



# SUNRIVER WATER/SEWER RULES & REGULATIONS

## **Fees**

You will receive your water and sewer bill monthly (depends on route). Service is billed each month at a base rate for water of \$12.94 for ¾" home or condo service, \$32.35 for 1" home or condo service, \$24.25 for condos with flat rates, and a fixed use fee for sewer of \$70.62 for a ¾" home or condo service & \$88.36 for a 1" home or condo service. A commodity charge for water consumption above the base rate is charged at \$1.50 per 1000 gallons.

## **Application for Service (OAR 860-036-1200)**

Application for water service must be made for each property to be served. The application shall identify the applicant, the premises to be served, the billing address if different, 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.

## **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 breaks and 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 to not waste water and to prevent sanitary sewer overflow.

## **Billing Information/Late-Payment Charge (OAR 860-036-1400 and OAR 860-036-1430)**

Bills are due and payable within 15 days 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. When there is good reason for doing so, consumption may be estimated for bills. Any estimated readings shall be clearly designated as such.

The utility shall make reasonable efforts to prepare opening and closing bills from actual meter readings. Opening and closing bills will be prorated according to the number of days service was rendered.

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 month's bill or balances owing that are 30 days old.

All bills become delinquent if not paid within 15 days of the date of transmittal of the bill. If permitted to become delinquent, water service may be terminated after proper notice (OAR 860-036-1500, OAR 860-036-1510, OAR 860-036-1520, OAR 860-036-1530, OAR 860-036-1540, OAR 860-036-1550).

## **All water service bills shall show:**

1. The utility's legal name, name of the water system, mailing address, telephone number, emergency telephone number, and email address or website.
2. Information sufficient for the customer to understand and compute the charges being assessed, including:
  - 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,
- D. The date any late payment charge was applied and an explanation of the terms of the late payment charge.

**Voluntary Discontinuance (OAR 860-036-1560)**

Except for emergencies, customers who (for any reason) wish to have service discontinued shall provide the utility with at least seven 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.

**Service Connections (OAR 860-036-1300)**

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

An applicant requesting permanent service to premises not previous supplied with permanent service by the utility shall be required to pay the service connection charge listed in the utility’s Miscellaneous Service Charges Schedule. The utility will purchase and install the service connection and charge the customer the cost of service connection less the cost of the meter.

No person shall be allowed to make connection with the mains, or to make any alterations to service lines, or to turn a meter stop off or on to any premises, without permission of the utility.

**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.

**Unauthorized Use**

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

**MISCELLANEOUS SERVICE CHARGES**

Returned-Check Charge (Rule No. 23).....\$25 each occurrence

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

Trouble-Call Charge (Rule No. 37)

During normal office hours.....\$40 per hour  
 After normal office hours on special request.....\$80 per hour

Disconnection & Reconnection Charge (Rule No. 30)

During normal office hours.....\$40 per hour  
 After normal office hours on special request.....\$80 per hour

Unauthorized Restoration of Service (Rule No. 31).....Reconnection charge plus costs

Damage/Tampering Charge (Rule No. 35).....At cost

Field Visit Charge (Rule No. 30)

During normal office hours.....\$40 per hour

After normal office hours on special request.....\$80 per hour

Meter Test (Rule No. 21)

First test within 12-month period.....N/C

Second test within 12-month period.....\$75 per hour

Pressure Test (Rule No. 41)

First test within 12-month period.....N/C

Second test within 12-month period.....\$40 per hour

### **SPECIAL NOTICE TO SUNRIVER UTILITIES CUSTOMERS**

Sunriver's water distribution system is designed with a high pressure area. This high pressure area is necessary to supply adequate water pressure for domestic use and fire protection flows at higher elevations.

At the time of construction, when the new service was purchased by the contractor/builder, Sunriver Water LLC recommended that pressure reducing valve be installed on water service lines within the high pressure areas listed below:

ACACIA	MODOC
ACER	MT. BAKER (LOTS 5-10)
ALBERELLO	MT. HOOD
ALPINE	MT. ROSE
ASHWOOD	NEWBERRY
ASPEN BUTTE	OLLALIE
AWBREY	PAPER BIRCH
BALSAM	PINE MTN
BIG LEAF	PINE RIDGE
BUTTERNUT	QUARTZ MTN
CAMAS	RAGER MTN
CASCARA	RED ALDER
CATALPA	RED CEDAR
CEDAR	RED FIR
CHERRYWOOD	RED HILL
CONIFER	RIBES
COTTONWOOD	SANDHILL
CRAG	SEQUOIA
DIAMOND PEAK	SHAMROCK
DOGWOOD	SPRUCE
EAGLE CAP	SUMAC
EAST BUTTE	SUMMIT
FLAT TOP	SUNRISE
GROUSE	TAMARACK
HART MTN	TAN OAK
HOLLY	THE RIDGE
HOO DOO	TIMBER
INDIAN	VINE MAPLE
IRISH MTN	WALLOWA
JUNIPER	WHISTLER
LARK	WHITE ELM
LAVA BUTTE	YELLOW PINE
LAVA TOP	
LUPINE	