

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UW 136

In the Matter of

CHARBONNEAU WATER COMPANY,
LLC

Request for a general rate revision.

ORDER

DISPOSITION: STIPULATION ADOPTED

I. INTRODUCTION

Charbonneau Water Company (CWC or Company) was formed in May 2008 as a subsidiary of Charbonneau Golf Course, Inc. (CGC). CWC's purpose is to provide nonpotable irrigation water to 14 customers, including a golf course, a country club, and 12 homeowner associations (HOAs) with roughly 873 residential members. In July 2009, CWC filed a request for interim rates and a rate application and tariffs intended to manage repairs, maintenance, and preventative measures to ensure continued delivery of water. In September 2009, the Public Utility Commission of Oregon (Commission) suspended CWC's proposed rates, denied CWC's requested interim base rates, and adopted an accelerated billing schedule designed to bring CWC's water delivery and collection of payments current by May 2010. After a prehearing conference and a settlement conference (held on September 2 and December 16, 2009, respectively), the parties to UW 136 filed a stipulation with the Commission on January 19, 2010. All parties signed the Stipulation, and the parties recommend that the Commission adopt the Stipulation.

II. PROCEDURAL HISTORY

On April 24, 2009, CWC petitioned the Commission requesting rate regulation. The Commission asserted jurisdiction in Order No. 09-171, dated May 13, 2009. CWC filed a request for interim rates (UW 135) and a rate application and tariffs (UW 136) in July 2009. At its August 25, 2009 Public Meeting, the Commission adopted Staff's recommendation that CWC's rate application be suspended for further investigation and that the Company's request for interim rate relief be denied.

At the September 2, 2009, prehearing conference a procedural schedule was adopted. On January 4, 2010, Commission Staff requested that the schedule be modified because parties had reached an all-party settlement in principle. Staff's motion was granted, and on January 19, 2010, Staff filed direct testimony and exhibits, and the parties filed a joint Stipulation.

III. STIPULATION AND SUPPORT FOR STIPULATION

A. The Stipulation

The parties' Stipulation is supported by the testimony and exhibits of Staff witness Kathy Miller, as well as the Stipulation's Attachments A (revenue requirement) and B (tariffs). In the Stipulation, the parties support and recommend the Commission adopt a 35.2 percent increase over adjusted test year revenues, with a total revenue requirement of \$283,547. The parties support that the Company should have a reasonable opportunity to earn an 8.9 percent return on a rate base of \$851,552, resulting in a net income of \$75,788.¹ The parties agree that CWC shall own, operate, and maintain all water meters. The parties support a commodity rate of \$1.47 per unit, and the base rates included as Attachment B to the Stipulation and set forth in the tariff sheet designated PUC Oregon No. 1, Original Sheet No. 3, Schedule No. 1. The parties agree to the Miscellaneous Services Charges as set forth in the tariff sheet designated PUC Oregon No. 1, Original Sheet No. 4, Schedule No. 2. Finally, the parties support the Commission approving the stipulated tariffs to be effective for service on and after April 1, 2010.

B. Staff Testimony and Exhibits

In her testimony, Staff witness Miller notes that CWC sought a rate increase to manage ongoing repairs, maintenance, and preventative measures to ensure continued delivery of water. Staff analyzed CWC's rate proposal and supported an 8.9 percent rate of return based on 100 percent equity structure in its cost of capital. Staff also developed and applied three allocation factors to assign costs between CWC and the golf course with which it shares expenses: a general expense allocation, a physical asset allocation, and an allocation for accounting expense. In reviewing CWC's test period revenues, expenses, and plant, Staff made a series of adjustments, including adjustments for the Company's calculation of employee wages and benefits, purchased power, repairs, depreciation expense, property and city taxes, and accumulated depreciation.

Staff states that while the revenue requirement is usually allocated at 60 percent to the base rate and 40 percent to the commodity rate, in CWC's case Staff recommended a 30/70 allocation of revenues to encourage conservation and avoid rate shock. Staff also made adjustments for work that was in progress but not complete (Construction Work in Progress), and removed Contributions in Aid of Construction. Staff reviewed and responded to concerns expressed by customers, and noted that in response to concerns about the accuracy and completeness of the Company's records, CWC revised its accounting procedures.

