



WATER LLC / ENVIRONMENTAL LLC

VIA ELECTRONIC FILING

May 28, 2021

Public Utility Commission of Oregon
Attn: Filing Center
201 High St SE, Suite 100
Post Office Box 1088
Salem, Oregon 97308-1088

Re: Advice Letter No. 21-1 – General Rate Revision Filing

To Whom It May Concern:

Sunriver Water LLC (“Sunriver Water” or the “Company”) hereby files the enclosed general rate revision, Advice Letter No. 21-1.

The purpose of this filing is to increase water service rate tariffs filed with the Public Utility Commission of Oregon. Sunriver Water is seeking increases in rates because current revenues are insufficient to cover the ongoing cost of continuing to provide safe, reliable and adequate service while allowing an opportunity for a reasonable return on the Company’s needed capital investment.

This Advice Letter filing consists of this letter and the attached Application, which contains the required Brief, Customer Notice, Water Utility Testimony and Tariff Sheets. Together, this filing includes the information required in OAR 860-036-2010(2).

Please address correspondence on this matter as follows:

Tim Smith	Eric Nelsen	eFiling
General Manager	Senior Regulatory Attorney	Rates and Regulatory Affairs
Sunriver Water LLC	NW Natural	NW Natural
PO Box 3699	250 SW Taylor Street	250 SW Taylor Street
Sunriver, Oregon 97707	Portland, Oregon 97204	Portland, Oregon 97204
Telephone: 971.285.4025	Telephone: 503.610.7618	Telephone: 503.610.7330
Email: tsmith@sunriverutilities.com	Email: eric.nelsen@nwnatural.com	Email: eFiling@nwnatural.com

The effect of the proposed changes in this filing is to increase the Company’s annual revenues, effective July 1, 2021, by \$726,542. The monthly bill of the average residential customer served will increase from \$20.69 per month to \$29.36. The monthly bill of each commercial customer and irrigation customer served will increase depending on the size of that customer’s meter, as set forth in the customer notice.

In compliance with OAR 860-036-2010, the Company states that the number of customers affected by the proposed change is 4,497 residential customers, 40 flat rate customers, 128 commercial customers and 109 irrigation customers. In compliance with OAR 860-036-2030, copies of this letter and the filing made herewith are available in the Company’s main office in Oregon and on its website at www.sunriverwater.com.

Sincerely,

Sunriver Water LLC

/s/ Tim Smith

Tim Smith
General Manager

Attachments

PLEASE RETURN THIS AS PAGE 1 OF THE COMPLETED APPLICATION

PLEASE FILL IN ALL BLANKS

TO: PUBLIC UTILITY COMMISSION OF OREGON
PO BOX 1088
SALEM OR 97308-1088

FROM:

Sunriver Water LLC
(Company name)

PO Box 3699
(Address)

Sunriver, OR 97707
(City, State, Zip)

BEFORE THE PUBLIC UTILITY COMMISSION OF OREGON

In the Matter of Tariffs for Water Service)
in the State of Oregon filed by) BRIEF
Sunriver Water LLC)
(Company name))

NW Natural Water Company, LLC

(Name of utility owner)

In accordance with Oregon Revised Statutes 757.205 and 757.220, herewith files tariff sheets designated as PUC Oregon No. 10, Original Tariff Sheets No. 1 through 37 to become effective for service rendered on and after July 1, 2021 (i.e., at least 30 days after PUC receives the filing). The purpose of this filing is to:

- 1) Establish rates resulting in total annual revenues of \$2,569,990.
- 2) This is an increase or decrease to the utility's total annual revenues from \$1,843,448 to \$2,569,990, resulting in a net increase of \$726,542 or 39.41 percent. After deducting for operating expenses, the projected revenues will produce a 7.00 percent return on a rate base of \$5,392,022.

The attached testimony summarizes the utility's financial operations, the effects of current rates on the individual classes of customers, and the effects of the proposed rates on the individual classes of customers for the 12-month test period ending on December 31, 2020.

/s/
(Signature of utility owner or officer)

Justin Palfreyman
(Printed name of owner or officer)

Sunriver Water LLC
(Legal name of Utility)

May 28, 2021
(Date)

President
(Title or position)

Attachment

CUSTOMER NOTICE

ANNOUNCEMENT OF PROPOSED CHANGES TO WATER SERVICE RATE TARIFFS FILED WITH THE PUC

Date: **June** , 2021

Sunriver Water LLC submitted a general rate filing to the Commission on May 28, 2021. We are seeking to increase our annual revenues, effective July 1, 2021, by \$726,542 above the \$1,843,448 we collected in 2020. The purpose of this announcement is to provide you with general information regarding the proposed rates and the effect the filing may have on you. We anticipate the increase will change average monthly water service bills as follows:

Meter Size	Current Avg. Monthly Bill	Proposed Avg. Monthly Bill
Residential		
5/8" & 3/4"	\$20.69	\$29.36
1"	\$49.79	\$70.69
1 1/2"	\$176.29	\$248.78
Non-metered	\$24.25	\$34.69
Commercial		
5/8" & 3/4"	\$25.25	\$35.75
1"	\$61.47	\$87.04
1 1/2"	\$111.55	\$158.14
2"	\$206.17	\$291.80
3"	\$362.01	\$512.74
6"	\$978.65	\$1,389.88
Irrigation		
5/8" & 3/4"	\$22.54	\$31.75
1"	\$61.56	\$86.53
1 1/2"	\$197.57	\$275.42
2"	\$251.64	\$352.01
3"	\$1,040.56	\$1,442.03

1. Sunriver Water LLC is seeking the above noted increases in rates because current revenues are insufficient to cover the ongoing cost of continuing to provide safe, reliable and adequate service while allowing an opportunity for a reasonable return on the Company's needed capital investment.
2. Copies of the utility's application, testimony, and exhibits are available at: Sunriver Water, 57850 W. Cascade Rd. Sunriver Or. 97707.
3. Sunriver Water LLC can provide additional information about the rate filing.
If you are interested, please contact: Tim Smith (971) 285-4025.
4. To request to receive notices of the time and place of hearings on the matter, contact:
PUC at 1-800-522-2404; TTY 711, or mail request to:
PUBLIC UTILITY COMMISSION OF OREGON
ADMINISTRATIVE HEARINGS DIVISION
PO BOX 1088
SALEM OR 97308-1088
5. "This notice is to inform customers that Sunriver Water LLC filed a general rate revision with the Public Utility Commission. This notice provides general information regarding the utility's proposed changes and the effect it will have on customers' bills if approved by the Commission. Customers may request to receive notice of the time and place of any hearing on the matter by contacting the OPUC, Administrative Hearings Division, at 503-378-6678. The calculations and statements contained in the water utility's filing and this notice are not binding on the Commission."

cc: PUC Administrative Hearings Division, PO Box 1088, Salem OR 97308-1088

ATTACH A COPY OF NOTICE

WATER UTILITY TESTIMONY

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

A.

