

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

WJ 19

In the Matter of)
)
MILL MAR ESTATES WATER, INC.)
)
Assertion of Jurisdiction pursuant to)
ORS Chapter 757.)

ORDER

DISPOSITION: RATE AND SERVICE REGULATION AFFIRMED

Pursuant to Oregon Revised Statutes (ORS) 757.005 and ORS 757.061, the Public Utility Commission of Oregon (Commission) regulates any corporation, company, individual, association of individuals . . . that owns, operates, manages or controls all or part of any plant or equipment in this state for the production, transmission, delivery or furnishing of . . . water . . . directly or indirectly to or for the public. If a water utility meets the definition of a public utility in ORS 757.005, charges a rate for water service that exceeds a maximum rate established by the Commission in Oregon Administrative Rules (OAR) 860-036-0030, and 20 percent or more of the customers file a petition with the Commission requesting such regulation, the water utility is subject to the authority and jurisdiction of the Commission and regulated for rates and service.

FINDINGS OF FACT

MILL MAR ESTATES WATER, INC. (Mill Mar or Utility) is a privately-owned, domestic business corporation providing residential water service to approximately 25 customers in the area of Shady Cove, Oregon.

As of January 2008, the Utility is charging a flat monthly residential rate of \$60. The charge is made up of:

- A. \$10 for repair and maintenance;
- B. \$25 for water;
- C. \$20 for use of the water system; and
- D. \$5 for management.

The annual average monthly residential rate threshold found in OAR 860-036-0030 is currently \$33. Mill Mar is charging above the residential regulatory threshold found in OAR 860-036-0030.

On or around May 15, 2008, the Commission received petitions from 10 customers requesting utility rate regulation. Forty percent of the customers filed petitions requesting utility regulation. The regulatory requirement for petitions in ORS 757.061 is 20 percent. The conditions for Commission regulation of Mill Mar have been met.

Technically, the Utility should have provided a notice to customers and the Commission, as outlined in OAR 860-036-0410, when Mill Mar raised its rates above the regulatory thresholds. However, since the Commission has already received a sufficient number of customer petitions, requiring the Utility to provide adequate notice at this time would be superfluous.

CONCLUSION OF LAW

1. Mill Mar is charging above the average annual monthly residential rate threshold of \$33 established in OAR 860-036-0030.

2. The Commission has received petitions from 40 percent of Mill Mar's customers requesting rate regulation. This exceeds the 20 percent petition requirement for regulation under ORS 757.061.

3. Mill Mar is a public utility pursuant to ORS 757.061.

4. Mill Mar is subject to the Commission's authority and jurisdiction as of June 20, 2008 (the date Staff determined the petitions met the 20 percent regulatory threshold requirement).

If Mill Mar challenges the Commission's jurisdiction by requesting reconsideration pursuant to ORS 756.561, the request must be filed within 60 days of the date of service of this order and include information, consistent with OAR 860-014-0095, that demonstrates that Mill Mar is not subject to Commission jurisdiction.

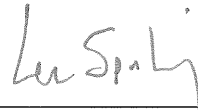
Mill Mar should file appropriate tariffs within 60 days of the date of this order. To assist the Utility, an application to establish tariffs and a set of sample tariffs are included as Appendix A and Appendix B of this order, respectively.

ORDER

IT IS ORDERED that:

1. Mill Mar Estates Water, Inc. is a public utility subject to financial and service regulation pursuant to ORS 757.005 and ORS 757.061.
2. Mill Mar Estates Water, Inc. shall file appropriate tariffs within 60 days of the date of this order.

Made, entered, and effective JUL 03 2008.



Lee Sparling
Director
Utility Program



A party may request rehearing or reconsideration of this order pursuant to ORS 756.561. A request for rehearing or reconsideration must be filed with the Commission within 60 days of the date of service of this order. The request must comply with the requirements in OAR 860-014-0095. A copy of any such request must also be served on each party to the proceeding as provided by OAR 860-013-0070(2). A party may appeal this order by filing a petition for review with the Court of Appeals in compliance with ORS 183.480-183.484.



**OREGON PUBLIC UTILITY COMMISSION
GUIDE FOR FILING A WATER UTILITY RATE CASE**

A water utility subject to rate regulation by the Public Utility Commission (PUC) must file tariffs to change or establish its rates. A brief (pages 1-2 of the application) summarizing the filing, written testimony, and supporting exhibits must accompany a tariff filing. Information supporting the proposed rate should be submitted at the time of filing. A filing must include information regarding:

- 1) Utility history and background
- 2) Characteristics and condition of the physical plant
- 3) Rate structures: current and proposed
- 4) New or revised tariff sheets
- 5) Financial records
- 6) Quality of service

Following is a rate case application and tariff sheets. Generally, returning the completed application and attached tariffs constitutes a complete rate case application acceptable for docketing. **Please answer each question.** In instances where the question is not relevant to your situation, please indicate that it is not applicable (n/a). Feel free to include other questions/answers or information that you believe may be relevant for staff's evaluation of your proposed filing.

The tariffs included as **Exhibit A** to the application include references and applications of PUC's water regulation rules adopted by the Commission. **Please read the Rules and Regulations section.** There are several **blanks you will need to fill in** based upon your utility's particular way of doing business.

The plant information included as **Exhibit B** at the end of the application must be filled out.

Please note that the **effective date of the tariffs**, located at the bottom of each tariff sheet, **MUST be dated at least 30 days after the date PUC receives the filing.**

You are required to **notify customers within 15 days** of filing new or revised tariff schedules with the Commission that constitute a general rate revision. **Send a copy of the final notice to the Commission.** (See the notification information)

The instructions on this page, the glossary (next 2 pages), and the notification instructions are for your information. Please do not return them with your completed application.

ALJ – Administrative Law Judge (attorney) who is assigned to preside over a water utility case. The ALJ conducts hearings and public meetings, gathers facts in an impartial way, makes a record of evidence, and recommends a decision to the Commission.

ACCUMULATED DEPRECIATION – The accumulation of expense associated with the gradual consumption of utility assets used in the process of providing service. See DEPRECIATION.

AFFILIATED COMPANY – Either a utility's wholly owned subsidiary or a related entity whose voting stock is controlled by another entity or maintains a degree of control over the regulated utility.

CAPITAL – Investment of utility assets used in the provision of water service.

CAPITAL STRUCTURE – The portions or percentages of debt and equity capital that make up total capital.

CLASSES OF CUSTOMERS – Categories of customers generally including residential, commercial, and irrigation.

COST OF CAPITAL – A weighted average of the cost of debt and the cost of equity, where the weights are the percentages of debt and equity in the company's CAPITAL STRUCTURE. Also known as the RATE OF RETURN or RETURN ON CAPITAL.

DEPRECIATION – The gradual consumption of the utility asset used in the provision of water service. Wear and tear, decay, obsolescence, or inadequacy can bring about the consumption.

INTERVENOR – A person who applies for and receives intervenor status (full party) in water case.

MATERIALS AND SUPPLIES INVENTORY – Assets kept on hand for future service needs, but which are not currently used.

ORGANIZATION STRUCTURE – The manner in which the company is formed. Some organizational structures include nonprofit, corporation, partnership, proprietorship, homeowner's association, and cooperative.

PLANT IN SERVICE – Original cost of utility assets (without consideration of depreciation).

RATE BASE – Cost of utility plant in service adjusted to recognize materials and supplies inventory, working cash, contributions in aid of construction, and accumulated depreciation.

RATE DESIGN – The process of distributing revenue requirement among various classes of customers.

RATE SCHEDULE – A schedule reflecting the rates or fees charged by the utility for each type of service.

RATE STRUCTURE – Rates charged to different CLASSES OF CUSTOMERS.

RETURN ON EQUITY – Return component that recognizes the risk associated with plant funded by equity capital.

REVENUE REQUIREMENT – Revenues determined to be necessary to allow the company to recover reasonable expenses and the opportunity to earn a reasonable rate of return on its prudent rate base.

REVENUE REQUIREMENT FORMULA $R = E + (v - d) r$

R – Total revenue required

E – Operating expenses

v – Original cost of utility assets (value of rate base)

d – Accumulated depreciation of utility assets (plant depreciation)

r – Rate of return

SERVICE LIFE – The average length of time that an asset is expected to be used and useful.

TARIFF – A published collection of rate schedules and rules for use of service.

TEST PERIOD or TEST YEAR – Generally, the last 12-month period for which complete financial data is available.

WATER RIGHT – A water right is legal authority to use Oregon's public water. In 1909, the Legislature declared all surface water to be owned by the public, and, again, in 1954 the Legislature declared all ground water to be owned by the public. Prospective users of the public's water must acquire a water right before water can be diverted and put to beneficial use. Water rights are issued and administered by the Oregon Water Resources Agency (503-378-8455).

WELL PUMP HP – The horsepower rating for a well pump. Often the range is from one to seven HP (horsepower).