¹ The stipulated revenue requirement is included as Attachment A to the Stipulation.

The parties stipulated to Staff's recommendation with the addition of several changes, reviewed by Staff in its testimony. Staff also recalculated the consumption used to determine CWC's variable rate after actual meter readings were available for 2009. After making the changes, the parties reached their Stipulation. Staff's testimony reviews and compares CWC's proposed rate base and the rate base generated by the Stipulation. Staff states that the impact of the stipulated rates on customers is fair and reasonable. Staff recommends that the Commission adopt the Stipulation in its entirety.

IV. DISCUSSION

The Commission encourages parties to a proceeding to voluntarily resolve issues to the extent that settlement is in the public interest. The active parties to this docket entered into a Stipulation that resolves all outstanding issues. No party has filed an objection to the Stipulation.

The Commission has examined the Stipulation, the testimony of Staff Witness Kathy Miller, and the exhibits to Staff's testimony. The Commission concludes that the Stipulation is an appropriate resolution of all the pending issues in this docket. The Commission adopts the Stipulation in its entirety.

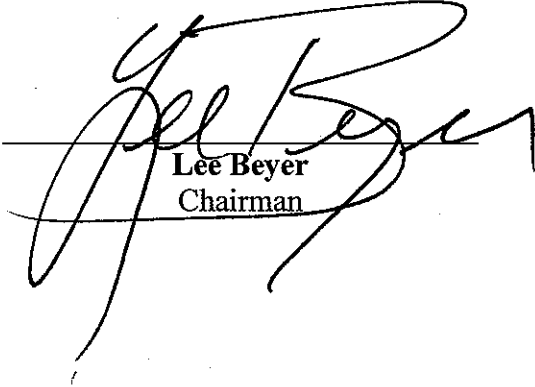
V. ORDER

IT IS ORDERED that:

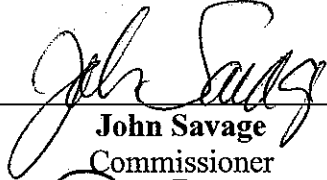
1. The Stipulation, attached as Appendix A, dated January 19, 2010, and executed by the Public Utility Commission of Oregon Staff, Charbonneau Water Company, LLC, Charbonneau Homeowners Association, Larry Kriegshauser, Charbonneau Country Club, and Village Greens Circle Neighborhood Association, is adopted.
2. Advice No. 09-19, filed on July 28, 2009, by Charbonneau Water Company, LLC, is permanently suspended.

3. Charbonneau Water Company, LLC, is directed to file new tariff sheets consistent with the terms of this order, to be effective for service on and after April 1, 2010.


Made, entered, and effective FEB 23 2010



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.

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BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON
UW 136

In the Matter of)
CHARBONNEAU WATER COMPANY LLC) STIPULATION
Proposed Tariffs for Irrigation Water Service.)

10 Charbonneau Water Company, LLC (CWC or Company), appearing by and
11 through its General Manager, Alan Arsenault; Interveners Steve Chinn, Larry
12 Kriegshauser, Susie Stevens, Dennis Jablonski, and Don Mason; and the Public
13 Utility Commission of Oregon (Commission) Staff (Staff) appearing by and through its
14 attorney, Jason W. Jones, Assistant Attorney General, enter into this Stipulation and
15 resolution of all issues between them.

16 1.

17 The Parties support entering into evidence, without requiring any Party to
18 lay a foundation for its admission, Staff's written testimony and exhibits marked as
19 Staff/100, Miller/1 - 24 and Staff/101, Miller/1 - 9, as well as Attachments A (revenue
20 requirement) and B (tariffs) to this stipulation.

21 2.

22 The Parties support and recommend the Commission adopt a 35.2 percent
23 increase over adjusted test year revenues.¹ The recommended increase results in
24 a total revenue requirement of \$283,547. The Parties support that the Company

¹ In the application, CWC stated test year revenues as \$154,800; however, Staff's analysis using the Company's 2009 actual meter readings resulted in an adjusted revenue of \$209,718. The 35.2 percent increase applies to the \$209,718 adjusted test year revenues value.