Legal Name	Sunriver Water LLC		
Business Address	PO Box 3699		
City, State, Zip	Sunriver, OR 97707		
Telephone Number	(541) 593-4197	Emergency Number	(541) 419-6469
Fax Number		Email Address	

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

A.

Name	Tim Smith		
Title	General Manager		
Address	PO Box 3699		
City, State, Zip	Sunriver, OR 97707		
Telephone Number	(541) 593-4197	Emergency Number	
Fax Number		Email Address	tsmith@sunriverutilities.com

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

A.

Operator Name	Spencer Mitchell		
Address	PO Box 3699		
City, State, Zip	Sunriver, OR 97707		
Telephone #	(541) 788-2479	E-Mail Address	smitchell@sunriverutilities.com
Certified Operator <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Certification Level D2	Registration Number D-08770	

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

A. The utility's accountant or bookkeeper is:

Name	Vanessa Jacobson		
Address	PO Box 3699		
City, State, Zip	Sunriver, OR 97707		
Telephone Number	(541) 593-4197		
E-Mail Address	vjacobson@sunriverutilities.com		

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

A. The utility owner is as follows. In compliance with Condition 1 (defined below in Q/A 11), Sunriver Water has not, at any point in time, been owned by Northwest Natural Gas Company ("NWN Gas") or any subsidiary of NWN Gas.

Name	NW Natural Water Company, LLC		
Address	250 SW Taylor Street		
City, State, Zip	Portland, OR 97204		
Telephone Number	(503) 226-4111		

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

A. The utility officers are listed below. Additional information will be provided upon request.

Name	Justin Palfreyman
Title	President
Address	250 SW Taylor Street
City, State, Zip	Portland, OR 97204
Phone Number	(503) 610-7315
E-Mail Address	Justin.Palfreyman@nwnatural.com

Name	Brody Wilson
Title	Treasurer
Address	250 SW Taylor Street
City, State, Zip	Portland, OR 97204
Phone Number	(503) 757-0975
E-Mail Address	Brody.Wilson@nwnatural.com

Name	Shawn Filippi
Title	Corporate Secretary
Address	250 SW Taylor Street
City, State, Zip	Portland, OR 97204
Phone Number	(503) 220-2435
E-Mail Address	shawn.filippi@nwnatural.com

7. Q. WHAT IS YOUR AFFILIATION WITH THE WATER UTILITY? DESCRIBE YOUR CURRENT WATER UTILITY RESPONSIBILITIES.

A. My affiliation with the water utility and current responsibilities are: General management of Sunriver Water LLC.

8. Q. ARE YOU ENGAGED IN OTHER BUSINESS IN ADDITION TO THE WATER UTILITY?

A. No, I am not engaged in other business in addition to the water utility and its affiliates.
 Yes, I am engaged in other business, they are .

9. Q. DID YOU PREPARE THE EXHIBITS IN THIS TESTIMONY OR WERE THEY PREPARED UNDER YOUR SUPERVISION?

A. Yes, the exhibits in this testimony were prepared by me or under my supervision.
 No, I did not prepare the exhibits in this testimony. The exhibits were prepared by:

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

SUMMARY OF THE UTILITY'S PROPOSED RATE REQUEST

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

A. The utility's most recent calendar year revenues are \$1,843,448. The utility seeks a rate increase, as follows:

An increase of \$726,542 or 39.41 percent in current annual revenues, resulting in total annual revenues of \$2,569,990.

A decrease of \$ _____ or _____ percent in current annual revenues, resulting in total annual revenues of \$ _____.

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

A. Sunriver Water is seeking changes in rates because current revenues are insufficient to cover the ongoing cost of continuing to provide safe, reliable and adequate service while allowing an opportunity for a reasonable return on the Company's needed capital investment.

For background, Sunriver Water filed its last rate case more than four (4) years ago, on February 16, 2017. Commission Order No. 17-497, entered in UW 169 on December 11, 2017, adopted the Stipulation among all parties that settled all issues in that case and authorized new rates to become effective January 1, 2018.

On October 23, 2018, NW Natural Water of Oregon, LLC ("Oregon Water") and Sunriver Water filed their Joint Application to the Commission for an order approving the sale of Sunriver Water to Oregon Water; and, on January 16, 2019, Sunriver Water filed an application to assign certain assets to Sunriver Resort Limited Partnership (the "Resort") (collectively, the "Transactions"). Commission Order No. 19-147, entered in consolidated dockets UP 384 and UP 391 on April 24, 2019 (the "Acquisition Order"), adopted the Stipulation among all parties that settled all issues in those cases and approved the sale of Sunriver Water to Oregon Water (the "Acquisition Stipulation"). The Acquisition Stipulation adopted by the Acquisition Order contains conditions that are addressed in this rate case application ("Conditions"). In response to Condition 4, NW Natural Water provided notice to the Commission that the Transactions closed on May 31, 2019. In compliance with Condition 6, Sunriver Water did not file a general rate case prior to one (1) year after that Transactions closing date, and Sunriver Water has not filed to increase any of rates, charges, or fees prior to this first general rate case filing following the transfer of ownership of Sunriver Water to Oregon Water. Sunriver Water has been evaluating the filing of a general rate case since the above-referenced one-year period expired on May 31, 2020.

Since the Transactions closed, Sunriver Water has made substantial investment in its water system and completed several key infrastructure projects that enhance service and benefit our customers. To date, this includes:

- Launching a new billing system, which allows our customers to receive letter size bills, set up AutoPay and paperless billing, view their entire account history, and pay on-line.
- Upgrading the Geographic Information System (GIS), which reduces the time needed to find and repair leaks, resulting in much shorter water shut-off times.
- Installing a SCADA (telemetry) system, which allows our operators to view and monitor the water system in real time – which is critical to ensuring safe system operations.

Another major investment is the addition of a new well #15 (formerly known as the Test Well), which will help maintain and strengthen service reliability. We also are starting to replace older meters with wireless read meters, since winter snowfalls often make meter reading impossible for several months of the year. And, a master plan was just completed in September 2020 that takes a comprehensive look at all aspects of the water system, and identifies in detail how the system operates to continue providing safe and reliable water to the community.