WORKING CASH – One-twelfth of operating expenses representing a 30-day working cash requirement. (Not including depreciation or taxes)

ORDER NO. 08-354
CUSTOMER NOTICE OF PUC FILING

ATTACHMENT A

Oregon Administrative Rule 860-036-0620(2) requires a water utility to **notify customers within 15 days** of filing new or revised tariff schedules with the Commission that constitute a general rate revision. Notification may be made by one of the following methods:

1. Insertion of a display **announcement**, not less than a three column standard advertising unit (SAU) by 10 inch advertisement, at least once **in a newspaper** of general circulation in the communities served by the water utility; or
2. An **announcement inserted in the water utility's regular billing** to its customers; or
3. An **announcement mailed to each customer**.

The announcement should include the following:

- (a) The approximate annualized amount of the **proposed total change in revenue**, expressed in **dollar terms**; and the approximate amount of the **proposed change for an average residential customer's monthly bill**, expressed in dollar terms;
- (b) A brief statement of the **reasons why the change is sought**;
- (c) Notification that **copies** of the water utility's application, testimony, and exhibits are **available at the utility's main office**;
- (d) The **mailing address and telephone number** customers may use to contact to receive additional information about the filing;
- (e) The **water utility's office mailing address and office telephone number**;
- (f) The **Commission's toll-free telephone number (1-800-522-2404) and mailing address** (Public Utility Commission of Oregon, Administrative Hearings Division, PO Box 2148, Salem, Oregon 97308-2148) where customers may request to receive notice of the time and place of any hearing on the matter;
- (g) The Commission's location: 550 Capitol St NE Ste 215, Salem, Oregon;
- (g) A statement that the purpose of the announcement is to provide customers with general information regarding the water utility's proposed tariffs and the effect the tariff filing may have on the customers; and
- (h) A statement that the calculations and statements contained in the water utility's announcement and filing are not binding on the Commission.

(See SAMPLE Notice of Tariff Filing on Next Page)

Company Notice to the Commission

Within 20 days of issuance of the announcement to customers, the water utility shall notify the Commission that notice has been given to the customers and shall provide a copy of the notice to the Commission.

ORDER NO. 08-354 ATTACHMENT A
**ANNOUNCEMENT OF PROPOSED CHANGES TO WATER SERVICE
 RATE TARIFFS FILED WITH THE PUC**

DATE: _____

Pursuant to PUC Order No. 06-642, _____ submitted a general rate filing to the Commission on _____. We are seeking to increase our annual revenues by \$_____ above the \$_____ we collected in _____ (insert test year). The purpose of this announcement is to provide you with general information regarding the proposed rates and the effect the filing may have on you.

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

	Current Ave Monthly Bill	Proposed Ave Monthly Bill	Percent Increase
Residential			
5/8" & 3/4"	\$	\$	percent
Commercial			
5/8" & 3/4"	\$	\$	percent
2"	\$	\$	percent
Irrigation			
5/8" & 3/4"	\$	\$	percent
2"	\$	\$	percent
Fire Protection			
	\$	\$	percent

- _____ (name of water utility) is seeking the above changes (increase or decrease) in rates because: LIST REASONS WHY UTILITY IS SEEKING RATE CHANGES.
- Copies of the utility's application, testimony, and exhibits are available at: _____ (utility's main office address and telephone number)
- _____ (name of water utility) can provide additional information about the rate filing.
If you are interested please contact: _____ (name, mailing address and telephone number where customers can request additional information regarding the utility's filing)
- To request to receive notices of the time and place of hearings on the matter, contact the PUC at 1-800-522-2404; TTY 711, or mail request to:

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

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

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

[ATTACH A COPY OF NOTICE, NEWSPAPER NOTICE, OR AFFIDAVIT OF NOTICE]

APPENDIX A
 PAGE 4 OF 57

**PLEASE RETURN THIS AS PAGE 1 OF THE COMPLETED APPLICATION PLEASE FILL IN ALL
BLANKS**

**TO: VIKIE BAILEY-GOGGINS, ADMINISTRATOR
REGULATORY OPERATIONS DIVISION
PUBLIC UTILITY COMMISSION OF OREGON
PO BOX 2148
SALEM OR 97308-2148**

FROM:

(Name of Water Utility)

(Address)

(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
)
(utility name))

(name of utility owner)

In accordance with Oregon Revised Statutes 757.205 and 757.220, herewith files tariff sheets designated as PUC Oregon No. 1, 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) Establish rates resulting in total annual revenues of \$_____ OR
- 2) Increase or decrease the utility's total annual revenues from \$_____ to \$_____, resulting in a net increase/decrease of \$_____ or _____ percent. After deducting for operating expenses, the projected revenues will produce a _____ percent return on a rate base of \$_____.

APPENDIX A
PAGE 5 OF 57

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

(signature of utility owner or officer)

(date)

(printed name of owner or officer)

(title or position)

(legal name of utility)

Attachment

ORDER NO. 08-354
UTILITY COMPANY TESTIMONY
(Question and Answer Format)

PLEASE FILL IN ALL BLANKS

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

A.

Legal Name			
Business Address			
City, State, Zip			
Telephone Number		Emergency Number	
Fax Number		Email Address	

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

A.

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

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

A.

Operator Name			
Address			
City, State, Zip			
Telephone #		E-Mail Address	
Certified Operator	Certification Level	Registration Number	

yes no

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

A. The utility's accountant or bookkeeper is:

Name	
Address	
City, State, Zip	
Telephone Number	
E-Mail Address	

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

A. The utility owners are:

Name	
Address	
City, State, Zip	
Telephone Number	

Name	
Address	
City, State, Zip	
Telephone Number	

Name	
Address	
City, State, Zip	
Telephone Number	

(Attach additional page[s] if necessary)

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

A. The utility officers are: (Attach additional page[s] if necessary)

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

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

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

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:

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

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:

Table with 2 columns and 5 rows: Name, Address, City, State, Zip, Telephone Number, E-Mail Address

SUMMARY OF THE UTILITY'S PROPOSED RATE REQUEST

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

A. The utility's most recent calendar year revenues are \$____. The utility seeks a rate [] increase or [] decrease of \$____ or ____% in current annual revenues, resulting in total annual revenues of \$____.

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

A. The utility is seeking this change in rates because .

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, ____ to December 31, ____.

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

A. The utility rate base is \$_____.

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

A. The utility is seeking a _____% rate of return on a rate base because

GENERAL UTILITY INFORMATION

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

A. The water utility was legally organized on _____, under the laws of the State of Oregon as a:
 Proprietorship Partnership Corporation LLC Other: _____

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

A. The system was originally constructed in _____, began providing service on _____.

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

A. In _____ (mo/yr), the utility was (check one):
 Purchased Constructed Received through donation Inherited

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 **do not exist** between the utility and its owners and affiliated interests.

Yes, PUC approved contracts **do exist** between the utility and its owners and affiliated interests. Approval found in PUC Order No. _____.

Yes, oral or written contracts do exist, but have not been approved by PUC, between the utility and its owners and affiliated interests. I have attached a copy of these contracts, along with a cover letter requesting approval of these contracts.

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

- 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. _____.
- Application has been filed and is pending.

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

- A. No, the utility is not a subsidiary of a parent corporation or holding company.
- Yes, the utility is a subsidiary of a parent corporation or holding company.
- Attached are the parent/holding company's balance sheet/income statements for the last calendar year.

21. Q. HOW MANY FULL OR PART-TIME EMPLOYEES DOES THE UTILITY CURRENTLY EMPLOY?

A. The utility currently employs _____ full-time and _____ part-time employees.

22. Q. PROVIDE THE FOLLOWING 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:

Employee Name	Position	Monthly Responsibilities/Duties	Hours Per Month	Hourly Wage/ Monthly 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. 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	Hours Per Month	Hourly Wage/ Monthly Salary
			\$
			\$
			\$
			\$
			\$

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

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

Name of Independent Contractors	Description of Contract Services	Annual Charges
Labor		\$
Legal		\$
Accounting		\$
Management		\$
Water Testing /Sampling		\$
Other (specify)		\$
		\$
		\$
		\$

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

A. The utility's capital structure is:

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

OPERATING REVENUES

26. Q. IN COLUMN A BELOW, PROVIDE THE UTILITY'S ACTUAL ANNUAL REVENUE FOR ITS CHOSEN TEST YEAR. IN COLUMN B BELOW, PROVIDE THE UTILITY'S PROPOSED ADJUSTMENTS (INCREASE OR DECREASE) TO COLUMN A FOR THE COMING YEAR FOR EACH APPLICABLE ACCOUNT. COLUMN C IS THE TOTAL OF COLUMNS A AND B.

