

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UW 190

In the Matter of

HELTON WATER COMPANY LLC,

Request for a General Rate Revision.

ORDER

DISPOSITION: STIPULATION ADOPTED

I. SUMMARY

In this order, we adopt an uncontested all-party stipulation resolving all issues related to the application for a general rate revision (Application) by Helton Water Company, LLC (Helton). As a result of the stipulation, Helton's annual revenues will increase by \$14,824 from test year revenues of \$15,637 to \$30,461, representing an increase of 94.8 percent, with the increase phased in over two years. The stipulation provides that the increase will be implemented in two phases with \$11,118 or 75 percent of the total increase effective January 1, 2023,¹ and the remaining 25 percent, or \$3,706, no earlier than one year after the start of phase one. Under the rates to be effective year one, on January 1, 2023, residential customers with average usage of 9,295 gallons per month will experience a bill increase of approximately \$31.88 or 70.85 percent per month. Under the rates to be effective in phase two, residential customers with average usage of 9,295 gallons per month will experience a bill increase of approximately \$42.53 or 94.52 percent per month over current rates. The stipulation includes an agreement to allow Helton to earn a rate of return (ROR) of 9.5 percent on a total rate base of \$94,306.

II. BACKGROUND AND PROCEDURAL HISTORY

Helton is a rate-and service-regulated water utility, providing service to 29 residential customers in Newberg, Oregon.² On March 9, 2022, Helton filed an application for a general rate revision, based on a calendar year 2021 test year, including tariff sheets in

¹ Phase one is to be effective on and after January 1, 2023, or three business days after the issuance of an order adopting the stipulation, whichever is later.

² *In the Matter of Helton Tracts Water System, An Investigation Pursuant to ORS 756.515 to Determine Jurisdiction*, Docket No. WJ 44, Order No. 22-070, (Mar 9, 2022).

Advice No. 22-01 to be effective June 1, 2022. Helton proposed an increase in annual revenues from \$15,637 to \$39,888, (or 155 percent). In its filing, Helton asserted that an increase in rates was needed to cover ongoing costs to provide safe, reliable, and adequate water service with an opportunity for a reasonable rate of return on capital investment. Helton's request reflected a ROR of 10.4 percent on a rate base of \$97,594.

We previously addressed an affiliated interest relationship agreement between Helton and its parent company, Hiland Water Corp. in docket UI 473, Order No. 22-204.³ In that docket, we adopted Staff's recommendation to approve, with certain conditions, the management and operations agreement. There, Staff generally concluded that the agreement satisfied the lower of costs versus market standard as required in OAR 860-036-2230, but noted that the reasonableness and appropriate ratemaking treatment for any costs would be determined in the next rate proceeding.

In Order No. 22-084, we suspended Advice No. 22-01 to conduct a comprehensive examination of the company's revenues, expenses, proposed adjustments, rate base, capital improvements, and cost of capital, as well as rate spread and design. A public comment hearing and a prehearing conference were held on May 11, 2022. One customer intervened in these proceedings.

On November 3, 2022, Staff and Helton filed an all-party stipulation resolving all issues in these proceedings with supporting testimony and exhibits. Staff and Helton filed an amended stipulation on December 1, 2022. No party objected to the stipulation. A copy of the stipulation, including its attachments (revenue requirement, bill impacts, and illustrative tariffs), is attached, as Appendix A, to this order.

III. THE STIPULATION

The stipulation presents a comprehensive settlement of all issues. The stipulating parties recommend and request that we approve the stipulation in its entirety.

The stipulation provides for a total revenue requirement of \$30,461, in year two, as shown in Appendix A, Attachment A. The revenue requirement includes an agreed-upon 9.5 percent rate of return on a total rate base of \$94,306, and represents a 94.8 percent increase over the test period revenues included in the company's application. The stipulating parties agree to phase the total increase over two years, with 75 percent of the increase to be implemented on January 1, 2023, and the remaining increase effective no earlier than one year later. Phase one rates include a monthly base charge of \$53.82 for a customer with a 5/8 inch or 3/4 inch meter, and a usage rate of \$2.48 per 1,000 gallons.

³ *In the Matter of Hiland Water Corp., Request for Approval of a Master Services Affiliated Interest Contract with Helton Water Company, Wilderness Canyon Water, Hillview Water Service, Shadow Wood Water Service, and Illahe Estates Water Service*, Docket No. UI 473, Order No. 22-204 (Jun 3, 2022).

The phase two rates include a monthly base charge of \$61.27 for a customer with a 5/8 inch or 3/4 inch meter, and a usage rate of \$2.83 per 1,000 gallons.