12. Q. WHAT HISTORICAL 12-MONTH PERIOD IS THE UTILITY SELECTING AS ITS TEST YEAR FOR THIS RATE PROCEEDING?

A. The Test Year the utility selected is January 1, 2020 to December 31, 2020. The Company notes that the usage levels and revenues shown in this Application are different from actuals (as reported in Sunriver Water's 2020 annual report) as a result of normalization, which assumes a four-year average level of use per customer.

13. Q. WHAT IS THE UTILITY'S AMOUNT OF RATE BASE? (*Rate base is Utility Plant minus accumulated depreciation and other contra plant accounts, plus working cash and materials inventory*)

A. The utility rate base at the end of the Test Year is \$4,906,105.

14. Q. WHAT IS THE RATE OF RETURN THE UTILITY IS PROPOSING IN THIS RATE PROCEEDING AND WHY?

A. The utility is seeking a 7.00 percent rate of return on rate base because it is a usual, customary and reasonable return based on the level of risk involved in the water industry. These risks include global climate changes, environmental changes, local and global weather fluctuations, natural disasters, changes in the regulatory and legal environments at the national, state and local levels, customer usage variations, and volatility of the housing market; all of which have a disproportionately large impact on smaller utilities such as Sunriver Water. Without the requested increase in base rates, Sunriver Water would expect to earn a return of -2.80% (i.e., negative 2.80 percent) in the Test Year.

GENERAL UTILITY INFORMATION

15. Q. IN WHAT YEAR WAS THE UTILITY ORGANIZED AND HOW WAS IT FORMED?

A. The water utility was legally organized on January 29, 1998, under the laws of the State of Oregon as a:

Proprietorship Partnership Corporation LLC Other: _____

16. Q. WHAT YEAR WAS THE WATER SYSTEM ORIGINALLY CONSTRUCTED AND WHEN (MONTH/YEAR) DID IT BEGIN PROVIDING WATER SERVICE?

A. The system was originally constructed in 1968 began providing service in July 1969.

17. Q. HOW AND WHEN WAS THE UTILITY ACQUIRED BY ITS CURRENT OWNER?

A. The utility was: Purchased Constructed Inherited Other on 5/2019 (mo./yr.).

18. Q. DO ORAL OR WRITTEN CONTRACTS EXIST BETWEEN THE UTILITY AND PERSONS AFFILIATED WITH THE COMPANY? IF YES, PLEASE PROVIDE COPIES OF EACH CONTRACT.

- A. No, oral or written contracts **exist** between the utility and its owners and affiliated interests.
 Yes, PUC approved contracts exist between the utility and its owners and affiliated interests.
Approval found in PUC Order No. 19-411.
 Yes, oral or written contracts do exist, but have not been approved by PUC

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

- A. No, the utility has not filed an application with PUC for an approved service territory.
 Yes, the utility's service territory is approved by the PUC, per Order Nos. 01-991 and 06-437.
Sunriver Water also has pending before the Commission an application to expand its service territory, WA 83, filed on April 7, 2021.

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

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

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

A. The utility currently employs 15 full-time and N/A part-time employees.

22. Q. PROVIDE INFORMATION FOR ALL EMPLOYEES. (If a position is currently vacant but will be filled within a year, include information for that position.)

A. Current employee detail is listed below and represents the portion of costs allocated to Sunriver Water. Additional information will be provided upon request, in accordance with a protective order.

Name	Position	Responsibilities	Schedule	Wage/Salary
Spencer Mitchell	Water Mgr	Water system O & M	M-F 7-3:30	\$ [REDACTED] /yr
Erik Nelson	GIS Manager	Water system GIS mgmt	M-F 7-3:30	\$ [REDACTED] /yr
Steve Yeoman	WO II	Water system management	M-F 7-3:30	\$ [REDACTED] /yr
Brandon Phillips	WO I	Water system operations	M-F 7-3:30	\$ [REDACTED] /yr
Charity Paintner	WO I	Water system operations	M-F 7-3:30	\$ [REDACTED] /yr
Jared Wolfe	UWI	Water system operations	M-F 7-3:30	\$ [REDACTED] /yr
Casey Prather	UW	Water system operations	M-F 7-3:30	\$ [REDACTED] /yr
Link Leslie	UW	Water system operations	M-F 7-3:30	\$ [REDACTED] /yr
Brady Kaleb	UW	Water system operations	M-F 7-3:30	\$ [REDACTED] /yr
Carol Nowell	Office Mgr	Water administrative duties	M-F 7-3:30	\$ [REDACTED] /yr
Vanessa Jacobson	Accts. Rec.	Water billing/pmts	M-F 7-3:30	\$ [REDACTED] /yr
Vicki Bouett	Accts Pay.	Water invoice pmts	M-F 7-3:30	\$ [REDACTED] /yr
Linda Frazier	Admin Asst	Water invoice pmts	M-F 7-3:30	\$ [REDACTED] /yr
Vacant	Director	Utility Operations	M-F 7-3:30	\$ /yr
Tim Smith	General Mgr.	Oversee Utility Operations	M-F 8-4:00	\$ [REDACTED] /yr
TOTAL				\$709,212/yr

23. Q. IS THE UTILITY PROPOSING TO ADD ANY FULL OR PART TIME EMPLOYEES WITHIN THE CONTEXT OF THIS RATE FILING OR DURING THE NEXT YEAR?

A. No, the utility does not propose adding any full- or part-time employees.
 Yes, the utility proposes to add full-time and/or N/A part-time employees as described below:

Proposed Position	Responsibilities/Duties	Schedule	Wage/ Salary
			\$

24. Q. PLEASE IDENTIFY ANY INDEPENDENT CONTRACTORS THE UTILITY HIRES.

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

Name of Independent Contractors	Description of Services	Annual Charges
Engineering: Parametrix	New well, system modifications	\$3,450.25
Engineering: Control Engineers	New well, system modifications	\$4,384.11
Accounting		\$
Legal		\$
Management		\$
Water Testing /Sampling: Edge Analytical	Water Testing	\$6,061.00
Labor		\$
Billing and Collection: Moonlight Mailing	Printing/Mailing	\$6,700.21
Meter Reading		\$
Other (specify): USIC	Locating service	\$ 2,747.00

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

A. The utility's capital structure, as of December 31, 2020, is 100% equity. For the purpose of this rate case filing, Sunriver Water is using a hypothetical capital structure of 50% debt (at a 4% rate) and 50% equity (at a 10.00% return), producing a 7.00 percent overall rate of return on rate base.

OPERATING REVENUES

26. Q. IN COLUMN A PROVIDE UTILITY'S HISTORICAL TEST YEAR ACTUAL REVENUE. IN COLUMN B PROVIDE THE PROPOSED ADJUSTMENTS (INCREASE OR DECREASE). IN COLUMN C PROVIDE THE TOTAL OF COLUMN A AND B.

