

**BEFORE THE PUBLIC UTILITY COMMISSION  
OF OREGON**

UW 126

In the Matter of	)	
	)	
ANGLERS COVE/SHADY COVE	)	ORDER
HEIGHTS WATER COMPANY	)	
	)	
Request for a General Rate Revision.	)	

DISPOSITION: STIPULATION ADOPTED

**I. INTRODUCTION**

On January 22, 2008, Anglers Cove/Shady Cove Heights Water Company (Anglers Cove or the Company) filed an application to establish tariffs in compliance with Commission Order No. 07-412.

Anglers Cove is a mutual benefit, domestic nonprofit corporation, known as a nonprofit water association, located in Shady Cove, Oregon. The Company provides domestic water service to approximately 37 members.

Anglers Cove became rate-regulated on September 19, 2007, pursuant to ORS 757.063. In Order No. 07-412, the Commission approved the Company's change in regulatory status and ordered Anglers Cove to file tariffs within 60 days. On November 19, 2007, Anglers Cove was given an extension of time to file its tariffs.

On April 21, 2008, Chief Administrative Law Judge Michael Grant granted timely motions to intervene filed by customers Molly Bittler and Donald Biggs. On June 19, 2008, Anglers Cove, Intervenors Molly Bittler and Don Biggs, and Staff (collectively, the "parties") submitted a stipulation settling all issues between them (Stipulation). In supporting testimony Staff explains and defends the Stipulation.

## II. THE STIPULATION

### A. Summary

The parties stipulate to Staff's analysis of the Company's filing.<sup>1</sup> The Stipulation includes a revenue requirement of \$29,068, based on a rate base of \$63,219 and a 0 percent rate of return, a 12.9 percent reduction in annual revenues.

The Company serves only residential customers; consequently, the Stipulation addresses only residential rates. The parties agree to a residential base rate of \$30, a 100 percent increase in the base rate, with a two-tiered increasing block usage rate.

### B. Revenue Requirement

Rate Base. The parties stipulate to Staff's calculation of a total rate base of \$63,219, reflected in the chart below.

	Utility Plant in Service	Depreciation Reserve	Net Utility Plant	Materials & Supplies Inventory	Working Cash	Total Rate Base
Company's Proposed Rate Base	\$72,691	\$19,026	\$53,665	\$423	\$1,901	\$55,989
Staff's Rate Base	\$73,335	\$12,298	\$61,037	\$0	\$2,183	\$63,219

Staff explains that it updated the Company's utility plant to reflect new capital expenditures for water rights, structures and improvements, water treatment, and two well meters. Staff used the NARUC Depreciation Service Lives to determine a depreciation reserve of \$12,298 and adjusted the Company's proposal accordingly. With respect to materials and supplies, Staff concluded that the \$423 in materials and supplies inventory proposed by the Company was a duplicate expense that should be removed. Finally, Staff calculated working cash as 1/12 of the Company's total operating expenses and adjusted the Company's proposal accordingly.

Rate of Return. Because the Company is organized as a nonprofit organization and has no debt, Staff recommended a 0 percent rate of return. The Company expressed concern about this recommendation, explaining that it needs sufficient revenues to generate a buffer for repairs and capital improvements. To address the Company's concerns, the parties agree to address this issue through the Company's System Program Fund, explained below:

<sup>1</sup> In its filing, Anglers Cove sought a \$33,066.54 revenue requirement and stated that it was seeking a 3.2 percent rate of return on a rate base of \$52,451. Staff's calculations, however, revealed that the Company's proposed numbers actually represented a 12.21 percent rate of return on a proposed rate base of \$55,989.

System Benefit Fund and Other Expenses. In order to provide the Company with adequate funds for future repairs and capital improvements, Staff proposes adding \$2,080 to the Company’s System Program Fund. Staff also recommends other adjustments to Anglers Cove’s test-year expenses, summarized in Attachment A to the Stipulation.