Additionally, the stipulation requires the company to pursue other financing options before making future capital investments over \$10,000 to ensure that the company will reasonably attempt to secure least-cost financing for the benefit of its customers.

IV. RESOLUTION

We reviewed the stipulation, its attachments, and the supporting testimony and exhibits. We find that the stipulation is a reasonable resolution of all issues presented in the docket. The increase under this stipulation represents a reduction from the company's proposal, but we recognize that it remains a significant increase to customers and represents a departure from the previous rate design of a \$45 flat rate. We are, however, satisfied that the rates under the stipulation are based on the company's demonstrated costs to provide service to customers, which include capital investments to reconstruct the main well and pumphouse and install a backup well pump.

As noted above, in docket UI 473, under the Staff recommendation, the reasonableness and appropriate ratemaking treatment for any affiliate costs would be determined in the next rate proceeding, including compliance with OAR 860-036-2230(2)(e). Here, the record contains detailed cost allocations to Helton for services provided under the management and services agreement approved in UI 473.⁴ For good cause shown, we waive OAR 860-036-2230(2)(e) for purposes of establishing rates in these proceedings.⁵ We adopt the stipulation in its entirety, and direct that the company file tariff sheets in compliance with this order with an effective date of January 1, 2023.

V. ORDER

IT IS ORDERED that:

1. Advice No. 22-01 filed by Helton Water Company, LLC, is permanently suspended.
2. The amended stipulation between Helton Water Company, LLC, and the Staff of the Public Utility Commission of Oregon, attached as Appendix A, is adopted.
3. Helton Water Company, LLC, must file tariff sheets in compliance with this order by 3:00 p.m. on December 27, 2022, to implement the phase one rate increase with an effective date of January 1, 2023.

⁴ Staff/103, Bartholomew/5.

⁵ OAR 860-036-1000(3).

4. Helton Water Company, LLC, must file tariff sheets in compliance with this order at least five business days in advance of the effective date to implement the phase two rate increase with an effective date no earlier than January 1, 2024.
5. Helton Water Company, LLC, must attempt to obtain lower cost financing options prior to making future capital investments exceeding \$10,000, and must provide a report on those efforts in its next rate case.

Made, entered, and effective Dec 09 2022.



Megan W. Decker
Chair



Letha Tawney
Commissioner



Mark R. Thompson
Commissioner

A party may request rehearing or reconsideration of this order under 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 860-001-0720. A copy of the request must also be served on each party to the proceedings as provided in OAR 860-001-0180(2). A party may appeal this order by filing a petition for review with the Court of Appeals in compliance with ORS 183.480 through 183.484.

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UW 190

In the Matter of

HELTON WATER COMPANY, LLC.

Request for a General Rate Revision

AMENDED STIPULATION

This Stipulation is among Helton Water Company, LLC (Helton or the Company), and the Public Utility Commission of Oregon Staff (Staff), appearing by and through its attorney, Jill Goatcher, Assistant Attorney General, hereafter collectively referred to as the Stipulating Parties. The sole intervenor in this case, Theresa Swearingen, does not object to this stipulation.

I. INTRODUCTION

On March 09, 2022 Helton filed a request for a General Rate Revision. In its application, Helton sought to increase its adjusted test period revenues from \$15,637 to \$39,888, an increase of 155.09 percent. The Stipulating Parties reviewed the Company's filing, responses to data requests from Staff and held a settlement conference to discuss and address the issues in this case. As a result of those discussions, the Stipulating Parties have reached agreement on all issues as set forth in this Stipulation. The Stipulating Parties respectfully request that the Commission issue an order adopting this Stipulation.

II. TERMS OF THE AMENDED STIPULATION

The Stipulating Parties agree as follows:

1. Revenue Requirement. The Stipulating Parties agree to recommend and support a total revenue requirement of \$30,461, as shown in Attachment A, to be collected in rates as set forth in Attachment C to this Stipulation. The impact on customers' average rates is shown in

1 Attachment B. This revenue requirement includes an agreed-upon 9.50 percent rate of return on a
2 total rate base of \$94,306 and represents a 94.8 percent increase over 2021 test period revenues.

3 2. Rate Effective Date. The Stipulating Parties agree to and support rates becoming
4 effective in a two-phase approach. The first phase for service rendered begins on and after
5 January 1, 2023 or three business days after the date the Commission issues an order adopting
6 this Stipulation, whichever is later. The second phase for services rendered will begin no earlier
7 than 1 year after the start of phase one.