1 should have a reasonable opportunity to earn an 8.9 percent return on a rate base of
 2 \$851,552 resulting in a net income of \$75,788. The stipulated Revenue Requirement
 3 is included as Attachment A.

4 3.

5 The Parties agree that CWC shall own, operate, and maintain all water
 6 meters, including all meters previously paid for by the customers. In the future, CWC
 7 shall purchase, own, operate, and maintain all water meters.

8 4.

9 The Parties support a commodity rate of \$1.47 per unit, or 748 gallons of
 10 water, and the base rates are shown below:

Meter Size	1"	1.5"	2"	3"	6"
Base Rates	\$21.05	\$42.10	\$67.36	\$126.30	\$421.00

11
 12 These rates are set forth in the tariff sheet designated PUC Oregon No. 1, Original
 13 Sheet No. 3, Schedule No. 1. The Company's tariffs and rules are included as
 14 Attachment B.

15 5.

16 The Parties agree to the Miscellaneous Services Charges as set forth in the
 17 tariff sheet designated as PUC Oregon No. 1, Original Sheet No. 4, and Schedule
 18 No. 2.

19 6.

20 The Parties support the Commission approving the stipulated tariffs to be
 21 effective for service on and after April 1, 2010.

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7.

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

8.

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

9.

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 19th day of January 2010.

Respectfully submitted,

JOHN KROGER
Attorney General



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

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DATED this 14 day of January 2010.


Alan Arsenault
General Manager
Charbonneau Water Company LLC

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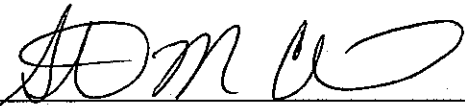
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DATED this 13 day of January 2010.



Steve Chinn
Charbonneau Homeowners Association

7.

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DATED this 13 day of January 2010.



Larry Kriegshauser

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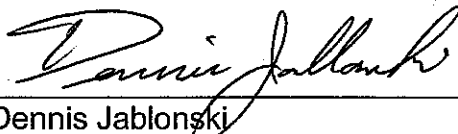
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DATED this 13th day of January 2010.


Dennis Jablonski
Charbonneau Homeowners Association

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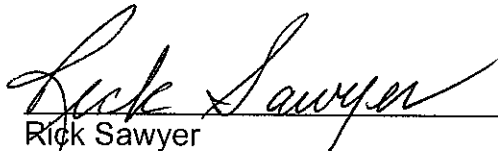
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DATED this _____ day of January 2010.



Rick Sawyer
Charbonneau Country Club
Charbonneau Village Center Condominium

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DATED this 13 day of January 2010.



Don Mason
Village Greens Circle Neighborhood
Association

Charbonneau Water Company LLC
DOCKET NO. UW 136
Test Year: April 1, 2008 - March 31, 2009