**C. Rates**

The parties agree to a residential rate base of \$30 and a two-tiered increasing block usage rate as follows:

<b>Current Rates</b>		
Base Rate	\$15	
Tier One	\$0.011 per gallon	Up to 10,000 gallons
Tier Two	\$0.022 per gallon	Above 10,000 gallons
<b>Stipulated Rates</b>		
Base Rate	\$30	
Tier One	\$0.0050 per gallon	Up to 4,500 gallons
Tier Two	\$0.0119 per gallon	Above 4,500 gallons

Rate Design. In order to more evenly divide the Company’s fixed costs among all customers, the Stipulation assigns more revenue to the base rate than does the Company’s current rate design.<sup>2</sup> The stipulated rate design assigns approximately 54 percent of the revenue requirement to the base rate and 46 percent to the usage rate.

Staff explains that it generally tries to align the split between the base rate and the usage rate based on the percentage of a utility’s fixed and variable expenses.<sup>3</sup> In this case, the Company’s operating expenses represent an approximately 71/29 percent split. Nevertheless, Staff recommends assigning only 54 percent of the revenue requirement to the base rate in order to limit the increase in customers’ base rate to 100 percent. Staff believes that the Company can gradually align its base rate with its fixed costs.

Rate Impact on Customers. At the stipulated rates, the monthly base rate will increase from \$15 to \$30, a 100 percent increase in base rates for all customers. Although the percentage increase is high, Staff explains that the actual stipulated base rate is not exorbitant because the current base rate, \$15, is quite low.

The annual average monthly water usage is 4,965 gallons per customer. A customer using 4,965 gallons per month will pay \$58.03 under the stipulated rates, \$11.59 (or 16.6 percent) less than at current rates.

<sup>2</sup> The intervenors complained that under the existing rate design, large users appeared to subsidize smaller users.

<sup>3</sup> A utility’s fixed and variable expenses are ordinarily around a 60/40 percent split between fixed and variable expenses, respectively.

III. DISCUSSION

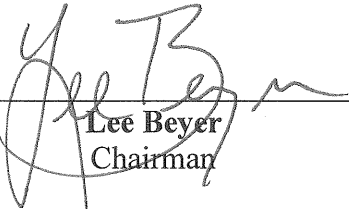
The Commission has reviewed the Stipulation, together with the supporting testimony and exhibits filed by Staff. We conclude that the revenue requirement and rate design proposals set forth in the Stipulation are fair, just, and reasonable and should be adopted. The Stipulation is attached to this Order as Appendix A and incorporated into this Order by reference.

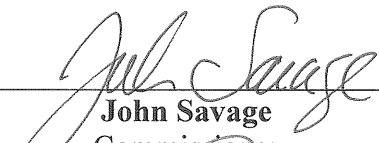
ORDER


IT IS ORDERED that:

- 1. The Stipulation attached to this Order as Appendix A is adopted.
- 2. Anglers Cove/Shady Cove Heights Water Company shall charge rates in accordance with the schedules set forth in Attachment B to Appendix A of this Order.
- 3. The revised tariff schedules set forth in the Stipulation shall become effective August 1, 2008.
- 4. The tariffs filed by Anglers Cove/Shady Cove Heights Water Company on January 22, 2008, are permanently suspended.

Made, entered, and effective JUL 31 2008

  
 \_\_\_\_\_  
**Lee Beyer**  
 Chairman

  
 \_\_\_\_\_  
**John Savage**  
 Commissioner

  
 \_\_\_\_\_  
**Ray Baum**  
 Commissioner



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.

BEFORE THE PUBLIC UTILITY COMMISSION

OF OREGON

UW 126

In the Matter of ANGLERS COVE	)	
SHADY COVE HEIGHTS WATER	)	STIPULATION
COMPANY for a General Rate	)	
Increase.	)	

Anglers Cove Shady Cove Heights Water Company (Anglers Cove or Association), Interveners Molly Bittler and Don Biggs, representing themselves; and the Public Utility Commission Staff (Staff) appearing by and through its attorney, Jason W. Jones, Assistant Attorney General, (Parties) enter into this agreement in settlement of all issues between them.

1.

Staff's written testimony, marked as Staff Exhibit/100 through Staff Exhibit/101, 1-6, and Attachments A and B to the stipulation, which are attached hereto, will be received in evidence pursuant to this stipulation without requiring any party to lay a foundation for its admission.

2.

The Parties agree to a total Revenue Requirement of \$29,068, which is a 12.9 percent reduction in annual revenues, with a zero percent return on a rate base of \$63,219. The stipulated Revenue Requirement is included as Attachment A.