8 3. Rate Base and Accumulated Depreciation. The Stipulating Parties agree that
9 stipulated rates set forth in Attachment C reflect rate base additions put into service from the
10 Company through 2022, but before the new rate effective date, and accumulated depreciation
11 through December 31, 2022 associated with these rate base assets. The Stipulating Parties further
12 agree that Helton's capital additions included in Attachment A are prudent and used and useful as
13 of the rate-effective date in this case.

14 4. Cost of Capital. The Stipulating Parties agree that Helton will attempt to secure
15 least-cost financing options and will attempt to obtain financing before making future capital
16 investments over \$10,000.

17 5. The Stipulating Parties agree that this Stipulation is in the public interest and, in
18 the unique circumstances present in this case, will result in rates that are fair, reasonable, and
19 will meet the standard set forth in ORS 756.040.

20 6. The Stipulating Parties have negotiated this Stipulation in good faith and
21 recommend that the Commission adopt the Stipulation in its entirety.

22 7. The Stipulating Parties agree that the Stipulation represents a compromise in the
23 positions of the Stipulating Parties. By entering into this Stipulation, no Stipulating Party shall be
24 deemed to have approved, accepted, or consented to the facts, principles, methods, or theories
25 employed by any other Stipulating Party in arriving at the terms of this Stipulation

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1 8. The Stipulating Parties agree that without the written consent of all Stipulating
2 Parties, evidence of conduct or statements, including but not limited to term sheets or other
3 documents created solely for use in settlement conferences in this docket, and conduct or
4 statements made at settlement conferences, are confidential and not admissible in this or any
5 subsequent proceeding, unless independently discoverable or offered for other purposes allowed
6 under ORS 40.190.

7 9. The Stipulating Parties support entering into evidence, without requiring any
8 Stipulating party to lay a foundation for its admission, this Stipulation, Stipulation attachments A
9 (revenue requirement), and B (tariffs), Staffs written testimony in support of the Stipulation
10 (Exhibit Staff/100), and additional supporting exhibits.

11 10. The Stipulating Parties understand that this Stipulation addresses only Helton's
12 request for a general rate increase in this instance, is not binding on the Commission in deciding
13 Melton's application for a general rate increase, and does not foreclose the Commission from
14 addressing any other issues or foreclose a Stipulating Party from raising other issues in a
15 different proceeding.

16 11. The Stipulating Parties have negotiated this Stipulation as an integrated
17 document. Accordingly, if the Commission rejects all or any material portion of this Stipulation,
18 or adds any material condition to any final order that is not consistent with this Stipulation, each
19 Stipulating Party reserves the right, upon written notice to the Commission and all parties to this
20 proceeding within 15 days of the date of the Commission's final order, to withdraw from the
21 Stipulation and to present additional evidence and argument on the record. However, prior to
22 withdrawal, any Stipulating Party who wishes to withdraw must engage in good faith negotiation
23 with the other Stipulating Parties. No Stipulating Party withdrawing from this Stipulation shall
24 be bound to any position, commitment, or condition of this Stipulation. Nothing in this paragraph
25 provides any Stipulating Party the right to withdraw from this Stipulation as a result of the
26 Commission's resolution of issues that this Stipulation does not resolve.

1 12. The Stipulating Parties agree to support Commission approval of the Stipulation,
2 throughout this proceeding and any subsequent appeal, and to provide witnesses to sponsor
3 testimony. If any other party to this proceeding challenges this Stipulation or if any other
4 interested person objects to this Stipulation in comments, the Stipulating Parties agree to
5 cooperate in responding to bench requests, preparing supplemental testimony, and participating
6 in cross-examination and to put on such a case as they deem appropriate to respond fully to the
7 issues presented, which may include addressing issues incorporated in the settlements embodied
8 in this Stipulation.

9 13. This Stipulation may be executed in any number of counterparts, each of which
10 will be an original for all purposes, but all of which taken together will constitute one and the
11 same agreement. The Stipulating Parties further agree that any electronically-generated
12 Stipulating Party signatures are valid and binding to the same extent as an original signature.

13 14. his Stipulation may not be modified or amended except by written agreement by
14 all Parties who have executed it.

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This Stipulation is entered into by each Party on the date entered below such Party's signature.

STAFF OF THE PUBLIC UTILITY
COMMISSION OF OREGON

/s/ Natascha Smith

By: Natascha Smith
Assistant Attorney General
Of Attorney's for PUC Staff
Dated: December 1, 2022

HELTON WATER COMPANY, LLC.