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

Acct #	OPERATING REVENUE	Test Year \$	Proposed Adjustments \$	Proposed Results (A + B = C) \$
461.1	Residential Water Sales Revenue			
461.2	Commercial/Industrial Water Sales Rev			
462	Fire Protection Sales Revenue			
464	Water Sales to Public Authorities Rev			
465	Irrigation Water Sales Revenue			
466	Water Sales for Resale Revenue			
467	Golf Course Revenue			
468	Special Contract/Agreement Revenue			
	Other			
TOTAL REVENUE				

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

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

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

OPERATING EXPENSES

28. Q. IN COLUMN A BELOW, PROVIDE THE UTILITY'S ACTUAL ANNUAL EXPENSE FOR ITS CHOSEN TEST YEAR, USING THE APPROPRIATE ACCOUNT FOR EACH EXPENSE. IN COLUMN B, PROVIDE THE UTILITY'S PROPOSED ADJUSTMENTS (INCREASE OR DECREASE) FOR THE COMING YEAR. COLUMN C IS THE TOTAL OF COLUMN A PLUS COLUMN B. COLUMN C (PROPOSED RESULTS) IS THE TOTAL FOR EACH EXPENSE THE UTILITY IS REQUESTING IN THIS APPLICATION.

A. Test period expenses, proposed expense adjustments and proposed expense results are shown below:

Acct #	OPERATING EXPENSES	Test Year \$	Proposed Adjustments \$	Proposed Results (A + B = C) \$
601	Salaries & Wages – Employees			
603	Salaries & Wages – Officers, Directors, and Majority Stockholders			
604	Employee Pensions and Benefits			
610	Purchased Water			
611	Telephone/Communications			
615	Purchased Power			

Acct #	OPERATING EXPENSES CONTINUED	Test Year	Proposed Adjustments	Proposed Results (A + B = C)
616	Fuel for Power Production			
618	Chemicals/Treatment Expense			
619	Office Supplies 619.1 Postage			
619.1	Postage			
620	Materials/Supplies (O&M)			
621	Repairs to Water Plant			
631	Contractual Services – Engineering			
632	Contractual Services – Accounting			
633	Contractual Services – Legal			
634	Contractual Services – Mgmt Fees			
635	Contractual Services – Testing			
636	Contractual Services – Labor			
637	Contractual Services – Billing/Collection			
641	Rental of Building/Real Property			
642	Rental of Equipment			
643	Small Tools			
648	Computer/Electronic Expense			
650	Transportation Expense			
656	Insurance – Vehicle			
657	Insurance – General Liability			
658	Insurance – Workers’ Compensation			
659	Insurance – Other			
660	Public Relations/Advertising Expense			
666	Amortization of Rate Case Expense			
667	Gross Revenue Fee			
671	Cross Connection Control Program Expense			
668	Water Resource Conservation Expense			
670	Bad Debt Expense			

Acct #	OPERATING EXPENSES CONTINUED	Test Year	Proposed Adjustments	Proposed Results (A + B = C)
672	System Capacity Development Program Expense			
673	Training and Certification Expense			
674	Consumer Confidence Report			
675	Miscellaneous Expenses (Itemize on Separate Schedule)			
401	TOTAL OPERATING EXPENSES			

OTHER REVENUE DEDUCTIONS				
Acct #	OPERATING EXPENSES CONTINUED	Test Year	Proposed Adjustments	Proposed Results (A + B = C)
403	Depreciation Expense			
406	Amortization of Utility Plant Acquisition Adjustment			
407	Amortization Expense			
408	Taxes Other Than Income			
409.10	Federal Income Tax			
409.11	Oregon Income Tax			
409.13	Extraordinary Items Income Tax			
434	TOTAL OTHER REVENUE DEDUCTIONS			
<u>TOTAL REVENUE DEDUCTIONS</u> Add Operating Expense PLUS Other Deductions)				

29. Q PLEASE ITEMIZE THE SEPARATE COMPONENTS OF MISCELLANEOUS EXPENSE, ACCOUNT 675, IN QUESTION 30.

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

DESCRIPTION OF EXPENSES	ANNUAL COST
Industry Dues and Memberships	\$
Bank Charges	\$
Other (Specify)	\$
	\$
	\$
TOTAL	\$

UTILITY CURRENT RATES AND SCHEDULES

In the following questions, please indicate what type of service and how the water is measured (if metered).

M is for Metered Service F is for Flat Service CF is for Cubic Feet G is for Gallons

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

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

CURRENT RATES FOR RESIDENTIAL SERVICE

Line or Meter Size	Check One	Current Residential Monthly Base or Flat Rate	Residential Consumption Included in Base Rate		Current Residential Monthly Commodity/Usage Rate		
					Tier 1 - \$	Per	Up to:
3/4" or 5/8"	<input type="checkbox"/> M	\$		<input type="checkbox"/> CF	Tier 1 - \$	Per	Up to:
	<input type="checkbox"/> F			<input type="checkbox"/> Gal	Tier 2 - \$	Per	Up to:
					Tier 3 - \$	Per	Above:
1"	<input type="checkbox"/> M	\$		<input type="checkbox"/> CF	Tier 1 - \$	Per	Up to:
	<input type="checkbox"/> F			<input type="checkbox"/> Gal	Tier 2 - \$	Per	Up to:
					Tier 3 - \$	Per	Above:
1 1/2"	<input type="checkbox"/> M	\$		<input type="checkbox"/> CF	Tier 1 - \$	Per	Up to:
	<input type="checkbox"/> F			<input type="checkbox"/> Gal	Tier 2 - \$	Per	Up to:
					Tier 3 - \$	Per	Above:
SAMPLE 5/8"	<input checked="" type="checkbox"/> M	\$20.00	None	<input type="checkbox"/> CF	Tier 1 - \$.60	Per 100 gals	Up to 3,000 gal
	<input type="checkbox"/> F			<input checked="" type="checkbox"/> Gal	Tier 2 - \$.82	Per 100 gals	Above 3,000 gal

CURRENT RATES FOR COMMERCIAL SERVICE

Line or Meter Size	Check One	Current Commercial Monthly Base or Flat Rate	Commercial Consumption Included in Base Rate	Current Commercial Monthly Commodity/Usage Rate		
3/4" or 5/8"	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$	Per	Up to:
				Tier 2 - \$	Per	Above:
1"	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$	Per	Up to:
				Tier 2 - \$	Per	Above:
1 1/2"	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$	Per	Up to:
				Tier 2 - \$	Per	Above:
2"	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$	Per	Up to:
				Tier 2 - \$	Per	Above:
3"	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$	Per	Up to:
				Tier 2 - \$	Per	Above:
4"	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$	Per	Up to:
				Tier 2 - \$	Per	Above:
6"	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$	Per	Up to:
				Tier 2 - \$	Per	Above:

CURRENT RATES FOR IRRIGATION SERVICE

Line or Meter Size	Check One	Irrigation Current Monthly Base or Flat Rate	Irrigation Consumption Included in Base Rate	Current Irrigation Monthly Commodity/Usage Rate	
	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$	Per
	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$	Per
	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$	Per
	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$	Per
	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> 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		\$
		\$

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
	\$
	\$
	\$
	\$

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
	<input type="checkbox"/> M	
	<input type="checkbox"/> F	
	<input type="checkbox"/> M	
	<input type="checkbox"/> F	
	<input type="checkbox"/> M	
	<input type="checkbox"/> F	
	<input type="checkbox"/> M	
	<input type="checkbox"/> F	

31. Q. PLEASE PROVIDE THE FOLLOWING INFORMATION FOR EACH CUSTOMER CLASS

FOR THE MOST RECENT COMPLETED CALENDAR YEAR OF ____. (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 Beginning of Year	Number of Customers at End of Year	Total Annual Revenues	Total Annual Consumption	Cubic Feet or Gal
Residential			\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal
Commercial/Industrial			\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal
Multiple Dwellings			\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal
Irrigation			\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal
Fire Protection			\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal
Other (please specify)			\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal
			\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal
TOTAL			\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal

UTILITY PROPOSED RATES AND SCHEDULES

In the following questions, please indicate what type of service and how the water is measured (if metered).