1 3.

2 The Parties agree to residential base rate of \$30, and a two-tiered increasing  
3 block usage rate. The first tier is \$0.0050 per gallon up to 4,500 gallons. The  
4 second tier is \$0.0119 per gallon over 4,500 gallons. The association serves  
5 domestic water to residential customers only. The rates agreed to by the Parties are  
6 contained in Attachment B.

7 4.

8 The Parties agree and support the Company charging Miscellaneous Services  
9 Charges according to Schedule No. 2 as set forth in the tariff sheet designated  
10 PUC Oregon No. 1, Original Sheet No. 4.

11 5.

12 By entering into this Stipulation, no Party shall be deemed to have approved,  
13 accepted, or consented to the facts, principles methods, or theories employed by any  
14 other Party in arriving at the agreed revenue requirement, rate spread, and design.

15 6.

16 The Parties recommend that the Commission adopt this stipulation in its  
17 entirety. The Parties have negotiated this stipulation as an integrated document.  
18 Accordingly, if the Commission rejects all or any material portion of this stipulation,  
19 each Party reserves the right, upon written notice to the Commission and all Parties  
20 to this proceeding within 15 days of the date of the Commission's order, to withdraw  
21 from the stipulation and request an opportunity for the presentation of additional  
22 evidence and argument.

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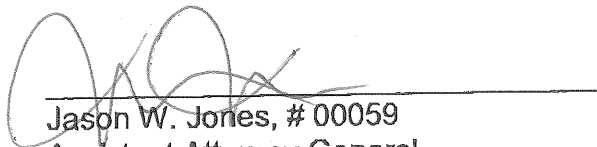
7.

The Parties understand that this stipulation is not binding on the Commission in ruling on this application and does not foreclose the Commission from addressing other issues.

DATED this 18<sup>th</sup> day of June 2008.

Respectfully submitted,

HARDY MYERS  
Attorney General




Jason W. Jones, # 00059  
Assistant Attorney General  
Of Attorneys for PUC Staff

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The Parties understand that this stipulation is not binding on the Commission in ruling on this application and does not foreclose the Commission from addressing other issues.

DATED this 15 day of June 2008.



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Ed Kessler, President  
Anglers Cove Shady Cove Heights  
Water Company

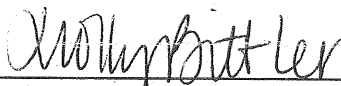


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The Parties understand that this stipulation is not binding on the Commission in ruling on this application and does not foreclose the Commission from addressing other issues.

DATED this 15 day of June 2008.


  
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Molly Bittler  
Intervenor

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7.

The Parties understand that this stipulation is not binding on the Commission in ruling on this application and does not foreclose the Commission from addressing other issues.

DATED this 16<sup>th</sup> day of June 2008.