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

Acct #	OPERATING REVENUE	Test Year \$	Proposed Adj.	(A + B = C) \$
460	Unmetered Water Sales	\$11,640	\$5,012	\$16,652
461	Metered Residential Water Sales	\$1,273,347	\$533,833	\$1,807,180
461	Metered Commercial/Industrial Water Sales	\$164,948	\$67,279	\$232,227
461	Metered Sales to Public Authorities	\$	\$	\$
461	Metered Sales to Multiple Family Dwellings	\$	\$	\$
461	Metered Sales to Multiple Commercial Unit/Bldg	\$	\$	\$
461	Sales to Water Hauling Services	\$	\$	\$
462	Fire Protection Sales Revenue	\$9,512	\$5,431	\$14,943
464	Special Contract Water Sales to Public Authorities	\$	\$	\$
465	Irrigation Water Sales	\$291,276	\$114,987	\$406,263
466	Water Sales for Resale	\$	\$	\$
467	Golf Course Revenue	\$	\$	\$
468	Special Contract Revenue	\$	\$	\$
471	Miscellaneous Services – Disconnect Fees	\$92,725	\$	\$92,725
	Other – Late Fees	\$	\$	\$
TOTAL REVENUE		\$1,843,448	\$726,542	\$2,569,990

27. Q. PLEASE PROVIDE LINE ITEM REVENUES FOR OTHER THAN WATER SALES.

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

DESCRIPTION OF REVENUE OTHER THAN WATER SALES	ANNUAL AMOUNT
Miscellaneous Fees (i.e. late fees, disconnections, field visits, etc.)	\$48,226
Backflow Prevention Device Services (if offered)	\$49,400
Rents from Water Property Acct 472	
Other (Reclassification)	\$(4,901)
TOTAL	\$92,725

OPERATING EXPENSES

28. Q. IN COLUMN A: ACTUAL ANNUAL EXPENSE FOR TEST YEAR. IN COLUMN B: PROPOSED ADJUSTMENTS (INCREASE OR DECREASE) FOR THE COMING YEAR. IN COLUMN C: PROVIDE THE TOTAL OF COLUMN A PLUS COLUMN B.

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

Acct #	OPERATING EXPENSES	Test Year \$	Proposed Adj.	(A + B = C) \$
601	Salaries & Wages – Employees	\$672,562	\$39,534	\$712,096
603	Salaries & Wages – Officers, Directors	\$	\$	\$
604	Employee Pensions and Benefits	\$286,789	\$(30,100)	\$256,689
610	Purchased Water	\$	\$	\$
611	Telephone/Communications	\$9,444	\$128	\$9,572
615	Purchased Power	\$71,748	\$	\$71,748
616	Fuel for Power Production	\$	\$	\$
617	Utility Services (garbage, gas)	\$662	\$9	\$671
618	Chemicals/Treatment Expense	\$102	\$1	\$103
619	Office Supplies	\$3,870	\$53	\$3,923
619.1	Postage	\$23,810	\$324	\$24,134
620	Materials/Supplies (O&M)	\$8,426	\$115	\$8,541
621	Repairs to Water Plant	\$10,258	\$140	\$10,398
631	Contractual Services – Engineering	\$	\$	\$
632	Contractual Services – Accounting	\$20,806	\$283	\$21,089
633	Contractual Services – Legal	\$	\$	\$
634	Contractual Services – Mgmt Fees	\$127,302	\$1,731	\$129,033
635	Contractual Services – Testing	\$	\$	\$
636	Contractual Services – Labor	\$33,514	\$456	\$33,970
637	Contractual Services – Billing/Collect	\$	\$	\$
638	Meter reading	\$	\$	\$
639	Contract Svcs – Other	\$33,410	\$454	\$33,864
641	Rental of Building/Real Property	\$24,326	\$331	\$24,657
642	Rental of Equipment	\$	\$	\$
643	Small Tools	\$18,726	\$255	\$18,981
648	Computer/Electronic Expense	\$47,139	\$641	\$47,780
650	Transportation Expense	\$37,398	\$509	\$37,907
656	Insurance – Vehicle	\$16,402	\$11,673	\$28,075
657	Insurance – General Liability	\$21,832	\$1,588	\$23,420
658	Insurance – Workers’ Compensation	\$13,976	\$(49)	\$13,927
659	Insurance – Other	\$6,844	\$5,394	\$12,238
660	Public Relations/Advertising Expense	\$	\$	\$
666	Amortization of Rate Case Expense	\$	\$	\$
667	Gross Revenue Fee	\$12,221	\$(3,226)	\$8,995
668	WMCP	\$	\$	\$
671	Cross Connection Control Program	\$	\$	\$
670	Bad Debt Expense	\$429	\$	\$429
673	Training and Certification Expense	\$3,025	\$	\$3,025
674	Consumer Confidence Report	\$	\$	\$
675	Miscellaneous Expenses	\$41,908	\$	\$41,908
OE1	Shared Services Adjustment	\$	\$	\$
OE2	CAT Tax Adjustment	\$	\$13,016	\$13,016
401	TOTAL OPERATING EXPENSES	1,546,929	\$43,258	\$1,590,187

Acct #	OTHER REVENUE DEDUCTIONS	Test Year	Proposed Adj.	(A + B = C)
403	Depreciation Expense	\$497,184	\$(157,069)	\$340,115
406	Amortization of Plant/ Acquisition Adj.	\$	\$	\$
407	Amortization Expense	\$	\$	\$
408.11	Property tax	\$88,735	\$7,873	\$96,608
408.12	Payroll taxes	\$62,878	\$3,024	\$65,902
408.13	Other	\$	\$	\$
409.10	Federal Income Tax	\$(28,983)	\$100,649	\$71,666
409.11	Oregon Income Tax	\$2,900	\$25,170	\$28,070
409.13	Extraordinary Items Income Tax	\$	\$	\$
TOTAL REVENUE DEDUCTIONS		2,169,643	\$22,905	\$2,192,548

29. Q PROVIDE LINE ITEMS COMPONENTS OF MISCELLANEOUS EXPENSE.

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

DESCRIPTION OF MISCELLANEOUS EXPENSES	ANNUAL COST
Bank Charges	\$37,841
Dues/Memberships	\$ 1,624
Business Travel	\$ 1,350
Meals and Entertainment	\$ 1,093
TOTAL	\$41,908