M is Metered Service F is Flat Service CF is Cubic Feet G or Gal is Gallons

32. Q. PLEASE DESCRIBE THE RATE STRUCTURE THE UTILITY IS PROPOSING IN THIS RATE PROCEEDING?

A. The utility is proposing the following rate structure:

PROPOSED RATES FOR RESIDENTIAL SERVICE

Line or Meter Size	Check One	Proposed Monthly Base or Flat Rate	Consumption Included in Base Rate	Proposed Monthly Commodity/Usage Rate
3/4" or 5/8"	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$ Per Tier 2 - \$ Per Up to: Above:
1"	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$ Per Tier 2 - \$ Per Up to: Above:
Other Specify	<input type="checkbox"/> M <input type="checkbox"/> F	\$	<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$ Per Tier 2 - \$ Per Up to: Above:
Sample 3/4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$20.00	none <input type="checkbox"/> CF <input checked="" type="checkbox"/> Gal	Tier 1 - \$.60 Per 100 gals Tier 2 - \$.82 Per 100 gals <i>Up to 3,000 gals Above 3,000 gals</i>

PROPOSED RATES FOR COMMERCIAL SERVICE

Line or Meter Size	Check One	Proposed Monthly Base or Flat Rate	Consumption Included in Base Rate		Proposed Monthly Commodity/Usage Rate		Up to: Above:
3/4" or 5/8"	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$ Per Tier 2 - \$ Per		
1"	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$ Per Tier 2 - \$ Per		
1 1/2"	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$ Per Tier 2 - \$ Per		
2"	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$ Per Tier 2 - \$ Per		
3"	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$ Per Tier 2 - \$ Per		
4"	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$ Per Tier 2 - \$ Per		
6"	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$ Per Tier 2 - \$ Per		
8"	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	Tier 1 - \$ Per Tier 2 - \$ Per		

PROPOSED RATES FOR IRRIGATION SERVICE

Line or Meter Size	Check One	Proposed Monthly Base or Flat Rate	Consumption Included in Base Rate		Proposed Monthly Commodity/Usage Rate	
	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ Per	
	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ Per	
	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ Per	
	<input type="checkbox"/> M <input type="checkbox"/> F	\$		<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ Per	

PROPOSED RATES FOR FIRE PROTECTION OR HYDRANT SERVICE

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

PROPOSED RATES FOR SPECIAL CONTRACTS

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

Special Contract	Proposed Monthly Rate	Proposed Annual Rate
	\$	\$
	\$	\$
	\$	\$

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	Proposed Monthly Rate	Proposed Annual Revenue
	<input type="checkbox"/> M <input type="checkbox"/> F	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$	\$
	<input type="checkbox"/> M <input type="checkbox"/> F	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$	\$

33. Q. IF THE UTILITY’S RATE PROPOSAL WERE ADOPTED, PLEASE SHOW THE

FOLLOWING INFORMATION FOR EACH CUSTOMER CLASS AT THE SPECIFIED

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

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

Consumption is measured in <input type="checkbox"/> CF <input type="checkbox"/> GALS: Customer Class	PROPOSED Number of Customers	PROPOSED Average Monthly Bill	PROPOSED Average Monthly Consumption	PROPOSED Total Annual Revenue
Residential 5/8” or 3/4”		\$		\$
Residential 1”		\$		\$
Residential 1 1/2”		\$		\$
Residential 1/2”		\$		\$
Commercial/ Industrial 5/8” or 3/4”		\$		\$
Commercial/Industrial 1”		\$		\$
Commercial/Industrial 1 1/2”		\$		\$

Consumption is measured in <input type="checkbox"/> CF <input type="checkbox"/> GALS: Customer Class	PROPOSED Number of Customers	PROPOSED Average Monthly Bill	PROPOSED Average Monthly Consumption	PROPOSED Total Annual Revenue
Commercial/Industrial 2"		\$		\$
Commercial/Industrial 3"		\$		\$
Commercial/Industrial 4"		\$		\$
Commercial/Industrial 6"		\$		\$
Irrigation (specify size)		\$		\$
Irrigation		\$		\$
Irrigation		\$		\$
Public Fire Protection		\$		\$
Private Fire Protection		\$		\$
Hydrant Maintenance		\$		\$
Golf Course		\$		\$
Other (please specify)		\$		\$
TOTAL		\$		\$

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
		\$	
		\$	
		\$	

Capital Improvement/Plant Description	Date Purchased Or Constructed	Cost (including labor)	In Service Date
		\$	
		\$	

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
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
	\$	

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.

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

37. Q. PLEASE PROVIDE THE FOLLOWING INFORMATION ON UTILITY PLANT IN SERVICE. YOU MAY ATTACH A PLANT/DEPRECIATION SCHEDULE IF AVAILABLE. DO NOT INCLUDE UTILITY PLANT THAT WAS DONATED OR CONTRIBUTED (CONTRIBUTIONS IN AID OF CONSTRUCTION [CIAC]) OR ANY PLANT PAID FOR BY DEVELOPERS OR CUSTOMERS THAT IS NOT INTENDED TO BE PAID BACK. DO NOT INCLUDE ANY UTILITY PLANT UNDER CONSTRUCTION OR PROPOSED CONSTRUCTION.

A. Utility plant is shown on the next page:

ACCT #	WATER UTILITY PLANT ACCOUNTS	IN SERVICE DATE	ORIGINAL COST
301	Organization		\$
302	Franchises		\$
303	Land & Land Rights		\$
304	Structures & Improvements		\$
305	Collecting/Impounding/Reservoirs		\$
306	Lake, River & Other Intakes		\$
307	Wells & Spring		\$
308	Infiltration Galleries & Tunnels		\$
309	Supply Mains		\$
310	Power Generation Equipment		\$
311	Pumping Equipment		\$
320	Water Treatment Equipment		\$
330	Distribution/Reservoirs/Standpipes		\$
331	Transmission & Distribution Mains		\$
333	Services		\$
334	Meters & Meter Installation		\$
335	Hydrants		\$
336	Cross Connection Control (Utility Owned)		\$
339	Miscellaneous Plant & Equipment		\$

ACCT #	WATER UTILITY PLANT ACCOUNTS	IN SERVICE DATE	ORIGINAL COST
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			\$

38. Q. IN COLUMN A BELOW, PROVIDE THE UTILITY'S ACTUAL PLANT TOTAL FOR ITS CHOSEN TEST YEAR. IN COLUMN B, PROVIDE THE UTILITY'S PROPOSED ADJUSTMENTS (INCREASE OR DECREASE) FOR THE COMING YEAR. COLUMN C IS THE TOTAL OF COLUMN A PLUS COLUMN B. COLUMN C (PROPOSED RESULTS) IS THE TOTAL THE UTILITY IS REQUESTING IN THIS APPLICATION.

A. Plant accounts are shown below:

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

39. Q. DOES THE UTILITY HAVE A MASTER METER AT ITS WATER SUPPLY SOURCE?
IF SO, STATE 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 _____ 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. See Water Right Information shown in Plant Information, Exhibit B, of this testimony.

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

- A. The utility's source of ground water supply is _____ as shown in Plant Information, Exhibit B, to this testimony.
- Well logs are attached.

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. See Pumping Information shown in Plant Information, Exhibit B, of this testimony.

43. Q. DESCRIBE THE UTILITY'S WATER STORAGE CAPACITY.

- A. See Storage Tank/Reservoir Information shown in Plant Information, Exhibit B, of this testimony.

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

- A. Yes, the utility is proposing to change its existing rules or establish new rules. They are attached to this testimony as the Rules and Regulation tariffs in Exhibit A. The following is a summary of the Utility's proposed changes:

45. Q. PLEASE DESCRIBE THE TYPE AND NUMBER OF SERVICE PROBLEMS OR CUSTOMER COMPLAINTS THE UTILITY HAS EXPERIENCED IN THE LAST YEAR, INCLUDING BUT NOT LIMITED TO, OUTAGES, LOW PRESSURE, CUSTOMER SERVICE, AND WATER QUALITY. DESCRIBE WHAT ACTIONS, IF ANY, THE UTILITY HAS TAKEN 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:

46. 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:

47. Q. DOES THE UTILITY ROUTINELY FLUSH ITS WATER LINES?

- A. No, the utility does not have a regular flushing schedule.
- Yes, the utility regularly flushes its lines every

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

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

49. 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 _____ number of hydrants located _____ feet apart. The utility's fire insurance rating is _____.

50. Q. IS THE UTILITY CURRENT IN ALL OF THE OREGON DEPARTMENT OF HUMAN SERVICES DRINKING WATER PROGRAM REQUIREMENTS, INCLUDING BUT NOT LIMITED TO, TESTING, OPERATION, CONSTRUCTION OF THE WATER SYSTEM, MASTER PLAN, CROSS CONNECTION CONTROL POLICY, AND CONSUMER CONFIDENCE REPORTS?

- A. Yes, the utility is current in all its requirements of the Oregon Department of Human Services.
- No, the utility is not current with the following Oregon Department of Human Services requirements:

51. 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.

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

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

53. Q. DOES THIS CONCLUDE YOUR TESTIMONY?

- A. Yes.

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

NAMING RATES FOR

_____ (name of utility)

_____ (address)

_____ (city, state, & zip code)

_____ (telephone numbers and type)

Serving water in the vicinity of

_____, Oregon

Issue Date		Effective Date <i>(at least 30 days after PUC receives filing)</i>	
Issued By Name of Utility			
Signature Name & Title			

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Issue Date		Effective Date <i>(at least 30 days after PUC receives filing)</i>	
Issued By Name of Utility			
Signature Name & Title			

SCHEDULE NO. 1

RESIDENTIAL METERED RATES

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

Applicable: To residential premises.