Silas Olson
By Silas Olson

Dated: *November 30, 2022*

				Company Proposed Increase		Staff Proposed Increase
Revenue Requirement				155.09%		94.80%
	REVENUES	Test Year	Company Adjustments	Company Proposed Totals	Staff Adjustments to Company Totals	Staff Proposed Totals
460	Unmetered			\$ -		\$ -
461.1	Residential	15,637	24,251	\$ 39,888	(9,427)	\$ 30,461
461.2	Commercial			\$ -	-	\$ -
462	Fire Protection Sales			\$ -	-	\$ -
465	Irrigation Water Sales			\$ -	-	\$ -
466	Water Sales for Resale			\$ -	-	\$ -
471	Miscellaneous Services			\$ -	-	\$ -
475	Cross Connection Control			\$ -	-	\$ -
	Other			\$ -	-	\$ -
				\$ -	-	\$ -
	Total Revenue	\$ 15,637	\$ 24,251	\$ 39,888	\$ (9,427)	\$ 30,461
Acct.	OPERATING EXPENSES					
601	Salaries and Wages - Employees	4,802	480	\$ 5,282	\$ -	\$ 5,282
603	Salaries and Wages - Officers			\$ -	\$ -	\$ -
604	Employee Pension & Benefits	488	49	\$ 537	\$ -	\$ 537
610	Purchased Water			\$ -	\$ -	\$ -
611	Telephone/Communications	103		\$ 103	\$ -	\$ 103
615	Purchased Power	660		\$ 660	\$ 1,188	\$ 1,848
616	Fuel for Power Production			\$ -	\$ -	\$ -
617	Other Utilities			\$ -	\$ -	\$ -
618	Chemical / Treatment Expense			\$ -	\$ -	\$ -
619	Office Supplies	54		\$ 54	\$ -	\$ 54
619.1	Postage	93		\$ 93	\$ -	\$ 93
620	O&M Materials/Supplies	1,745		\$ 1,745	\$ (1,008)	\$ 737
621	Repairs to Water Plant			\$ -	\$ -	\$ -
631	Contract Svcs - Engineering			\$ -	\$ -	\$ -
632	Contract Svcs - Accounting	17		\$ 17	\$ -	\$ 17
633	Contract Svcs - Legal	17		\$ 17	\$ -	\$ 17
634	Contract Svcs - Management Fees	166		\$ 166	\$ -	\$ 166
635	Contract Svcs - Testing	675	338	\$ 1,013	\$ -	\$ 1,013
636	Contract Svcs - Labor			\$ -	\$ -	\$ -
637	Contract Svcs - Billing/Collection	102		\$ 102	\$ -	\$ 102
638	Contract Svcs - Meter Reading			\$ -	\$ -	\$ -
639	Contract Svcs - Other	726		\$ 726	\$ (420)	\$ 306
641	Rental of Building/Real Property	234		\$ 234	\$ -	\$ 234
642	Rental of Equipment	2,555		\$ 2,555	\$ (2,271)	\$ 284
643	Small Tools			\$ -	\$ -	\$ -
648	Computer/Electronic Expenses	31		\$ 31	\$ -	\$ 31
650	Transportation	1,894		\$ 1,894	\$ (1,500)	\$ 394
656	Vehicle Insurance	146		\$ 146	\$ -	\$ 146
657	General Liability Insurance	94		\$ 94	\$ -	\$ 94
658	Workers' Comp Insurance	52		\$ 52	\$ -	\$ 52
659	Insurance - Other			\$ -	\$ -	\$ -
666	Amortz. of Rate Case		5,000	\$ 5,000	\$ (2,800)	\$ 2,200
667	Gross Revenue Fee (PUC)	57	83	\$ 140	\$ (9)	\$ 131
670	Bad Debt Expense			\$ -	\$ -	\$ -
671	Cross Connection Control Program			\$ -	\$ -	\$ -
673	Training and Certification	67		\$ 67	\$ -	\$ 67
674	Consumer Confidence Report			\$ -	\$ -	\$ -
675	Miscellaneous Expense	390		\$ 390	\$ (119)	\$ 271
OE1	Public Relations/Advertising	31		\$ 31	\$ -	\$ 31
OE2	Other Expense 2			\$ -	\$ -	\$ -
OE3	Other Expense 3			\$ -	\$ -	\$ -
OE4	Other Expense 4			\$ -	\$ -	\$ -
OE5	Other Expense 5			\$ -	\$ -	\$ -
	TOTAL OPERATING EXPENSE	\$ 15,199	\$ 5,950	\$ 21,149	\$ (6,959)	\$ 14,210