UTILITY CURRENT RATES AND SCHEDULES

30. Q. PLEASE DESCRIBE THE UTILITY'S CURRENT RATES.

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

CURRENT RATES FOR RESIDENTIAL SERVICE (SCHEDULE NOS. 1 AND 2)

Line or Meter Size	Check One	Monthly Base or Flat Rate	Residential Consumption Included in Base Rate		Current Residential Monthly Commodity/Usage Rate	
5/8" or 3/4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$12.94	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.50 per 1,000 gallons	Up to: Above: 0
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$32.35	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.50 per 1,000 gallons	Up to: Above: 0
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$64.69	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.50 per 1,000 gallons	Up to: Above: 0
Non-metered	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$24.25	0	N/A	N/A	N/A

CURRENT RATES FOR COMMERCIAL SERVICE (SCHEDULE NO. 1)

Line or Meter Size	Check One	Monthly Base or Flat Rate	Commercial Consumption Included in Base Rate		Current Commercial Monthly Commodity/Usage Rate	
5/8" or 3/4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$12.94	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.50 per 1,000 gallons	Up to: Above: 0
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$32.35	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.50 per 1,000 gallons	Up to: Above: 0
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$64.69	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.50 per 1,000 gallons	Up to: Above: 0
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$103.51	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.50 per 1,000 gallons	Up to: Above: 0
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$194.07	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.50 per 1,000 gallons	Up to: Above: 0
4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$323.46	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.50 per 1,000 gallons	Up to: Above: 0
6"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$646.91	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.50 per 1,000 gallons	Up to: Above: 0

CURRENT RATES FOR IRRIGATION SERVICE (SCHEDULE NO. 3)

Line or Meter Size	Check One	Monthly Base or Flat Rate	Irrigation Consumption Included in Base Rate		Current Irrigation Monthly Commodity/Usage Rate	
5/8" or 3/4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$13.51	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.60 per 1,000 gallons	
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$33.77	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.60 per 1,000 gallons	
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$67.54	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.60 per 1,000 gallons	
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$108.07	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.60 per 1,000 gallons	
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$202.62	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.60 per 1,000 gallons	
4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$337.71	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.60 per 1,000 gallons	
6"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$675.41	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.60 per 1,000 gallons	

**CURRENT RATES FOR PRIVATE FIRE PROTECTION SERVICE
(SCHEDULE NO. 4)**

Line Size	Check One	Monthly Base or Flat Rate
2"	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$6.09
3"	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$11.42
4"	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$19.03
6"	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$38.06
8"	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$60.90

**CURRENT RATES FOR GOLF COURSE IRRIGATION SERVICE
(SCHEDULE NO. 5)**

Line or Meter Size	Check One	Monthly Base or Flat Rate	Irrigation Consumption Included in Base Rate	Current Monthly Commodity/Usage Rate
5/8" or 3/4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$240.78	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.36 per 1,000 gallons
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$601.96	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.36 per 1,000 gallons
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$1,203.91	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.36 per 1,000 gallons
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$1,926.26	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.36 per 1,000 gallons
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$3,611.73	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.36 per 1,000 gallons

31. Q. PLEASE PROVIDE THE FOLLOWING FOR EACH CUSTOMER CLASS FOR THE MOST RECENT COMPLETED CALENDAR YEAR OF 2020.

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

A.

Customer Class	Number of Customers at Start of Year	Number of Customers at End of Year	Total Annual Revenues	Total Annual Consumption	Cubic Feet or Gal
Residential – Metered	4,467	4,497	\$1,285,941	314,372,816	<input type="checkbox"/> CF <input checked="" type="checkbox"/> Gal
Residential – Non-metered	40	40	\$11,638	675,840	<input type="checkbox"/> CF <input checked="" type="checkbox"/> Gal
Commercial/Industrial/Irrigation	237	237	\$499,611	169,697,626	<input type="checkbox"/> CF <input checked="" type="checkbox"/> Gal
TOTAL	4,744	4,774	\$1,797,190	484,746,282	<input type="checkbox"/> CF <input checked="" type="checkbox"/> Gal

UTILITY PROPOSED RATES AND SCHEDULES

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

A. The utility is proposing the following rate structure:

PROPOSED RATES FOR RESIDENTIAL SERVICE (SCHEDULE NOS. 1 AND 2)

Line or Meter Size	Check One	Monthly Base or Flat Rate	Residential Consumption Included in Base Rate	Proposed Residential Monthly Commodity/Usage Rate
5/8" or 3/4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$18.51	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.10 per 1,000 gallons Up to: Above:
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$46.28	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.10 per 1,000 gallons Up to: Above:
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$92.54	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.10 per 1,000 gallons Up to: Above:
Non-metered	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$34.69	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal N/A N/A

PROPOSED RATES FOR COMMERCIAL SERVICE (SCHEDULE NO. 1)

Line or Meter Size	Check One	Monthly Base or Flat Rate	Commercial Consumption Included in Base Rate	Proposed Commercial Monthly Commodity/Usage Rate
5/8" or 3/4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$18.51	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.10 per 1,000 gallons Up to: Above:
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$46.28	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.10 per 1,000 gallons Up to: Above:
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$92.54	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.10 per 1,000 gallons Up to: Above:
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$148.08	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.10 per 1,000 gallons Up to: Above:
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$277.63	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.10 per 1,000 gallons Up to: Above:
4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$452.84	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.10 per 1,000 gallons Up to: Above:
6"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$925.44	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.10 per 1,000 gallons Up to: Above:

PROPOSED RATES FOR IRRIGATION SERVICE (SCHEDULE NO. 3)

Line or Meter Size	Check One	Monthly Base or Flat Rate	Commercial Consumption Included in Base Rate	Proposed Commercial Monthly Commodity/Usage Rate
3/4" or 5/8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$19.33	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.20 per 1,000 gallons Up to: Above:
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$48.31	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.20 per 1,000 gallons Up to: Above:
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$96.62	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.20 per 1,000 gallons Up to: Above:
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$154.60	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.20 per 1,000 gallons Up to: Above:
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$289.86	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.20 per 1,000 gallons Up to: Above:
4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$472.79	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.20 per 1,000 gallons Up to: Above:
6"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$945.57	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$2.20 per 1,000 gallons Up to: Above:

**PROPOSED RATES FOR PRIVATE FIRE PROTECTION SERVICE
(SCHEDULE NO. 4)**

Line Size	Check One	Monthly Base or Flat Rate
2"	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$8.53
3"	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$15.99
4"	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$26.64
6"	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$53.28
8"	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$85.26

**PROPOSED RATES FOR GOLF COURSE IRRIGATION SERVICE
(SCHEDULE NO. 5)**

Line or Meter Size	Check One	Monthly Base or Flat Rate	Irrigation Consumption Included in Base Rate	Current Monthly Commodity/Usage Rate
5/8" or 3/4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$337.09	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.50 per 1,000 gallons
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$842.74	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.50 per 1,000 gallons
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$1,685.47	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.50 per 1,000 gallons
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$2,696.76	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.50 per 1,000 gallons
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$5,056.42	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.50 per 1,000 gallons

PROPOSED RATES FOR OTHER SERVICE NOT COVERED ABOVE

(State what the service is and explain the monthly charge(s).)