Base Rate

Service Meter Size	Monthly Base Rate	Usage Allowance	Unit of Measure
5/8 or 3/4 inch	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
1 inch	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
1½ inches	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons

Commodity Usage Rate

Commodity Rate		Number of Units	Unit of Measure	Base Usage Allowance	Unit of Measure
\$	Per		<input type="checkbox"/> cubic feet	Above	<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons		<input type="checkbox"/> gallons

(Sample: \$1.00 per 100 gallons above 3000 gallons)

Special Provisions:

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

Issue Date		Effective Date <i>(at least 30 days after PUC receives filing)</i>	
Issued By Name of Utility			
Signature Name & Title			

SCHEDULE NO. 2

RESIDENTIAL FLAT RATES

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

Applicable: To residential premises.

Flat Rate

SERVICE LINE SIZE	MONTHLY FLAT RATE	CONSUMPTION
5/8 inch or 3/4 inch	\$	unlimited
1 inch	\$	unlimited
1½ inches	\$	unlimited
	\$	unlimited
	\$	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 be metered when possible. Charges shall be made at the rates specific to the type of customer:
 - Schedule No. 1, Residential Metered Rates
 - Schedule No. 3, Commercial/Industrial Metered Rates

When setting of a meter is impracticable, the amount of water used shall be estimated, and the charges shall be made at specified rates for the amounts so estimated.

Issue Date		Effective Date <i>(at least 30 days after PUC receives filing)</i>	
Issued By Name of Utility			
Signature Name & Title			

ADVICE NO. _____
(PUC USE ONLY)

SCHEDULE NO. 3

COMMERCIAL/INDUSTRIAL METERED RATES

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

Applicable: To commercial/industrial premises.

Base Rate

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE, IF ANY	UNIT OF MEASURE
5/8 inch or 3/4 inch	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
1 inch	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
1½ inches	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
2 inches	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
4 inches	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons

Commodity Usage Rate

COMMODITY RATE		NUMBER OF UNITS	UNIT OF MEASURE	BASE USAGE ALLOWANCE	UNIT OF MEASURE
\$	Per		<input type="checkbox"/> cubic feet	Above	<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons		<input type="checkbox"/> gallons

(Sample: \$1.00 per 1000 gallons above 3000 gallons)

Special Provisions:

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

Issue Date		Effective Date (at least 30 days after PUC receives filing)	
Issued By Name of Utility			
Signature Name & Title			

ADVICE NO. _____
(PUC USE ONLY)

SCHEDULE NO. 4

MULTI FAMILY DWELLING RATES

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

Applicable: To commercial/industrial premises.

Base Rate

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE	UNIT OF MEASURE
5/8 inch or 3/4 inch	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
1 inch	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
1½ inches	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
2 inches	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
4 inches	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons

Commodity Usage Rate

COMMODITY RATE	PER	NUMBER OF UNITS	UNIT OF MEASURE	ABOVE	BASE USAGE ALLOWANCE	UNIT OF MEASURE
\$	per		<input type="checkbox"/> cubic feet	Above		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons			<input type="checkbox"/> gallons

(Sample: \$1.00 per 1000 gallons above 3000 gallons)

Special Provisions:

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

Issue Date		Effective Date <i>(at least 30 days after PUC receives filing)</i>	
Issued By Name of Utility			
Signature Name & Title			

SCHEDULE NO. 5

CROSS CONNECTION CONTROL PROGRAM &
BACKFLOW PREVENTION DEVICE SERVICES FEES

PURPOSE

Company desires to offer backflow prevention device services to customers who own backflow prevention devices.

AVAILABLE

To customers of _____, in _____, Oregon, and vicinity.
Company

APPLICABLE

To residential and commercial/industrial premises with backflow prevention devices installed at the meter.

PROGRAM DESCRIPTION

Service plans include:

1. The required annual backflow prevention device testing by a state certified tester pursuant to Oregon Administrative Rules 333-061-0070 through OAR 333-061-0072.
2. Maintenance and repairs on the customer-owned backflow prevention device. *(If offered).*
3. *Other services offered, if applicable.*

Company offers the following plans and payment options for services provided by the Company:

1. *List Plans*

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CROSS CONNECTION CONTROL PROGRAM & BACKFLOW PREVENTION DEVICE SERVICES
FEEES CONTINUED

BILLING RATES

Describe based on Plans offered. Please include billings for appropriate services.

Special Provisions

General

1. The customer is under no obligation to use the Company's backflow protection device testing services.
2. The customer can choose any qualified company or individual to test his/her backflow prevention device.

If Company designs the Program as an Opt Out for Customers use 3
(Default is customers buy service from Company)

3. Customers who choose not to use the Company's backflow prevention services must sign the written refusal and return it to the Company. Customers who choose to continue not using the Company's backflow prevention services must each year notify the Company of the name of the company chosen and date backflow test is scheduled.

If Company designs the Program as an Opt In for Customers use 3b
(Default is customers buy service from other provider)

- 3b. Customers who choose to use the Company's backflow prevention services must sign the written authorization notifying the Company of that election and return it to the Company. To receive the Company's backflow prevention device service, the customer must sign an agreement for the service and payment plan requested. By signing the agreement, the customer is giving the Company permission to perform work on the customer-owned backflow prevention device(s) at the meter.
4. The Company will provide each customer with notification of the backflow prevention service options being offered. The notification shall include (1) an agreement for service that allows the customer to indicate which plan and payment arrangement the customer chooses, and (2) a written refusal of the Company's service.

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5. The Company reserves the right to propose before the OPUC any change in the amount charged for the backflow prevention device testing, maintenance, and repair services.
6. Customers will be given the choice of accepting or rejecting a new agreement in advance of any rate increase.
7. The Company will separately itemize the backflow prevention device service fee on customer bills.

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SCHEDULE NO. 6

MISCELLANEOUS SERVICE CHARGES

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

Connection Charge for New Service (Rule No. 9)

Standard ¾-inch service	\$450.00
Nonstandard ¾ inch service	At cost
Larger than ¾-inch	\$450.00 (plus additional costs)
Irrigation hookup (if provided on separate system)	\$450.00

Meter Test (Rule No. 21)

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

Pressure Test (Rule No. 40)

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

Late-Payment Charge (Rule No. 22)

Charged on amounts more than 30 days past due Pursuant to OAR 860-036-0130 (as of 1/1/07 – 1.7%)

Deposit for Service (Rule No. 5)

Pursuant to OAR 860-036-0040(2) Pursuant to OAR 860-036-0050 (as of 1/1/07 – 5%)

Returned-Check Charge (Rule No. 23)

\$ (Suggested \$20 each occurrence)

Trouble-Call Charge (Rule No. 36)

During normal office hours	\$ (Suggested \$25 per hour)
After normal office hours on special request	\$ (Suggested \$35 per hour)

Disconnection/Reconnect Charge (Rule No. 28 & 29)

During normal office hours	\$ (Suggested \$25)
After normal office hours on special request	\$ (Suggested \$35)

Unauthorized Restoration of Service (Rule No. 30)

Reconnection charge plus costs

Damage/Tampering Charge (Rule No. 34)

At cost

Disconnect-Visit Charge (Rule No. 29)

\$ (Suggested \$20)

Issue Date		Effective Date (at least 30 days after PUC receives filing)	
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RULES AND REGULATIONS

Rule 1: Jurisdiction of the Commission

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

Rule 2: Definitions

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

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APPLICATION FOR SERVICE

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

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

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

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

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

An application for water service must be made where:

- A. An applicant who has not previously been served by the water utility requests service;
- B. Service has been involuntarily discontinued in accordance with the utility and Commission rules, and service is sought;
- 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 identity of a customer, the type of use to which the water is put, or the number of premises served.

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Rule 5: Deposit for Service (OAR 860-036-0040)

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

The utility shall pay interest on deposits at the rate established by the Commission. After the customer has paid bills for service for 12 consecutive months without having had service discontinued for nonpayment, or 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):

- 1) issuing the customer a refund check
- 2) crediting the customer's account; however, a customer is entitled to a refund upon request pursuant to OAR 860-036-0055.

Rule 6: Customer Service Line

The customer shall own and maintain the customer service line and promptly repair all breaks and leaks. The utility shall not be responsible for any damage or poor service due to inadequacy of the customer line or any portion of the customer's plumbing. All leaks in the customer line, faucets, and all other parts of the plumbing owned or controlled by the customer shall be promptly repaired so as not to waste water.

Rule 7: Separate Control of Service

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

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

The utility shall furnish and install at its own expense all necessary trenching, pipe, valves, and fittings between its main line and the customer's service line. Such installation shall be designated as the service connection. The utility shall own, operate, maintain, and replace the service connection when necessary and promptly repair all breaks and leaks. The customer shall not be responsible for any damage or poor service due to inadequacy of the service lines or any portion of the utility's plumbing.