OTHER REVENUE DEDUCTIONS						
403	Depreciation Expense	1,925	1,888	\$ 3,813	\$ (270)	\$ 3,543
406	Amort of Plant Acquisition Adjustment			\$ -	\$ -	\$ -
407	Amortization Expense			\$ -	\$ -	\$ -
408.11	Property Tax			\$ -	\$ 119	\$ 119
408.12	Payroll Tax			\$ -	\$ 500	\$ 500
408.13	Other	1,114	111	\$ 1,225	\$ (1,225)	\$ -
409.10	Federal Income Tax		2,715	\$ 2,715	\$ (374)	\$ 2,341
409.11	Oregon Income Tax		853	\$ 853	\$ (65)	\$ 788
409.13	Extraordinary Items Income Tax			\$ -	\$ -	\$ -
	TOTAL REVENUE DEDUCTIONS	\$ 18,238	\$ 11,517	\$ 29,755	\$ (8,253)	\$ 21,502
	Net Operating Income	\$ (2,601)	\$ 12,734	\$ 10,133	\$ (1,174)	\$ 8,959
	UTILITY RATE BASE					
101	Utility Plant in Service	92,019	11,560	\$ 103,579	\$ 1,067	\$ 104,646
105	Construction Work in Progress			\$ -	\$ -	\$ -
108	- Accumulated Depreciation of Plant	8,893		\$ 8,893	\$ 3,627	\$ 12,520
271	- Contributions in Aid of Construction			\$ -	\$ -	\$ -
272	+ Accumulated Amortization of CIAC			\$ -	\$ -	\$ -
281	- Accumulated Deferred Income Tax			\$ -	\$ -	\$ -
	- Excess Capacity			\$ -	\$ -	\$ -
	= NET RATE BASE INVESTMENT	\$ 83,126	\$ 11,560	\$ 94,686	\$ (2,560)	\$ 92,126
	Plus: (working capital)					
151	Materials and Supplies Inventory	996		\$ 996	\$ -	\$ 996
	Working Cash (Total Op Exp /12)	1,751		\$ 1,751	\$ (567)	\$ 1,184
	TOTAL RATE BASE	\$ 85,873	\$ 11,560	\$ 97,433	\$ (3,127)	\$ 94,306
	Rate of Return	-3.03%		10.40%		9.50%

Current Rate			BASE RATES			COMMODITY RATES			AVERAGE BILLS			REVENUE PROOF (Staff Checker)		
Line Type & Size	Total Projected Customers	Total Projected Consumption	Current Rate	Staff Proposed Rate	Difference %	Current Rate	Staff Proposed Rate	Difference (%)	Current Rate	Staff Proposed Rate	Difference (%)	Base Rate	Commodity Rate	Total
Water - METERED - Residential														
5/8" or 3/4"	29	3,234,600	\$45.00	\$0.00	0.00%	\$0.00	\$0.00		\$45.00	\$0.00	0.00%	\$15,637.00	N/A	\$15,637.00
TOTAL Revenue												\$15,637.00	\$0.00	\$15,637.00

Summary Phase 1			BASE RATES			COMMODITY RATES			AVERAGE BILLS			REVENUE PROOF (Staff Checker)		
Line Type & Size	Total Projected Customers	Total Projected Consumption	Current Rate	Staff Proposed Rate	Difference %	Current Rate	Staff Proposed Rate	Difference (%)	Current Rate	Staff Proposed Rate	Difference (%)	Base Rate	Commodity Rate	Total
Water - METERED - Residential														
5/8" or 3/4"	29	3,234,600	\$45.00	\$53.82	19.59%	\$0.00	\$2.48		\$45.00	\$76.88	70.85%	\$18,728.54	\$8,026.52	\$26,755.05
TOTAL Revenue												\$18,728.54	\$8,026.52	\$26,755.05

Summary Phase 2			BASE RATES			COMMODITY RATES			AVERAGE BILLS			REVENUE PROOF (Staff Checker)		
Line Type & Size	Total Projected Customers	Total Projected Consumption	Current Rate	Staff Proposed Rate	Difference %	Current Rate	Staff Proposed Rate	Difference (%)	Current Rate	Staff Proposed Rate	Difference (%)	Base Rate	Commodity Rate	Total
Water - METERED - Residential														
5/8" or 3/4"	29	3,234,600	\$45.00	\$61.27	36.16%	\$0.00	\$2.83		\$45.00	\$87.53	94.52%	\$21,322.74	\$9,138.32	\$30,461.06
TOTAL Revenue												\$21,322.74	\$9,138.32	\$30,461.06

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

NAMING RATES FOR

HELTON WATER COMPANY LLC

**PO BOX 699
NEWBERG, OR 97132**

503-554-8333

Serving water in the vicinity of

Salem, Oregon

Issue Date / Filing Date		Effective for Service on or after	January 1, 2023
Issued By Utility	HELTON WATER COMPANY LLC		

Advice No.