Specify Service	Check One	Estimated Annual Consumption	Monthly Rate	Annual Revenue
Commercial Water Hauling (Schedule No. 6)	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	<input type="checkbox"/> CF <input checked="" type="checkbox"/> Gal Unknown	\$2.20 per 1,000 gallons	Unknown

33. Q. IF THE UTILITY’S RATE PROPOSAL WERE ADOPTED, PROVIDE THE FOLLOWING FOR EACH CUSTOMER CLASS AT THE SPECIFIED METER OR LINE SIZE.

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

Customer Class	Number of Customers	Average Monthly Bill	Average Monthly Consumpt. (gal)	Total Annual Revenue
Residential 5/8” or 3/4”	4,056	\$29.36	5,164.1	\$1,428,812
Residential 1”	439	\$70.69	11,624.8	\$372,397
Residential 1 1/2”	2	\$248.78	74,401.1	\$5,971
Non-metered	40	\$34.69	N/A	\$16,652

Customer Class	Number of Customers	Average Monthly Bill	Average Monthly Consumpt. (gal)	Total Annual Revenue
Commercial 5/8” or 3/4”	47	\$35.75	8,209.2	\$20,163
Commercial 1”	38	\$87.04	19,411.2	\$39,691
Commercial 1 ½”	10	\$158.14	31,236.9	\$18,977
Commercial 2”	25	\$291.80	68,438.4	\$87,539
Commercial 3”	5	\$512.74	111,957.1	\$30,764
Commercial 4”	0	\$		\$
Commercial 6”	3	\$1,389.88	221,162.0	\$50,036

Customer Class	Number of Customers	Average Monthly Bill	Average Monthly Consumpt. (gal)	Total Annual Revenue
Irrigation 5/8” or 3/4”	20	\$31.75	5,644.9	\$7,619
Irrigation 1”	17	\$86.53	17,371.1	\$17,651
Irrigation 1 ½”	16	\$275.42	81,271.4	\$52,880
Irrigation 2”	49	\$352.01	89,731.9	\$206,982
Irrigation 3”	7	\$1,442.03	523,714.5	\$121,131
Irrigation 4”	0	\$		\$
Irrigation 6”	0	\$		\$

Customer Class	Number of Customers	Average Monthly Bill	Average Monthly Consumpt. (gal)	Total Annual Revenue
Private Fire Protection 2”	1	\$8.53		\$102.36
Private Fire Protection 3”	3	\$15.99		\$575.64
Private Fire Protection 4”	14	\$26.62		\$4,472.16
Private Fire Protection 6”	12	\$53.28		\$7,672.32
Private Fire Protection 8”	2	\$85.26		\$2,046.24

Customer Class	Number of Customers	Average Monthly Bill	Average Monthly Consumpt. (gal)	Total Annual Revenue
Golf Course Irrigation 5/8” or 3/4”	0	\$		\$
Golf Course Irrigation 1”	0	\$		\$
Golf Course Irrigation 1 1/2”	0	\$		\$
Golf Course Irrigation 2”	0	\$		\$
Golf Course Irrigation 3”	0	\$		\$
TOTAL	0	\$		\$

UTILITY PLANT

34. Q. HAS THE UTILITY MADE ANY CAPITAL IMPROVEMENTS, ADDITIONS, OR EXTENSIONS TO ITS WATER SYSTEM DURING THE LAST FIVE (5) YEARS OR SINCE ITS LAST RATE CASE?

- A. No, the utility has made no improvements, additions, or extensions to its water system in the last five (5) years or since its last rate case.
- Yes, the utility has made the following improvements, additions, or extensions to its water system in the last five (5) years or since its last rate case as detailed below:

Capital Improvement/ Plant Description	Date Purchased or Constructed	Cost (Including Labor)	In-Service Date
Computer Equipment	2016	\$2,858	2016
GIS Trimbles	2016	\$14,739	2016
Hydrants	2016	\$6,835	2016
Meters	2016	\$15,445	2016
Meter Installation	2016	\$60,790	2016
Water Tank Painting inside b/c of Rust	2016	\$8,650	2016
ESRI Small Utility Software	2016	\$10,000	2016
Software Telemetry	2016	\$10,742	2016
2015 Carry Over: North Reservoir	2016	\$14,528	2016
Backflow Testing Gauge	2016	\$985	2016
GIS communications Software and Hardware	2016	\$5,000	2016
Pressure Reducing Vaults	2016	\$25,000	2016
2016 GMC 2500 4WD	2016	\$30,000	2016
Billing System Replacem	2017	\$59,620	2017
2016 Chevy Pickup Truc	2017	\$30,167	2017
Well # 14 PLC	2017	\$4,491	2017
Scada Software	2017	\$11,000	2017
Pressure Reducing Vault	2017	\$7,175	2017
Hydrant Replacements	2017	\$11,068	2017
Utility Locator	2017	\$1,500	2017
North Reservoir 2015 ca	2017	\$668	2017
Meter Installation Labor	2017	\$6,348	2017
Meters	2017	\$81,833	2017
computer equipment	2017	\$5,451	2017
GIS Computer Equipmen	2017	\$3,944	2017
GIS Software	2017	\$10,012	2017
Handheld Meter Reader	2017	\$4,182	2017
Underground Utility Loca	2018	\$4,143	2018