  
\_\_\_\_\_  
Don Biggs  
Intervenor

Acct. No.		A	B	C	D	E	F	G	
		Balance Per Application Test Year: 2007	Proposed Company Adjustments	Adjusted Results (A+B=C)	Proposed Staff Adjustments	Adjusted Results (A+F=G)	Staff Proposed Rev Changes	Proposed Results (G+H+I)	
1	461.1 Residential Water Sales	30,971	2,096	33,067	509	31,480	(2,413)	29,067	
2	461.2 Commercial Water Sales			0	0	0	0	0	
3	465 Irrigation - Non GC			0	0	0	0	0	
4	462 Irrigation - GC			0	0	0	0	0	
5	471 Misc. Revenues			0	0	0	0	0	
6	Other	2,417	(2,417)	0	(2,417)	0	0	0	
7	TOTAL REVENUE	33,388	(321)	33,067	(1,908)	31,480	(2,412)	29,068	
8				33,067	(1,908)	31,480		29,067	
9	<b>OPERATING EXPENSES</b>								
10	601 Salaries and Wages - Employees	0		0	0	0		0	
11	603 Salaries and Wages - Officers	0		0	0	0		0	
12	604 Employee Pension & Benefits	0		0	0	0		0	
13	610 Army Corp of Engin Maintenance	0		0	288	288		288	
14	611 Telephone/Communications	0		0	0	0		0	
15	615 Purchased Power	2,015	284	2,299	284	2,299		2,299	
16	618 Chemical / Treatment Expense	626		626	476	1,102		1,102	
17	619 Office Supplies	56	169	225	169	225		225	
18	619.1 Postage	220	21	241	84	304		304	
19	620 O&M Materials/Supplies	413	119	532	(357)	56		56	
20	621 Repairs to Water Plant	985	(485)	500	(490)	495		495	
21	631 Contract Svcs - Engineering	0		0	0	0		0	
22	632 Contract Svcs - Accounting	0	500	500	500	500		500	
23	633 Contract Svcs - Legal	503	(3)	500	(3)	500		500	
24	634 Contract Svcs - Management Fees	0		0	0	0		0	
25	635 Contract Svcs - Testing	965	1,015	1,980	912	1,877		1,877	
26	636 Contract Svcs - Labor	12,480		12,480	(480)	12,000		12,000	
27	637 Contract Svcs - Billing/Collection	0		0	0	0		0	
28	638 Contract Svcs - Meter Reading	0		0	480	480		480	
29	639 Contract Svcs - Other	0		0	0	0		0	
30	641 Rental of Building/Real Property	0		0	488	488		488	
31	642 Rental of Equipment	0		0	0	0		0	
32	643 Small Tools	0		0	0	0		0	
33	648 Computer/Electronic Expenses	0		0	0	0		0	
34	650 Transportation	0		0	0	0		0	
35	656 Vehicle Insurance	348	(98)	250	(89)	259		259	
36	657 General Liability Insurance	2,433	(835)	1,598	(643)	1,790		1,790	
37	658 Workers' Comp Insurance	0		0	0	0		0	
38	659 Insurance - Umbrella	1,045	(295)	750	(268)	777		777	
39	660 Public Relations/Advertising	0		0	0	0		0	
40	666 Amortz. of Rate Case	22		22	(0)	22		22	
41	667 Gross Revenue Fee (PUC)	0		0	79	79	(6)	73	
42	668 Water Resource Conservation	0		0	0	0		0	
43	670 Bad Debt Expense	0		0	0	0		0	
44	671 Cross Connection Control Program	30		30	0	30		30	
45	672.1 System Program Funds	0		0	2,080	2,080		2,080	
46	673 Training and Certification	0		0	0	0		0	
47	674 Consumer Confidence Report	0		0	250	250		250	
48	675 General Expense	207	80	287	84	291		291	
49	TOTAL OPERATING EXPENSE	22,348	472	22,820	3,842	26,190	(6)	26,184	
				22,820	3,842	26,190		26,184	
	<b>OTHER REVENUE DEDUCTIONS</b>								
50	403 Depreciation Expense	3,149	(109)	3,040	(631)	2,518		2,518	
51	407 Amortization Expense	0		0	0	0		0	
52	408.11 Property Tax	342	18	360	13	355		355	
53	408.12 Payroll Tax	0		0	0	0		0	
54	408.13 Other	0		0	0	0		0	
55	409.11 Oregon Income Tax	10		10	0	10	0	10	
56	409.10 Federal Income Tax	0		0	0	0	0	0	
57	TOTAL REVENUE DEDUCTIONS	25,849	381	26,230	3,225	29,074	(6)	29,068	
58	NET INCOME	7,539	(702)	6,837	(5,133)	2,406	(2,406)	0	
59	101 Utility Plant in Service	66,003	6,688	72,691	7,332	73,335		73,335	
60	Less:								
61	108.1 Depreciation Reserve	15,837	3,189	19,026	(3,539)	12,298		12,298	
62	271 Contributions in Aid of Const			0	0	0		0	
63	272 Amortization of CIAC			0	0	0		0	
64	281 Accumulated Deferred Income Tax			0	0	0		0	
65	Net Utility Plant	50,166	3,499	53,665	10,871	61,037	0	61,037	
66	Plus: (working capital)			53,665		61,037		61,037	
67	151 Materials and Supplies Inventory	423	0	423	(423)	0		0	
68	Working Cash (Total Op Exp /12)	1,862	39	1,901	321	2,183	0	2,183	
69	TOTAL RATE BASE	52,451	3,538	55,989	10,768	63,219	0	63,219	
70	Rate of Return	14.37%		12.21%		3.81%		0.00%	

