barbara Barnum	Ray & Barbara Barnum 16962 Royal Coachman Drive Sisters, OR 977	59 714-873-6578
lot 53 Beverly Ross	Beverly Ross 16972 Royal Coachman Sisters, OR 97759	541-549-7587
lot 54 Edward Woods	Edward Woods 69145 Damsel Fly Ct. Sisters, OR 97759	503-704-9460
lot 55 Vincent & Rhonda Mastropietro	Vincent & Rhonda Mastropietro 4930 Anna Drive San Jose, CA 95124	541-754-3131
lot 56 Dennis & Vickie Regen	Dennis & Vickie Regen P.O. Box 670 Lincoln City, OR 97367	541-994-9253
lot 57Paul and Doreen Loofburrow	Paul and Doreen Loofburrow 11490 NE Anna Drive Newberg, OR 9713	2
lot 58 Claude & Jean Nave	Claude & Jean Nave 69120 Damsel Fly Ct. Sisters, OR 97759	541-549-8755
lot 59 Brian & Jane Chugg	Brian Chugg 69110 Damsel Fly Ct. Sisters, OR 97759	602-321-7385
lot 6 Paul & Laura Bennett	Paul & Laura Bennett 5133 Proctor Ave Oakland, CA 94618	510-652-1835
Lot 60 Catherine and Guy Harwood	Catherine and Guy Harwood 17010 Royal Coachman Drive Sisters, OR	97759
lot 61 Jeff Funk & Agnes Weber	Jeff Funk & Agnes Weber, Trustees of the Funk Weber Revocable Trus	s 1771 La Plaza Drive San Marcos, CA 9207
lot 62 Linda & David Cox	Linda & David Cox 17023 Royal Coachman Dr. Sisters, OR 97759	
lot 63 Ronald Schumacher & Susan Hyder	Ronald Schumacher & Susan Hyder 32223 SW Lake Drive Willsonville,	, OR 97070 503-348-5093
lot 64 David A. Ellsworth	David & Sheila Ellsworth 17439 SW Rivendell Drive Durham, OR 97224	4 503-620-3781
lot 65 Richard W. May	Richard May P.O. Box 596 North Plaines, OR 97133	503-647-5277
Lot 66 Michael & Angela Slack	Michael & Angela Slack 16983 Royal Coachman Dr Sisters, OR 97759	503-708-2952
lot 67 Thomas & Debra Braun	Thomas & Debra Braun 16973 Royal Coachman Dr. Sisters, OR 97759	-9805 408-843-7056
lot 68 John & Judith Troike	John & Judith Troike 16963 Royal Coachman Dr. Sisters, OR 97759	760-729-0864
lot 69 Tim & Eva Ross	Tim & Eva Ross 16953 Royal Coachman Drive Sist 503-291-7985	503-291-7985
lot 7 Patrick and Laurel Olson	Patrick and Laurel Olson 16960 Green Drake Ct. Sisters, OR 97759	503-388-8064
lot 70 Jeanne & Greg Judah	Jeanne & Greg Judah 16943 Royal Coachman P.O. Box 1749 Sisters,	OR 97759
lot 71 Oscar & Guadalupe Pena	Oscar & Guadalupe Pena 16933 Royal Coachman Drive Sisters, OR 97	7759 305-205-4927
lot 72 John & Judy Hughie	John & Judy Hughie 16923 Royal Coachman Drive Sisters, OR 97759	541-549-6117
lot 73 Harold & Frances Kibby	Harold & Frances Kibby P.O. Box 2203 Sisters, OR 97759	541-588-6234
lot 74 Harold & Frances Kibby	Harold & Frances Kibby P.O. Box 2203 Sisters, OR 97759	
lot 75 Albert Krause	Albert & Jane Krause 11111 SE 18th St. Vancouver, WA 98664	541-549-8692
lot 76 Robert & Harriet Rossio	Robert & Harriet Rossio 16863 Royal Coachman Drive Sisters, OR 977	59 541-549-6565
lot 77 Mark & Dianne Bennett	Mark & Dianne Bennett 69125 Damsel Fly Ct Sisters, OR 97759	541-554-1839