Replacement Truck (5-8	2018	\$37,681	2018
Truck Equipment Boxes	2018	\$3,615	2018
GIS Hardware and Softw	2018	\$2,079	2018
Computer Equipment - N	2018	\$5,694	2018
Pressure Reducing Vault	2018	\$33,707	2018
Pressure Reducing Vault	2018	\$37,572	2018
ESRI Small Utility Softwa	2018	\$10,000	2018
Booster 1 VFD / PLC Re	2018	\$11,645	2018
Meter Installation (Labor	2018	\$13,173	2018
Meter Purchase	2018	\$78,267	2018
SCADA Programming W	2018	\$73,110	2018
Well 2 PLC	2018	\$5,109	2018
Well 9 PLC	2018	\$6,371	2018
Well 14 PLC	2018	\$5,719	2018
South Reservoir Inspecti	2018	\$13,096	2018
2018 GMC 1500 Sierra V	2019	\$37,950	2019
New Truck Equipment - B	2019	\$3,110	2019
PRV 4 Mt Rose Replace	2019	\$1,510	2019
PRV 5 Alberello Replace	2019	\$1,882	2019
GIS Mapping Drone	2019	\$2,089	2019
METER INSTALLATION	2019	\$2,495	2019
Meters	2019	\$11,285	2019
South Reservoir Inspecti	2019	\$16,352	2019
Meters - 2019 vintage	2019	\$1,650	2019
2019 SAP configuration - SR IMP order 40001148	2019	\$8,791	2019
Esri Software	2019	\$10,000	2019
Meter installation - 2019 vintage	2019	\$5,056	2019
Meters - 2019 vintage	2019	\$8,595	2019
Meter installation - 2019 vintage	2019	\$95	2019
Meters - 2019 vintage	2019	\$6,518	2019
Fire Hydrant Replacement - Miller Lumber	2019	\$12	2019
Fire Hydrant Replacement - Miller Lumber	2019	\$53	2019
Fire Hydrant Replacement - Consolidated Supply	2019	\$301	2019
Fire Hydrant Replacement - Consolidated Supply	2019	\$57	2019
Fire Hydrant Replacement - Consolidated Supply	2019	\$303	2019
Fire Hydrant Replacement - Consolidated Supply	2019	\$343	2019

Fire Hydrant Replacement - Ace Hardware	2019	\$66	2019
Fire Hydrant Replacement - Knife River	2019	\$385	2019
Meter installation - 2019 vintage	2019	\$3,996	2019
Meters - 2019 vintage	2019	\$4,579	2019
Fire Hydrant Replacement - Consolidated Supply	2019	\$582	2019
Fire Hydrant Replacement - Consolidated Supply	2019	\$6,391	2019
CAPITAL: COMPUTER EQUIPMENT	2019	\$785	2019
Alberello PRV - Parametrix	2019	\$417	2019
Alberello PRV - Parametrix	2019	\$629	2019
Alberello PRV - Parametrix 2019 Billing Late	2019	\$629	2019
Alberello PRV - Parametrix	2019	\$1,244	2019
Fire Hydrant Replacement - Consolidated Supply	2019	\$6,391	2019
Alberello PRV - Robinson Owens	2019	\$49,125	2019
Meters - 2019 vintage	2019	\$1,482	2019
MT Rose PRV - Parametrix	2019	\$300	2019
MT Rose PRV - Parametrix	2019	\$395	2019
MT Rose PRV - Parametrix	2019	\$647	2019
MT Rose PRV - Parametrix	2019	\$871	2019
MT Rose PRV - Robinson Owens	2019	\$40,216	2019
COMPUTER EQUIPMENT - Ipads	2019	\$1,300	2019
Meters - 2019 vintage	2019	\$502	2019
Meter Purchase Software - Consolidated Supply	2019	\$500	2019
Meter installation - 2019 vintage	2019	\$542	2019
Meters - 2019 vintage	2019	\$700	2019
Mink Lane Booster Pressure Tanks - Cascade Pump	2019	\$807	2019
Mink Lane Booster Pressure Tanks - Cascade Pump	2019	\$3,113	2019
2020 SAP configuration - SR IMP order 40001148	2019	\$3,221	2019
CUSI Billing Software - Cloud Based	2019	\$7,152	2019
CUSI Billing Software - Down Payment	2019	\$17,548	2019
Meters - 2019 vintage	2020	\$152	2020
Valve Exercisor- US Saws	2020	\$5,877	2020
Meters - 2020 vintage	2020	\$339	2020
2019 Security & Tech support - SR IMP order 400011	2020	\$29,998	2020
Water Meter Installation - K&E	2020	\$9,520	2020
Mink Lane Booster Pressure Tanks - Ace Hardware	2020	\$29	2020
Cusi Billing System	2020	\$2,000	2020

Meters - 2020 vintage	2020	\$1,471	2020
Meters - 2020 vintage	2020	\$1,687	2020
2020 Security & Tech support - SR IMP order 400011	2020	\$10,686	2020
2019 Cloud service implementation - SR IMP order 4	2020	\$11,169	2020
Water Meter Installation - K&E	2020	\$19,210	2020
Meters - 2020 vintage	2020	\$2,620	2020
Back-up batteries - Batteries Plus	2020	\$156	2020
Meters - 2020 vintage	2020	\$5,019	2020
Meter installation - 2020 vintage	2020	\$22,270	2020
Mink Lane Booster Pressure Tanks - Consolidated	2020	\$134	2020
CUSI Billing System Upgrade - Cloudjumper User	2020	\$908	2020
Meters - 2020 vintage	2020	\$968	2020
Well 15 test well design/pt of appropriation transfer	2020	\$17,781	2020
Well 15 Groundwater Approp Mitigation Credits	2020	\$31,700	2020
Test Well Construction	2020	\$191,203	2020
Mink Lane Booster Pressure Tanks - Ace Hardware	2020	\$34	2020
CUSI Billing System Upgrade 6110-20-118	2020	\$938	2020
CUSI Billing System Upgrade - UMS Upgrade	2020	\$17,548	2020
GIS Update Lidar - GIS Aerial Telemetry	2020	\$17,745	2020
Well 15 construction - Parametrix	2020	\$355	2020
Well 15 (Test Well) - Parametrix	2020	\$392	2020
Well 15 Construction	2020	\$399	2020
Well 15 construction - Contol Enginners	2020	\$413	2020
Well 15 (Test Well) - Parametrix	2020	\$829	2020
Well 15 (Test Well) - Parametrix	2020	\$1,047	2020
Well 15 (Test Well) - Parametrix	2020	\$1,059	2020
Well 15 Construction	2020	\$1,508	2020
Well 15 construction - Parametrix	2020	\$1,566	2020
Well 15 - Parametrix	2020	\$1,635	2020
Accrued - Parametrix Contract Work	2020	\$1,907	2020
Well 15 (Test Well) - Parametrix	2020	\$1,930	2020
Accrued - Parametrix Contract Work	2020	\$2,081	2020
Well 15 (Test Well) - Parametrix	2020	\$2,697	2020
Well 15 (Test Well) - Parametrix	2020	\$4,144	2020
Well 15 (Test Well) - Parametrix	2020	\$4,562	2020
Well 15 construction - Rosendin	2020	\$5,984	2020