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Rule 9: Service Connection Charge

An applicant requesting permanent water service to premises not previously supplied with permanent water service by the utility shall be required to pay the service connection charge listed in the utility's Miscellaneous Service Charges Schedule.

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

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

Rule 11: Main Line Advances and Refunds Policy

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

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

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

Rule 12: Types of Use

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

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Rule 13: Multiple Residences

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

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

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

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

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

REFUSAL OF SERVICE

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

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

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

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

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

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

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

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

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

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

METERS

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

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

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

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

Each customer shall provide the utility with regular access to the meter on the customer's property. Failure to permit access at reasonable times and after reasonable notice by the utility requesting access is grounds for disconnection. (OAR 860-036-0120) Should damage result to the meter from molesting, tampering, or willful neglect on the part of the customer, the utility shall repair or replace the meter and may bill the customer for the reasonable cost. (OAR 860-036-0105(6))

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

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

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

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

A customer may request that the utility test the service meter; such test shall be made within 20 working days of the receipt of such request at no cost to the customer. The customer has the right to be present during said test, which is to be scheduled at a mutually agreeable time. A written report shall be provided to the customer stating:

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

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If a customer requests a meter test more often than once in any 12-month period, the deposit listed on the Miscellaneous Service Charges Schedule may be required to recover the cost of the test. If the meter is found to register more than 2 percent fast under conditions of normal operation, the utility shall refund the deposit to the customer.

BILLING

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

Bills are due and payable when rendered by deposit in the mail or other reasonable means of delivery. As near as practical, meters shall be read at monthly, bimonthly, quarterly, or annual intervals on the corresponding day of each meter reading or billing period. The bill shall be rendered immediately thereafter. (OAR 860-036-0120(3) requires water utilities to bill at monthly intervals. A utility may request upon application special authority by the Commission to bill at intervals other than monthly.) The utility shall make reasonable efforts to prepare opening and closing bills from actual meter readings. When there is good reason for doing so, estimated bills may be submitted. Any estimated billings shall be clearly designated as such.

The late-payment charge determined by the Commission and listed on the Miscellaneous Service Charges Schedule shall be applied to all overdue balances at the time of preparing the subsequent months' bill or balances owing that are 30 days old.

All bills become delinquent if not paid within _____ days of the date of transmittal of the bill. (OAR 860-036-0125 requires a minimum of 15 days.) If permitted to become delinquent, water service may be terminated after proper notice as provided in Rule 29, Disconnection/Reconnection Visit Charge.

All water service bills shall show:

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

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Rule 23: Returned-Check Charge

The returned-check charge listed on the Miscellaneous Service Charges Schedule shall be billed for each occasion a customer submits a check for payment that is not honored, for any reason, by a bank or other financial institution.

Rule 24: Prorating of Bills

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

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

When an underbilling or overbilling occurs, the utility shall provide written notice to the customer detailing the circumstances, period of time, and the amount of the adjustment. If it can be shown that the error was due to an identifiable cause, the date of which can be fixed, the overcharge or undercharge shall be computed back to such date. If no date can be fixed, the utility shall refund the overcharge or rebill the undercharge for no more than six months' usage. In no event shall an overbilling or underbilling be for more than three years' usage. No billing adjustment shall be required if a meter registers less than 2 percent error under conditions of normal operation.

When a customer is required to repay an underbilling, the customer shall be entitled to enter into a time-payment agreement without regard to whether the customer already participates in such an agreement. If the customer and the utility cannot agree upon payment terms, the Commission shall establish terms and conditions to govern the repayment obligation. The utility shall provide written notice advising the customer of the opportunity to enter into a time-payment agreement and of the Commission's complaint process.

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DISCONNECTION OF WATER SERVICE

Rule 26: Voluntary Discontinuance (OAR 860-036-0210)

Except for emergencies, customers who (for any reason) wish to have service discontinued shall provide the utility with at least five days' advance notice of the requested date of discontinuance of service. Until the utility receives such notice, the customer shall be held responsible for all service rendered. Should the customer wish to recommence service within 12 months at the same premises, the customer will be required to pay the customary minimum monthly charge as if service had been continuous. The reconnection charge listed on the Miscellaneous Service Charges Schedule will be applicable at the time of reconnection.

Rule 27: Emergency Disconnection (OAR 860-036-0215)

The utility may terminate service in emergencies when life or property is endangered without following the procedures set forth in OAR 860-036-0245. Immediately thereafter, the utility will notify the customer and the Commission. When the emergency termination was through no fault of the customer, there shall be no charge made for restoration of service.

Rule 28: Disconnection of Water Service Charge for Cause (OAR 860-036-0205 and 0245)

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

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

Prior to disconnection on the day that the water utility expects to disconnect service, the utility must make a good-faith effort to physically contact the customer to be disconnected or an adult at the customer's premise to be disconnected to advise the customer or adult of the proposed disconnection. If contact is not made, the utility shall leave a notice in a conspicuous place at the customer's premise informing the customer that service has been or is about to be disconnected. The utility shall document its efforts to provide notice and make that documentation available to the customer upon request.

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Service shall not be shut off for nonemergencies on a Friday or the day of a state- or utility-recognized holiday or the day prior to such holiday. (OAR 860-036-0220)

The utility shall not disconnect residential service due to the failure to pay or meet obligations associated with nonresidential service. (OAR 860-036-0225)

A water utility may not disconnect residential service for nonpayment if a customer enters into a written time-payment plan. The utility will offer such customers a choice of payment agreements between a levelized-payment plan and an equal-pay arrearage plan or some other mutually agreeable alternate payment arrangement agreed to in writing. (OAR 860-036-0125)

*When a customer fails to comply with the terms of a written time-payment agreement between the customer, and/or the utility permits a time-payment agreement charge to become delinquent, the utility shall give at least 15 days' written notice before the water may be shut off.

Rule 29: Reconnection Charge and Disconnection Visit Charge (OAR 860-036-0080 and 0245(7))

Service shall not be restored until the utility's rules and regulations are complied with and/or payment is made in the amount overdue and any additional disconnection, reconnection, or disconnection visit charges incurred as listed on the Miscellaneous Service Charges Schedule are paid.

Rule 30: Unauthorized Restoration of Service

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

Rule 31: Unauthorized Use

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

Issue Date		Effective Date (at least 30 days after PUC receives filing)	
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Rule 32: Interruption of Service (OAR 860-036-0075)

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

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

Rule 33: Water Supply/Usage Restrictions (OAR 860-036-0325)

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

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

Rule 34: Damages/Tampering

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

SERVICE QUALITY

Rule 35: System Maintenance (OAR 860-036-0305)

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

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Signature Name & Title			

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

Rule 36: 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 37: Water Purity (OAR 860-036-0310)

The utility shall deliver water for domestic purposes free from bodily injurious physical elements and disease-producing bacteria and shall cause such tests to be made and precautions taken as will ensure the constant purity of its supply.

The utility shall keep a record of all water quality testings, results, monitoring, and reports.

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

Rule 38: Water Pressure (OAR 860-036-0315)

Each water utility shall maintain pressure at a minimum of 20 pounds per square inch (psi) for health reasons to each customer at all times and not exceed a maximum of 125 psi. The 20 psi and 125 psi standards are not presumed to be adequate service and do not restrict the authority of the Commission to require improvements where water pressure or flow is inadequate.

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

Rule 39: Pressure Surveys (OAR 860-036-0320)

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

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Rule 40: Customer-Requested Pressure Test (OAR 860-036-0320)

Upon customer request, the utility will perform a water pressure test within 20 working days of the request at no cost to the customer. If the customer requests more than one pressure test within any 12-month period, a deposit to recover the reasonable cost of the additional test may be required of the customer. The deposit shall be returned if the pressure test indicates less than 20 psi or more than 125 psi. The customer or designated representative has the right to be present at the pressure test, and said test shall be conducted at a mutually agreeable time.

For metered service, the pressure will be tested at a point adjacent to the meter on the customer's service line. For nonmetered service, the pressure will be tested at the customer's service line or hose bibb or other reasonable point likely to best reflect the actual service pressure.

Rule 41: Maps/Records (OAR 860-036-0335)

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

Rule 42: Utility Line Location (One Call Program) (OAR 860-036-0345)

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

Rule 43: Cross Connection/Backflow Prevention Program

Insert the utility's cross connection/backflow prevention program as required by law.