Company Case
91.0%

Staff
35.2%

ATTACHMENT A
Above adjusted current rates

Acct.		A	B	C	D	E	F	G
No.	REVENUES	Balance Per Application Test Year: April 1, 2008 - March 31, 2009	Proposed Company Adjustments	Adjusted Results (A+B=C)	Proposed Staff Adjustments	Adjusted Results (A+D=E)	Staff Proposed Rev.Changes	Proposed Results (E+F=G)
1	461.1 Residential Water Sales			0	0	0	0	0
2	461.2 Commercial Water Sales			0	0	0	0	0
3	465 Irrigation -	154,800	140,897	295,697	54,918	209,718	73,827	283,545
4	462 Irrigation - Golf Course			0	0	0	0	0
5	471 Misc. Revenues			0	0	0	0	0
6	Special Contracts			0	0	0	0	0
7	TOTAL REVENUE	154,800	140,897	295,697	54,918	209,718	73,827	283,545
8				295,697	54,918	209,718		283,545
9	OPERATING EXPENSES							
10	601 Salaries and Wages - Employees	41,565	22,335	63,900	4,643	46,208		46,208
11	603 Salaries and Wages - Officers			0	0	0		0
12	604 Employee Pension & Benefits	5,401	2,599	8,000	(906)	4,495		4,495
13	610 Purchased Water			0	0	0		0
14	611 Telephone/Communications	609	(9)	600	(9)	600		600
15	615 Purchased Power	20,216	5,784	26,000	3,599	23,815		23,815
16	618 Chemical / Treatment Expense	898	1,602	2,500	1,101	1,999		1,999
17	619 Office Supplies		1,000	1,000	1,000	1,000		1,000
18	619.1 Postage	85	715	800	215	300		300
19	620 O&M Materials/Supplies	1,598	(598)	1,000	1,398	2,996		2,996
20	621 Repairs/Maintenance	35,957	(20,957)	15,000	(25,520)	10,437		10,437
21	631 Contract Svcs - Engineering	3,188	1,812	5,000	(2,665)	523		523
22	632 Contract Svcs - Accounting	3,903	(1,403)	2,500	(2,823)	1,080		1,080
23	633 Contract Svcs - Legal	11,635	(6,535)	5,000	(5,619)	5,916		5,916
24	634 Contract Svcs - Management Fees	12,000	(12,000)	0	(12,000)	0		0
25	635 Testing		1,000	1,000	1,720	1,720		1,720
26	636 Contract Svcs - Labor	3,350	1,650	5,000	(3,350)	0		0
27	637 Contract Svcs - Billing/Collection	765	235	1,000	(765)	0		0
28	638 Contract Svcs - Payroll Services			0	698	698		698
29	639 Contract Svcs - Other			0	0	0		0
30	641 Rental of Building/Real Property			0	0	0		0
31	642 Rental of Equipment	756	(6)	750	(756)	0		0
32	643 Small Tools			0	0	0		0
33	648 Computer/Electronic Expenses	360	140	500	(108)	252		252
34	650 Transportation	897	(897)	0	(897)	0		0
35	656 Vehicle Insurance			0	0	0		0
36	657 General Liability Insurance	5,639	(2,639)	3,100	(2,168)	3,471		3,471
37	658 Workers' Comp Insurance	193	307	500	917	1,110		1,110
38	659 Insurance - Other			0	0	0		0
39	660 Public Relations/Advertising			0	0	0		0
40	666 Amortz. of Rate Case			0	0	0		0
41	667 Gross Revenue Fee (PUC)		875	875	524	524	185	709
42	668 Water Resource Conservation			0	0	0		0
43	670 Bad Debt Expense			0	0	0		0
44	671 Cross Connection Control Program			0	0	0		0
45	672 System Capacity Dev Program			0	0	0		0
46	673 Training and Certification	111	(111)	0	(111)	0		0
47	674 Consumer Confidence Report			0	0	0		0
48	675 General Expense	3,738	(3,738)	0	(3,738)	0		0
49	TOTAL OPERATING EXPENSE	152,764	(8,739)	144,025	(45,619)	107,145	185	107,329
				144,025	(45,619)	107,145		
	OTHER REVENUE DEDUCTIONS							
50	403 Depreciation Expense	48,283	(18,421)	29,862	(16,879)	31,404		31,404
51	407 Amortization Expense			0	0	0		0
52	408.11 Property Tax	17,261	1,309	18,570	(749)	16,512		16,512
53	408.12 Payroll Tax			0	3,466	3,466		3,466
54	408.13 Other - Franchise Fee			0	0	0		0
55	409.11 Oregon Income Tax			0	3,379	3,379	4,860	8,239
56	409.10 Federal Income Tax			0	16,735	16,735	24,074	40,809
57	TOTAL REVENUE DEDUCTIONS	218,308	(25,851)	192,457	(39,668)	178,640	29,119	207,759
58	NET OPERATING INCOME	(63,508)	166,748	103,240	94,587	31,079	44,709	75,788
				103,240	94,587	31,079		75,788
59	101 Utility Plant In Service	1,400,287	31,000	1,431,287	(59,847)	1,340,440		1,340,440
60	Less:							
61	108.1 Depreciation Reserve	496,569	30,862	527,431	22,358	518,927		518,927
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	903,718	138	903,856	(82,205)	821,513	0	821,513
66	Plus: (working capital)			903,856		821,513		821,513
67	151 Materials and Supplies Inventory	24,500	0	24,500	(3,404)	21,096		21,096
68	Working Cash (Total Op Exp /12)	12,730	(728)	12,002	(3,801)	8,229	14	8,943
69	TOTAL RATE BASE	940,948	(590)	940,358	(89,410)	851,538	14	851,552
70	Rate of Return	-6.75%		10.98%		3.65%		8.90%