lot 78 Thomas & Diedra Thompson	Thomas & Diedra Thompson 17100 Golden Stone Drive Sisters, OR 97	759 541-588-6029
lot 79 Norman Sanesi	Norman & Kelly Sanesi 17062 Royal Coachman Drive Sisters, OR 977	
lot 8 James & Susan Sanger	James Sanger 16970 Green Drake Ct. Sisters, OR 97759	541-719-0019
Lot 80 Rodney & Karen Stuve	Rodney & Karen Stuve 17082 Royal Coachman Dr. Sisters, OR 97759	541-844-6245
lot 81 Michael E. Keller	Michael E. Keller 9060 Tudsbury Rd. Loomis, CA 95650	916-765-6983

Va		June 3, 2	019		
Customer		Bill to		Primary Contact	Main Phon
lot 82 Steve & Terri Loveland	SI	teve & Terri Loveland 17138 Caddis Court Sis	sters, OR 9	97759	
lot 83 Robert & Gayle Landwehr	R	Robert & Gayle Landwehr 17148 Caddis Court Sisters, OR 97759			541-549-1033
Lot 84 David & Diana Helm	Da	avid & Diana Helm 20575 SE High Ridge Cou	urt Damaso	cus, OR 97089	503-522-6306
lot 85 Allyn & Elaine Gilbert	AI	llyn & Elaine Gilbert 17168 Caddis Ct. Sisters	s, OR 9775	9	
lot 86 Kent & Kathy Beebe	K	ent & Kathy Beebe 15510 SE 38th Circle Van	ncouver, W	A 98683	
lot 87 Boyd & Kay Levet	B	oyd & Kay Levet 17157 Caddis Ct. Sisters, O	R 97759		541-549-8560
lot 88 Jeffery and Laurie Murdock	Je	effery and Laurie Murdock 17147 Caddis Cou	rt Sisters,	OR 97759	562-244-3183
lot 89 Stephen Harder	SI	tephen Harder 1455 SW Myrtle Dr. Portland,	OR 97201		503-519-8609
lot 9 Gary & Barbara DeLorenzo	G	ary & Barbara DeLorenzo 16980 Green Drake	e Ct. Siste	rs, OR 97759	408-623-0115
lot 90 Vernon Renner		ernon Renner 1316 White Oaks Place Gilroy,	, Ca 95020		541-977-7820
lot 91 Michael & Heidi Peyton	М	ichael & Heidi Peyton 17111 Lady Caroline D	Prive Sister	s, OR 97759	503-819-2978
lot 92 Robert & Doris Hodge	R	Robert & Doris Hodge 16965 Green Drake Court Sisters, OR 97759			
lot 93 Stephen and Carol Dixon	SI	Stephen and Carol Dixon 17054 Lady Caroline Dr. Sisters, OR 97759			541-588-6151
lot 94 John & Thalene Hebeisen	Jo	John & Thalene Hebeisen 17064 Lady Caroline Drive Sisters, OR 97759			541-719-1185
lot 95 Jeffery and Laurie Murdock	Je	Jeffery and Laurie Murdock 17147 Cadfdis Court Sisters, OR 97759		714-422-7472	
lot 96 Russell & Phyllis Smith	R	Russell & Phyllis Smith 17084 Lady Caroline Dr. Sisters, OR 97759			503-579-5440
lot 97 Gary & Inga Mansker	G	Gary & Inga Mansker 11520 Seabeck Hwy Seabeck, WA 98380			541-549-1314
lot 98 Heidi & Michael Peyton	м	Michael and Heidi Peyton 17111 Lady Caroline Drive Sisters, OR 97759			503-819-2978
lot 99 Steven & Lynda Jasperson	SI	Steven & Lynda Jasperson 160 Oak Street Suite #186 Sisters, OR 97759			
Sisters Aggregate & Construction	Si	Sisters Aggregate & Construction 17204 Hwy 126 Sisters, OR 97759		541-548-0569	
Tewalt & Sons Inc.	Te	Tewalt & Sons Inc. 16410 Hwy 126 Sisters, OR 977 Kayleb		eb	541-549-1472
Tri County Paving, LLC	Tr	Tri County Paving, LLC P.O. Box 1621 Redmond, OR 97756		541-526-5800	
Western Title & Escrow		estern Title & Escrow			