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Signature Name & Title			

ORDER NO. 08-354
Supplemental Information

SOURCE OF SUPPLY OTHER THAN WELLS IDENTIFY EACH SEPARATELY					
	SOURCE	SOURCE	SOURCE	SOURCE	SOURCE
NAME OR IDENTIFYING					
TYPE OF SOURCE					
TREATMENT TYPE					
NUMBER OF INTAKES					
FISH SCREENING DEVICES					
WATER RIGHT PERMIT OR CERTIFICATION					
WATER YIELD OF SOURCE REPORT					

	WELL No. 1	WELL No. 2	WELL No. 3	WELL No. 4	WELL No. 5
WELL NAME OR IDENTIFYING NO.					
YEAR CONSTRUCTED					
WATER RIGHT PERMIT OR CERTIFICATION NUMBER					
HYDRAULICALLY CONNECTED TO SURFACE WATER (YES OR NO)					
WELL DEPTH					
WELL DIAMETER					
PUMPING CAPACITY – GPM					
PUMP MOTOR – HP					
YIELDS OF WELL IN GPD					
AUXILIARY POWER					
WELL CONSTRUCTION					
CASING					

ORDER NO. 08-354
Supplemental Information

Pump Type & Pump HP	Average Daily Demand	Annual Peak Demand	Maximum Pumping Capacity	Range of Pressure at Pump	Range of Pressure at Customers' Property

STORAGE TANKS/RESERVOIRS IDENTIFY EACH SEPARATELY					
NAME OR IDENTIFYING NUMBER	DESCRIPTION I.E.: STEEL, CONCRETE PNEUMATIC	TANK CAPACITY	GROUND OR ELEVATED	DATE INSTALLED	PRESENT CONDITION

ORDER NO. 08-354
Supplemental Information

WATER TREATMENT FACILITIES				
NAME OR IDENTIFYING NO.	TYPE	MAKE	GALLONS PER DAY CAPACITY	METHOD OF MEASUREMENT

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

NAMING RATES FOR

MILL MAR ESTATES WATER, INC.

**504 Yew Wood Dr
Shady Cove OR 97539**

541-774-4711

Serving water in the vicinity of

Shady Cove, Oregon

Revised 2/06

Issue Date	Effective Date
<i>(date filing was mailed)</i> MILL MAR ESTATES WATER, INC.	<i>(at least 30 days after PUC receives filing)</i>
Signed By	
<i>(print name)</i>	<i>(signature of owner or corporate officer)</i>

Advice No. _____
(FOR PUC USE ONLY)

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SCHEDULE NO. 1

RESIDENTIAL METERED RATES

Available: To customers of the Utility at Shady Cove, Oregon, and vicinity.

Applicable: To residential premises.

Base Rate

Service Meter Size	Monthly Base Rate	Usage Allowance	Unit of Measure
5/8 or 3/4 inch	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
1 inch	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
1½ inches	\$		<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons

Commodity Usage Rate

Commodity Rate		Number of Units	Unit of Measure	Base Usage Allowance	Unit of Measure
\$	Per		<input type="checkbox"/> cubic feet	Above	<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons		<input type="checkbox"/> gallons

(Sample: \$1.00 per 100 gallons above 3000 gallons)

Special Provisions:

1. These rates are based on continuous service. Discontinuation of service may not be employed to avoid monthly charges for service. See Rule No. 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
RESIDENTIAL FLAT RATES

Available: To customers of the Utility at Shady Cove, Oregon, and vicinity.

Applicable: To residential premises.

RESIDENTIAL FLAT RATE

SERVICE LINE SIZE	MONTHLY FLAT RATE	CONSUMPTION
5/8 inch or 3/4 inch		unlimited
1 inch		unlimited
1½ inches		unlimited

Special Provisions:

- 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.
- Water used during the construction of buildings, etc., shall be metered when possible. Charges shall be made at the rates specific to the type of customer:
 - Schedule No. 1, Residential Metered Rates
 - Schedule No. 3, Commercial/Industrial Metered Rates

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. 3

**CROSS CONNECTION CONTROL PROGRAM &
BACKFLOW PREVENTION DEVICE SERVICES FEES**

PURPOSE

Company desires to offer backflow prevention device services to customers who own backflow prevention devices.

AVAILABLE

To customers of **Mill Mar Estates Water, Inc. in Shady Cove, Oregon, and vicinity.**

APPLICABLE

To residential and commercial/industrial premises with backflow prevention devices installed at the meter.

PROGRAM DESCRIPTION

Service plans include:

1. The required annual backflow prevention device testing by a state certified tester pursuant to Oregon Administrative Rules 333-061-0070 through OAR 333-061-0072.
2. Maintenance and repairs on the customer-owned backflow prevention device. *(If offered).*
3. *Other services offered, if applicable.*

Company offers the following plans and payment options for services provided by the Company:

1. *List Plans*

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CROSS CONNECTION CONTROL PROGRAM & BACKFLOW PREVENTION DEVICE SERVICES
FEES CONTINUED

BILLING RATES

Describe based on Plans offered. Please include billings for appropriate services.

Special Provisions

General

1. The customer is under no obligation to use the Company's backflow protection device testing services.
2. The customer can choose any qualified company or individual to test his/her backflow prevention device.

If Company designs the Program as an Opt Out for Customers use 3
 (Default is customers buy service from Company)

3. Customers who choose not to use the Company's backflow prevention services must sign the written refusal and return it to the Company. Customers who choose to continue not using the Company's backflow prevention services must each year notify the Company of the name of the company chosen and date backflow test is scheduled.

If Company designs the Program as an Opt In for Customers use 3b
 (Default is customers buy service from other provider)

- 3b. Customers who choose to use the Company's backflow prevention services must sign the written authorization notifying the Company of that election and return it to the Company. To receive the Company's backflow prevention device service, the customer must sign an agreement for the service and payment plan requested. By signing the agreement, the customer is giving the Company permission to perform work on the customer-owned backflow prevention device(s) at the meter.

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4. The Company will provide each customer with notification of the backflow prevention service options being offered. The notification shall include (1) an agreement for service that allows the customer to indicate which plan and payment arrangement the customer chooses, and (2) a written refusal of the Company's service.
5. The Company reserves the right to propose before the OPUC any change in the amount charged for the backflow prevention device testing, maintenance, and repair services.
6. Customers will be given the choice of accepting or rejecting a new agreement in advance of any rate increase.
7. The Company will separately itemize the backflow prevention device service fee on customer bills.

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SCHEDULE NO. 4

MISCELLANEOUS SERVICE CHARGES

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

Connection Charge for New Service (Rule No. 9)

Standard 3/4-inch service	\$At Cost (does not include cost of meter)
Nonstandard 3/4 inch service	\$At Cost (does not include cost of meter)
Larger than 3/4-inch	\$At Cost (does not include cost of meter)
Irrigation hookup (if provided on separate system)	\$At Cost (does not include cost of meter)

Meter Test (Rule No. 21)

First test within 12-month period	N/C
Second test within 12-month period	\$_____ (Suggested \$20)

Pressure Test (Rule No. 40)

First test within 12-month period	N/C
Second test within 12-month period	\$_____ (Suggested \$20)

Late-Payment Charge (Rule No. 22)

Charged on amounts more than 30 days past due	Pursuant to OAR 860-036-0130 (as of 1/1/08 – 1.7%)
---	---

Deposit for Service (Rule No. 5)

Pursuant to OAR 860-036-0040(2)	Pursuant to OAR 860-036-0050 (as of 1/1/08 – 4%)
---------------------------------	---

Returned-Check Charge (Rule No. 23)

\$_____ (Suggested \$20 each occurrence)

Trouble-Call Charge (Rule No. 36)

During normal office hours	\$_____ (Suggested \$25 per hour)
After normal office hours on special request	\$_____ (Suggested \$35 per hour)

Disconnection/Reconnect Charge (Rule No. 28 & 29)

During normal office hours	\$_____ (Suggested \$25)
After normal office hours on special request	\$_____ (Suggested \$35)

Unauthorized Restoration of Service (Rule No. 30)

Reconnection charge plus costs

Damage/Tampering Charge (Rule No. 34)

At cost

Disconnect-Visit Charge (Rule No. 29)

\$_____ (Suggested \$20)

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RULES AND REGULATIONS

Rule 1: Jurisdiction of the Commission

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

Rule 2: Definitions

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

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APPLICATION FOR SERVICE

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

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

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

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

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

An application for water service must be made where:

- A. An applicant who has not previously been served by the water utility requests service;
- B. Service has been involuntarily discontinued in accordance with the utility and Commission rules, and service is sought;
- 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 identity of a customer, the type of use to which the water is put, or the number of premises served.

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Rule 5: Deposit for Service (OAR 860-036-0040)

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

The utility shall pay interest on deposits at the rate established by the Commission. After the customer has paid bills for service for 12 consecutive months without having had service discontinued for nonpayment, or 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)**

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

Rule 6: Customer Service Line

The customer shall own and maintain the customer service line and promptly repair all breaks and leaks. The utility shall not be responsible for any damage or poor service due to inadequacy of the customer line or any portion of the customer's plumbing. All leaks in the customer line, faucets, and all other parts of the plumbing owned or controlled by the customer shall be promptly repaired so as not to waste water.