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Issue Date / Filing Date		Effective for Service on or after	January 1, 2023
Issued By Utility	HELTON WATER COMPANY LLC		

Advice No.

SCHEDULE NO. 1

RESIDENTIAL METERED RATES

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

Applicable: To residential premises.

Base Rate

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE
5/8 inch or 3/4 inch	\$53.82	None
1 inch		
1½ inches		
2 inches		
3 inches		
6 inches		

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$2.48	1,000	1 unit = 1 gallon

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	January 1, 2023
Issued By Utility	HELTON WATER COMPANY LLC		

Advice No.

SCHEDULE NO. 1
RESIDENTIAL METERED RATES

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

Applicable: To residential premises.

Base Rate

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE
5/8 inch or 3/4 inch	\$61.27	None
1 inch		
1½ inches		
2 inches		
3 inches		
6 inches		

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$2.82	1,000	1 unit = 1 gallon

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	January 1, 2024
Issued By Utility	HELTON WATER COMPANY LLC		

Advice No.

SCHEDULE NO. 2**CROSS CONNECTION CONTROL PROGRAM**
Backflow Prevention Device Services and Fees

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

PROGRAM DESCRIPTION

1. **TESTING SERVICE** – Utility will provide the required DCVA annual test by a state certified tester pursuant to Oregon Administrative Rules [333-061-0070 through OAR 333-061-0072](#).
2. **MAINTENANCE AND REPAIR SERVICE** – Company will provide maintenance and repairs on customer-owned DCVAs installed at the meter. Maintenance does not include the startup, blow out, or other freeze protection of assemblies on irrigation systems. Replacement of DCVA is the responsibility of the customers and is not covered by Utility’s DCVA maintenance and repair services.

PROGRAM RATES

1. **ALL CUSTOMERS ENROLLED IN PROGRAM**
Monthly rate (itemized separately on customer water bill): \$0.00
2. **ALL CUSTOMERS WHO OPT OUT, BUT CHOOSE THE UTILITY AS A DEFAULT SERVICE SUPPLIER ON THEIR OPT OUT NOTICE**
At the time of annual testing, customers will be billed: \$0.00

Issue Date / Filing Date		Effective for Service on or after	January 1, 2023
Issued By Utility	HELTON WATER COMPANY LLC		

Advice No.

SCHEDULE NO. 2 (CONTINUED)**CROSS CONNECTION CONTROL PROGRAM
Backflow Prevention Device Services and Fees
OPT OUT CUSTOMERS WHO FAIL TO PROVIDE DCVA TEST RESULTS**

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

SPECIAL PROVISIONS:

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

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

Issue Date / Filing Date		Effective for Service on or after	January 1, 2023
Issued By Utility	HELTON WATER COMPANY LLC		

Advice No.

SCHEDULE NO. 3**MISCELLANEOUS SERVICE CHARGES**

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

Connection Charge for New Service (Rule Nos. 8 & 9)

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

Meter Test (Rule Nos. 19 & 20)

First test within 12-month period	N/C
Second test within 12-month period	<u>\$20.00</u>

Pressure Test (Rule No. 39)

First test within 12-month period	N/C
Second test within 12-month period	<u>\$20.00</u>

Late-Payment Charge (Rule No. 21)

Pursuant to OAR 860-036-1400

Deposit for Service (Rule No. 5)

Pursuant to OAR 860-036-1220

Returned-Check Charge (Rule No. 22)\$25.00 (each occurrence)Trouble-Call Charge (Rule No. 35)

During normal office hours	\$40.00 per hour
After normal office hours on special request	\$60.00 per hour

Disconnection/Reconnect Charge (Rule Nos. 28 & 29)

During normal office hours	<u>\$25.00</u>
After normal office hours on special request	<u>\$35.00</u>

Unauthorized Restoration of Service (Rule No. 30)

Disconnection/Reconnection charge plus costs

Damage/Tampering Charge (Rule No. 28)

at cost

Disconnect Site-Visit Charge (Rule No. 29)\$35.00

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RULES AND REGULATIONS**Rule 1: Jurisdiction of the Commission**

Water systems are subject to regulation as provided under ORS [Chapter 757](#)

Rule 2: Definitions

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

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APPLICATION FOR SERVICE**Rule 3: Information for Applicants and Customers (OAR 860-036-1100)**

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

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

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

Application for water service must be made for each individual property to be served. The application shall identify the name of the applicant, the service address, the billing address, the contact information where the applicant can be reached, the type of water service requested and its intended use, and the name to be used to identify the account, if different than the applicant's actual name. The applicant shall, at this time, pay any scheduled fees or deposits. An application is a request for service and shall not be accepted until the applicant establishes credit as set forth in [OAR 860-036-1210](#).