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

**NAMING RATES FOR**

**ANGLERS COVE SHADY COVE HEIGHTS WATER  
COMPANY**

PO BOX 1029  
SHADY COVE OR 97539

541-878-2498

Serving water in the vicinity of  
Shady Cove, Oregon

Issue Date		Effective Date	
Issued By	ANGLERS COVE SHADY COVE HEIGHTS WATER COMPANY		
Signature			
Name & Title			

ADVICE NO. \_\_\_\_\_  
(PUC USE ONLY)

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Issue Date		Effective Date	
Issued By	ANGLERS COVE SHADY COVE HEIGHTS WATER COMPANY		
Signature			
Name & Title			

ADVICE NO. \_\_\_\_\_  
 (PUC USE ONLY)

**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	\$30.00	None	<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
1 inch	\$30.00	None	<input type="checkbox"/> cubic feet
			<input type="checkbox"/> gallons
1½ inches	\$30.00	None	<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
\$ .0050	Per	One (1)	<input checked="" type="checkbox"/> gallons	Up to	4,500	<input checked="" type="checkbox"/> gallons
\$ .0119	Per	One (1)	<input checked="" type="checkbox"/> gallons	Above	4,500	<input checked="" type="checkbox"/> 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	
Issued By	ANGLERS COVE SHADY COVE HEIGHTS WATER COMPANY		
Signature			
Name & Title			

ADVICE NO. \_\_\_\_\_  
 (PUC USE ONLY)

**SCHEDULE NO. 2**  
MISCELLANEOUS SERVICE CHARGES

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

<u>Connection Charge for New Service</u> (Rule No. 9)	
Standard 3/4-inch service	At cost
Nonstandard 3/4 inch service	At cost
Larger than 3/4-inch	At cost
Irrigation hookup (if provided on separate system)	At cost
<u>Meter Test</u> (Rule No. 21)	
First test within 12-month period	N/C
Second test within 12-month period	\$40
<u>Pressure Test</u> (Rule No. 40)	
First test within 12-month period	N/C
Second test within 12-month period	\$40
<u>Late-Payment Charge</u> (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%)
<u>Deposit for Service</u> (Rule No. 5)	
Pursuant to OAR 860-036-0040(2)	Pursuant to OAR 860-036-0050 (as of 1/1/08 – 4%)
<u>Returned-Check Charge</u> (Rule No. 23)	\$25
<u>Trouble-Call Charge</u> (Rule No. 36)	
During normal office hours	\$40
After normal office hours on special request	\$60
<u>Disconnection/Reconnect Charge</u> (Rule No. 28 & 29)	
During normal office hours	\$30
After normal office hours on special request	\$45
<u>Unauthorized Restoration of Service</u> (Rule No. 30)	Reconnection charge plus costs
<u>Damage/Tampering Charge</u> (Rule No. 34)	At cost
<u>Disconnect-Visit Charge</u> (Rule No. 29)	\$30

Issue Date		Effective Date	
Issued By	ANGLERS COVE SHADY COVE HEIGHTS WATER COMPANY		
Signature			
Name & Title			

## 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**

**“Utility” shall mean ANGLERS COVE SHADY COVE HEIGHTS WATER COMPANY**

- B. “Applicant” shall mean any person, business, or organization that applies for service or reappplies 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.

Issue Date		Effective Date	
Issued By	ANGLERS COVE SHADY COVE HEIGHTS WATER COMPANY		
Signature			
Name & Title			



**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.

Issue Date		Effective Date	
Issued By	ANGLERS COVE SHADY COVE HEIGHTS WATER COMPANY		
Signature			
Name & Title			

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 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

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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 5 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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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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**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 15 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

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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.

**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\*),

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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.

Service shall not be shut off for nonemergencies on a weekend or the day of a state-recognized holiday. Service shall not be disconnected for non-emergencies on a Friday or the day before a state-recognized holiday unless mutually agreed upon by the customer, the water utility, and the Commission's Consumer Services Section. (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.

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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.

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.

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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.

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

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Rule 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.

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

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

Pursuant to ORS 333-061-0070.

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