Rule 7: Separate Control of Service

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

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

The utility shall furnish and install at its own expense all necessary trenching, pipe, valves, and fittings between its main line and the customer's service line. Such installation shall be designated as the

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service connection. The utility shall own, operate, maintain, and replace the service connection when necessary and promptly repair all breaks and leaks. The customer shall not be responsible for any damage or poor service due to inadequacy of the service lines or any portion of the utility's plumbing.

Rule 9: Service Connection Charge

An applicant requesting permanent water service to premises not previously supplied with permanent water service by the utility shall be required to pay the service connection charge listed in the utility's Miscellaneous Service Charges Schedule.

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

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

Rule 11: Main Line Advances and Refunds Policy

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

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

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

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Mill Mar Estates Water, Inc.

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Rule 12: Types of Use

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

Rule 13: Multiple Residences

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

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

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

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

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

REFUSAL OF SERVICE

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

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

- A. An overdue amount remains outstanding by a customer at the service address;

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

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.

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

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

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

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

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

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

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

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PUC Oregon No. 1
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METERS

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

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

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

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

Each customer shall provide the utility with regular access to the meter on the customer's property. Failure to permit access at reasonable times and after reasonable notice by the utility requesting access is grounds for disconnection. (OAR 860-036-0120) Should damage result to the meter from molesting, tampering, or willful neglect on the part of the customer, the utility shall repair or replace the meter and may bill the customer for the reasonable cost. (OAR 860-036-0105(6))

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

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

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

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

A customer may request that the utility test the service meter; such test shall be made within 20 working days of the receipt of such request at no cost to the customer. The customer has the right to be present during said test, which is to be scheduled at a mutually agreeable time. A written report shall be provided to the customer stating:

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

If a customer requests a meter test more often than once in any 12-month period, the deposit listed on the Miscellaneous Service Charges Schedule may be required to recover the cost of the test. If the meter is found to register more than 2 percent fast under conditions of normal operation, the utility shall refund the deposit to the customer.

BILLING

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

Bills are due and payable when rendered by deposit in the mail or other reasonable means of delivery. As near as practical, meters shall be read at monthly, bimonthly, quarterly, or annual intervals on the corresponding day of each meter reading or billing period. The bill shall be rendered immediately thereafter. (OAR 860-036-0120(3) requires water utilities to bill at monthly intervals. A utility may request upon application special authority by the Commission to bill at intervals other than monthly.) The utility shall make reasonable efforts to prepare opening and closing bills from actual meter readings. When there is good reason for doing so, estimated bills may be submitted. Any estimated billings shall be clearly designated as such.

The late-payment charge determined by the Commission and listed on the Miscellaneous Service Charges Schedule shall be applied to all overdue balances at the time of preparing the subsequent months' bill or balances owing that are 30 days old.

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All bills become delinquent if not paid within _____ days of the date of transmittal of the bill. (OAR 860-036-0125 requires a minimum of 15 days.) If permitted to become delinquent, water service may be terminated after proper notice as provided in Rule 29, Disconnection/Reconnection Visit Charge.

All water service bills shall show:

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

Rule 23: Returned-Check Charge

The returned-check charge listed on the Miscellaneous Service Charges Schedule shall be billed for each occasion a customer submits a check for payment that is not honored, for any reason, by a bank or other financial institution.

Rule 24: Prorating of Bills

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

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

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

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overbilling or underbilling be for more than three years' usage. No billing adjustment shall be required if a meter registers less than 2 percent error under conditions of normal operation.

When a customer is required to repay an underbilling, the customer shall be entitled to enter into a time-payment agreement without regard to whether the customer already participates in such an agreement. If the customer and the utility cannot agree upon payment terms, the Commission shall establish terms and conditions to govern the repayment obligation. The utility shall provide written notice advising the customer of the opportunity to enter into a time-payment agreement and of the Commission's complaint process.

DISCONNECTION OF WATER SERVICE

Rule 26: Voluntary Discontinuance (OAR 860-036-0210)

Except for emergencies, customers who (for any reason) wish to have service discontinued shall provide the utility with at least five days' advance notice of the requested date of discontinuance of service. Until the utility receives such notice, the customer shall be held responsible for all service rendered. Should the customer wish to recommence service within 12 months at the same premises, the customer will be required to pay the customary minimum monthly charge as if service had been continuous. The reconnection charge listed on the Miscellaneous Service Charges Schedule will be applicable at the time of reconnection.

Rule 27: Emergency Disconnection (OAR 860-036-0215)

The utility may terminate service in emergencies when life or property is endangered without following the procedures set forth in OAR 860-036-0245. Immediately thereafter, the utility will notify the customer and the Commission. When the emergency termination was through no fault of the customer, there shall be no charge made for restoration of service.

Rule 28: Disconnection of Water Service Charge for Cause (OAR 860-036-0205 and 0245)

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

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Issued By	(date filing was mailed) MILL MAR ESTATES WATER, INC.		(at least 30 days after PUC receives filing)
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- A. The reason(s) for the proposed disconnection;
- B. The earliest date for disconnection;
- C. The amount to be paid to avoid disconnection;
- D. An explanation of the time-payment provision of OAR 860-036-0125;
- E. Information regarding the Commission's dispute resolution process; and
- F. The Commission's Consumer Services toll-free number, 1-800-522-2404.

Prior to disconnection on the day that the water utility expects to disconnect service, the utility must make a good-faith effort to physically contact the customer to be disconnected or an adult at the customer's premise to be disconnected to advise the customer or adult of the proposed

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

Service shall not be shut off for nonemergencies on a Friday or the day of a state- or utility-recognized holiday or the day prior to such holiday. (OAR 860-036-0220)

The utility shall not disconnect residential service due to the failure to pay or meet obligations associated with nonresidential service. (OAR 860-036-0225)

A water utility may not disconnect residential service for nonpayment if a customer enters into a written time-payment plan. The utility will offer such customers a choice of payment agreements between a leveled-payment plan and an equal-pay arrearage plan or some other mutually agreeable alternate payment arrangement agreed to in writing. (OAR 860-036-0125)

*When a customer fails to comply with the terms of a written time-payment agreement between the customer, and/or the utility permits a time-payment agreement charge to become delinquent, the utility shall give at least 15 days' written notice before the water may be shut off.

Rule 29: Reconnection Charge and Disconnection Visit Charge (OAR 860-036-0080 and 0245(7))

Service shall not be restored until the utility's rules and regulations are complied with and/or payment is made in the amount overdue and any additional disconnection, reconnection, or disconnection visit charges incurred as listed on the Miscellaneous Service Charges Schedule are paid.

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Rule 30: Unauthorized Restoration of Service

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

Rule 31: Unauthorized Use

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

Rule 32: Interruption of Service (OAR 860-036-0075)

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

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

Rule 33: Water Supply/Usage Restrictions (OAR 860-036-0325)

The utility shall exercise due diligence to furnish a continuous and adequate supply of water to its customers. If water restrictions are necessary to equitably apportion its available water supply

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among its customers with due regard to public health and safety, the utility shall provide written notification to its customers and the Commission including:

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

Rule 34: Damages/Tampering

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

SERVICE QUALITY

Rule 35: System Maintenance (OAR 860-036-0305)

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

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

Rule 36: 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.

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Rule 37: Water Purity (OAR 860-036-0310)

The utility shall deliver water for domestic purposes free from bodily injurious physical elements and disease-producing bacteria and shall cause such tests to be made and precautions taken as will ensure the constant purity of its supply.

The utility shall keep a record of all water quality testings, results, monitoring, and reports.

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

Rule 38: Water Pressure (OAR 860-036-0315)

Each water utility shall maintain pressure at a minimum of 20 pounds per square inch (psi) for health reasons to each customer at all times and not exceed a maximum of 125 psi. The 20 psi and 125 psi standards are not presumed to be adequate service and do not restrict the authority of the Commission to require improvements where water pressure or flow is inadequate.

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

Rule 39: Pressure Surveys (OAR 860-036-0320)

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

Rule 40: Customer-Requested Pressure Test (OAR 860-036-0320)

Upon customer request, the utility will perform a water pressure test within 20 working days of the request at no cost to the customer. If the customer requests more than one pressure test within any 12-month period, a deposit to recover the reasonable cost of the additional test may be required of

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the customer. The deposit shall be returned if the pressure test indicates less than 20 psi or more than 125 psi. The customer or designated representative has the right to be present at the pressure test, and said test shall be conducted at a mutually agreeable time.

For metered service, the pressure will be tested at a point adjacent to the meter on the customer's service line. For nonmetered service, the pressure will be tested at the customer's service line or hose bibb or other reasonable point likely to best reflect the actual service pressure.

Rule 41: Maps/Records (OAR 860-036-0335)

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

Rule 42: Utility Line Location (One Call Program) (OAR 860-036-0345)

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

Rule 43: Cross Connection/Backflow Prevention Program

Insert the utility's cross connection/backflow prevention program as required by law.

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