An application for service must be made where:

- A. An applicant, who has not previously been served by the Utility, requests service; or
- B. Service has been involuntarily discontinued in accordance with the Utility and Commission rules, and service is requested; or
- C. Service has been voluntarily discontinued and a request to restore service has not been made within 20 days; or
- D. There is a change in the type of use to which the water is put, or the number of premises served.

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

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

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

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

The Utility shall pay interest on deposits at the rate established by the Commission. After the customer has paid its water service bills for 12 consecutive months without having had service discontinued for nonpayment, or did not have more than two occasions in which a shut-off notice was issued, and the customer is not then delinquent in the payment of bills, the Utility shall promptly and automatically refund the deposit plus accrued interest by **(check one)** ([OAR 860-036-1250](#) and [1260](#)):

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

Rule 6: Customer Service Line ([OAR 860-036-1300\(2\)](#))

The customer shall own and maintain the customer service line and promptly repair all breaks and leaks. For non-metered service, the customer service line begins at the property line or utility-owned shut-off valve. For metered service, the customer service line begins on the customer's side of the meter or utility-owned shut-off valve. The Utility shall not be responsible for any damage or poor service due to inadequacy of the customer service line or any portion of the customer's plumbing. All leaks in the customer service line, faucets, and all other parts of the plumbing owned or controlled by the customer shall be promptly repaired so as not to waste water.

Rule 7: Separate Control of Service

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

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

The water service connection is defined as the facilities used to connect the Utility's distribution network to the point of connection at the customer's service line. The Utility owns, operates, maintains, and replaces the service connection when necessary and promptly repairs all breaks and leaks. The customer shall not be responsible for any damage or poor service due to inadequacy of the Utility's service lines or any portion of the Utility's plumbing.

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

An applicant requesting permanent water service to a premise not previously supplied with permanent service by the Utility may be required to pay the cost of the service connection, including or excluding the meter as provided in Rule No. 8 and the Utility's Miscellaneous Service Charges in this tariff.

Rule 10: Main Line Extension Policy (OAR 860-036-1310)

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

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

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

Rule 11: Types of Use

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

Rule 12: Multiple Residences/Commercial Users

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

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

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

Rule 14: Restriction on Entering a Customer Residence (OAR 860-036-1330)

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

REFUSAL OF SERVICERule 15: Refusal of Service Due to Customer Accounts (OAR 860-036-1270)

The Utility may refuse to provide service if:

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

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

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

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

Residential service shall not be refused due to obligations connected with nonresidential service. If service is refused under this rule, the Utility shall inform the applicant or customer of the reasons for the refusal and of the Commission's dispute resolution process.

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

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

For refusal of service under this rule, the Utility shall provide a written letter of refusal to the applicant within seven calendar days, informing applicant that the details upon which the Utility's decision was based may be requested.

The details will include, but not be limited to:

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

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

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

If service is refused under this rule, the Utility will provide written notification to the applicant within seven calendar days stating the reason(s) for refusal and providing information regarding the Commission's complaint process.

METERS

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

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

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

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

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

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

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

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

A customer may request that the Utility test the service meter once every 12 months at no cost. Such test shall be made within seven calendar days of the receipt of the request unless the customer fails to provide the Utility reasonable access to the meter. The customer or the customer's representative has the right to be present during the test, which is to be scheduled at a mutually agreeable time. Within seven calendar days of performing the requested meter test, report shall be provided to the customer stating:

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

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

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

BILLING

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

All bills, including closing bills, are due and payable at the Utility office within at least 15 days when rendered by deposit in the mail or other reasonable means of delivery, unless otherwise specified on the bill. The date of presentation is the date on which the Utility mails the bill.

As near as practical, meters shall be read (**check one**) monthly, bimonthly, or quarterly on the corresponding day of each meter reading or billing period. The bill will be rendered immediately thereafter. The Utility will provide its customers with timely billings every month or as indicated in its tariffs or statement of rates.