Containing Rules and Regulations
Governing Water Utility Service

Naming Rates For

Charbonneau Water Company LLC
32020 S. W. Charbonneau Drive
Wilsonville, Oregon 97070

1-503-694-1246 ext. 1

Serving water in the vicinity of
Wilsonville, Oregon

Issue Date / Filing Date		Effective for Service on or after	April 1, 2010
Issued By Utility	CHARBONNEAU WATER COMPANY LLC		

Advice No. _____
(FOR PUC USE ONLY)

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Issue Date / Filing Date		Effective for Service on or after	April 1, 2010
Issued By Utility	CHARBONNEAU WATER COMPANY LLC		

Advice No. _____
 (FOR PUC USE ONLY)

SCHEDULE NO. 1

COMMERCIAL IRRIGATION METERED RATES

Available: To customers of the Utility at Wilsonville, 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	n/a	0	748 gallons
1 inch	\$21.05	0	748 gallons
1½ inches	\$42.10	0	748 gallons
2 inches	\$67.36	0	748 gallons
3 inches	\$126.30	0	748 gallons
6 inches	\$421.00	0	748 gallons

Commodity Usage Rate

COMMODITY RATE	UNIT OF MEASURE
\$1.47	per unit
	748 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 / Filing Date		Effective for Service on or after	April 1, 2010
Issued By Utility	CHARBONNEAU WATER COMPANY LLC		

Advice No. _____
 (FOR 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.

Connection Charge for New Service (Rule No. 9)

Standard ¾-inch service	At cost
Nonstandard ¾ inch service	At cost
Larger than ¾-inch	At cost
Irrigation hookup (if provided on separate system)	At cost

Meter Test (Rule No. 21)

First test within 12-month period	N/C
Second test within 12-month period	\$65.00

Pressure Test (Rule No. 40)

First test within 12-month period	N/C
Second test within 12-month period	\$50.00

Late-Payment Charge (Rule No. 22)

Charged on amounts more than 30 days past due Pursuant to OAR 860-036-0130 (as of 1/1/10 – 1.5%)

Deposit for Service (Rule No. 5)

Pursuant to OAR 860-036-0040(2) Pursuant to OAR 860-036-0050 (as of 1/1/10 – 0.5%)

Returned-Check Charge (Rule No. 23)

n/a

Trouble-Call Charge (Rule No. 36)

During normal office hours	\$25.00 per hour
After normal office hours on special request	\$35.00 per hour

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

During normal office hours	\$100.00
After normal office hours on special request	\$100.00

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)

n/a

Issue Date / Filing Date		Effective for Service on or after	April 1, 2010
Issued By Utility	CHARBONNEAU WATER COMPANY LLC		

Advice No. _____
(FOR PUC USE ONLY)

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 Charbonneau Water Co. LLC
- 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 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 N/A 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 irrigation. 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. Service shall not be refused due to obligations connected with nonirrigation service.

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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.

METERS

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

The utility shall purchase, own, maintain, and operate all meters. Meters placed in service shall be adequate in size and design for the type of service, set at convenient locations, accessible to

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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.

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:

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- 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 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 20 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;

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

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.

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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 irrigation service due to the failure to pay or meet obligations associated with nonirrigation 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

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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 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.

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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.

Rule 37: Purity of Domestic Water (NOT APPLICABLE TO IRRIGATION SERVICE)

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

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

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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

The utility will conform to the backflow prevention program required by the Drinking Water Program, if any.

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