All water service bills will show:

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

A late-payment charge may be assessed against any account that has an unpaid balance when the next bill is being prepared. The charge will be computed on the delinquent balance owing at the time of preparing the subsequent month's bill at the late-payment rate specified in the Miscellaneous Service Charges Schedule. The late-payment rate is determined annually by the Commission, and the Utility will be notified of the rate.

If an account is permitted to become delinquent, the Utility may disconnect water service by giving proper notice to the customer as provided in Rules 28 & 29, prior to or after the Utility assesses the late payment charge.

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Rule 22: Returned Payment Charge

The Returned Payment Charge listed on the Miscellaneous Service Charges Schedule shall be billed for each occasion a customer submits any type of noncash payment (check, debit, electronic, etc.) that is not honored, for any reason, by a bank or other financial institution.

Rule 23: Prorating of Bills

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

Rule 24: Adjustment of Bills ([OAR 860-036-1440](#))

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

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

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

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

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

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

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The Utility will give the customer prior notice of the transfer, including:

- A. The amount due under the prior account; and
- B. The period when the balance was incurred; and
- C. The service address under which the bill was incurred.

If the customer has an amount remaining on an existing time-payment agreement, the customer may enter into a new time-payment agreement to include the transfer. The Utility will not transfer a balance owing on a non-residential account to a residential account.

DISCONNECTION OF WATER SERVICE

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

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

Rates are based on continuous service. Disconnect and reconnect transactions do not relieve a customer from the obligation to pay the base rate or minimum charge that accumulates during the period of time the service is voluntarily disconnected for up to 12 months. Should the customer wish to recommence service within 12 months at the same premise, the customer will be required to pay the accumulated minimum monthly charge or base rate as if service had been continuous. The reconnection charge listed on the Miscellaneous Service Charges Schedule will be applicable at the time of reconnection.

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

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

The Utility may terminate service in emergencies when life or property is endangered without following the procedures set forth in [OAR 860-036-1630](#). Immediately thereafter, the Utility will notify the customer and the Commission. When the emergency termination was through no fault of the customer, the Utility shall not charge the customer for disconnection or restoration of service.

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Rule 28: Disconnection of Water Service Charge for Cause ([OAR 860-036-1500](#), [-1510](#), [-1520](#), [-1530](#), and [1550](#))

The Utility may disconnect service when:

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

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

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

The notices shall include:

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

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

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

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

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

Within 48 hours of disconnection, the Utility will make a good-faith effort to contact the customer or an adult at the residence and provide notice of the proposed disconnection. If contact is not made, the Utility shall leave a notice in a conspicuous place at the customer's premise informing the customer that service has been disconnected.

Disconnection of Water Service to Tenants:

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

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

Time Payment Agreements ([OAR 860-036-1420](#))

Customers who are notified of pending disconnection, due to reasons other than theft of service, tampering, unauthorized use of water, or failure to abide by the terms of a Time Payment Plan, may choose between two Time Payment Agreement options. The Utility will offer such customers a choice of a levelized-payment plan and an equal-pay arrearage plan. The Utility and customer may mutually agree to an alternate payment arrangement provided it be in writing and signed by all parties.

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

A time-payment agreement disconnection occurs when a customer fails to comply with the terms of a written time-payment agreement between the customer and the Utility, or the Utility permits a time-payment agreement charge to become delinquent. The Utility will give the customer a 7- day written notice before the water service may be disconnected.

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

Disconnection and Reconnection Charges

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

Field Visit Charge

The Utility may assess a field visit charge whenever the Utility visits a residential service address intending to reconnect or disconnect service, but due to customer action, the Utility is unable to complete the reconnection or disconnection at the time of the visit. The field visit charge is listed in the tariff.

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

After the water has been disconnected or shut off at the curb stop or at the meter, if any person not authorized by the Utility should turn it on, the water service line may be disconnected as provided by [OAR 860-036-1510](#).

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

No person shall be allowed to make connection to the Utility mains, or to make any alteration to service connections, or to turn a curb stop off or on to any premises without written permission of the Utility. If the Utility discovers that a customer tampered with or engaged in unauthorized use of utility property facilities, the Utility shall notify the customer of the violations and may take one or more of the following actions:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Rule 35: Trouble Call

The trouble-call charge listed on the Miscellaneous Service Charges Schedule may be billed whenever a customer requests that the Utility visit the customer's premises to remedy a service problem and the problem is due to the customer's facilities.

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

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

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

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

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

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

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

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Advice No.

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

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

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

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

Rule 40: Utility Line Location (One Call Program)

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

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

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

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

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