Computer Equipment - Scada PLC - Control Engineers	2020	\$6,166	2020
Well 15 test well design a	2020	\$8,127	2020
Test Well 15 Construction	2020	\$12,324	2020
Well 15 (Test Well) - MidState Electric	2020	\$18,587	2020
Well 15 construction - Rosendin	2020	\$20,553	2020
Meters - 2020 vintage	2020	\$46,836	2020
Well 15 construction - Robinson & Owen	2020	\$62,925	2020
Well 15 (Test Well) - Robinson Owens	2020	\$178,169	2020
Meters - 2020 vintage	2020	\$1,327	2020
Meters - 2020 vintage	2020	\$3,675	2020
Siesmic Upgrade	2020	\$2,000	2020
Booster 1 Generator - Lumber	2020	\$57	2020
South Reservoir Storage Bldg - Parts	2020	\$8	2020
South Reservoir Storage Bldg - Parts	2020	\$16	2020
South Reservoir Storage Building - Ace Hardware	2020	\$77	2020
Cottonwood PRV Replacement - Consulting	2020	\$94	2020
South Reservoir Storage Bldg - Construction toosl	2020	\$124	2020
South Reservoir Gate - Upgrade gate	2020	\$125	2020
South Reservoir Storage Bldg - Parts	2020	\$236	2020
South Reservoir Storage Building - Platte Elect	2020	\$241	2020
South Reservoir Storage Bldg - Gas tank for heat	2020	\$284	2020
South Reservoir Gate - Upgrade	2020	\$675	2020
South Reservoir Storage Building - Midstate Elect	2020	\$735	2020
South Res Storage -Rosendin	2020	\$1,264	2020
Cottonwood PRV - Parametrix	2020	\$1,268	2020
Meters - 2020 vintage	2020	\$1,431	2020
South Reservoir Storage Building - Overhead Door	2020	\$2,009	2020
PRV - Cottonwood	2020	\$2,416	2020
Cottonwood PRV - Parametrix	2020	\$2,666	2020
South Reservoir Valve Design	2020	\$2,859	2020
Cottonwood PRV - Parametrix	2020	\$3,285	2020
South Reservoir Storage Bldg - install gas line & heater	2020	\$3,866	2020
South Reservoir Gate - Upgrade	2020	\$3,950	2020
South Reservoir Storage Building - Miller Lumber	2020	\$6,462	2020
South Reservoir Gate - Upgrade gate	2020	\$6,900	2020
South Reservoir Storage Bldg - Concrete Flooring	2020	\$10,500	2020

South Res Storage -Rosendin	2020	\$11,372	2020
Cottonwood PRV Replacement	2020	\$15,410	2020
Cottonwood PRV Replacement	2020	\$40,353	2020
South Reservoir Valve Design	2020	\$5,527	2020
Booster 1 Generator - Parts	2020	\$6	2020
Booster 1 Generator - Materials	2020	\$22	2020
Booster 1 Generator - Parts	2020	\$26	2020
Booster 1 Genset - Lumber	2020	\$33	2020
Booster 1 Generator - Materials	2020	\$49	2020
Booster 1 ATS - Parts	2020	\$53	2020
Booster 1 ATS - Parts	2020	\$54	2020
Booster 1 Generator - Materials	2020	\$57	2020
Booster 1 Generator - Parts	2020	\$92	2020
Ridge PRV - landscaping	2020	\$147	2020
The Ridge PRV Replacement - Consulting	2020	\$165	2020
County Permit for S Reservoir Storage Bldg	2020	\$180	2020
Booster 1 Generator - Parts	2020	\$235	2020
Booster 1 Pump 2 Replacement - Cascade Pump	2020	\$531	2020
Water level transducers - Reservoir tanks 1 & 2	2020	\$983	2020
Meters - 2020 vintage	2020	\$1,653	2020
The Ridge PRV - Parametrix	2020	\$2,088	2020
The Ridge PRV - Parametrix	2020	\$2,355	2020
PRV - The Ridge	2020	\$2,601	2020
Booster 1 Pump 2 Replacement - Cascade Pump	2020	\$2,843	2020
Booster 1 Generator	2020	\$4,169	2020
Booster 1 Generator	2020	\$10,421	2020
Booster 1 Generator	2020	\$27,095	2020
The Ridge PRV Replacement	2020	\$47,335	2020
Reservoir tank 1 level sensors	2020	\$2,689	2020
Facility Security	2020	\$6,675	2020
S Reservoir Valve design - consult	2020	\$723	2020
Meters - 2020 vintage	2020	\$759	2020
Computer HW and Peripherals	2020	\$1,084	2020
Network HW	2020	\$2,654	2020
Water Master Plan	2020	\$52,744	2020
TOTAL		\$2,146,055	

35. Q. DOES THE UTILITY PROPOSE ANY CAPITAL IMPROVEMENT, ADDITIONS, OR EXTENSIONS TO ITS WATER SYSTEM WITHIN THE NEXT 12 MONTHS?

- A. No, the utility does not propose any improvements, additions, or extensions to system plant in the next six months.
 Yes, the utility proposes the following improvements, additions, or extensions to system plant in the next 12 months.

Future Plant Description	Estimated Cost (including labor)	Est. Date In Service
GIS Hardware and Software	\$5,000	21-Dec
Hydrant Installation (Labor)	\$62,494	21-Mar
Meter Purchase	\$60,000	21-May
Meter Installation (300 per year)	\$50,000	21-July
Valve Replacement	\$15,000	21-Oct
Fleet Truck	\$48,500	21-Jan
Booster 2 ATS Replacement	\$20,000	21-Oct
Booster 2 Backup Generator	\$40,000	21-Oct
Booster 2 Pump 1 VFD Replacement	\$3,500	21-Mar
Well 9 Soft Start	\$10,000	21-Feb
Well 9 Structure Siding	\$20,000	21-Jun
GPS Units	\$17,766	21-Jan
Backflow Testing Gauge	\$2,500	21-Jan
S Res Tank 1 Conduit, Alarm Sensor, Float	\$10,833	21-Apr
S Res Tank 2 Alarm Sensor, Float	\$10,833	21-Apr
S Res Tank 3 Conduit, Alarm Sensor, Float	\$10,833	21-Apr
S Res Storage Building	\$15,000	21-Mar
Well 14 Motor / ClaValve rebuild	\$20,000	21-Feb
Facility Security	\$30,000	21-June
South Reservoir Design	\$20,000	21-Sept
Total	\$472,259	

36. Q. HAS THE UTILITY APPLIED FOR FUNDS FROM THE SAFE DRINKING WATER STATE REVOLVING FUND TO IMPROVE THE WATER SYSTEM? IF YES, DESCRIBE THE IMPROVEMENTS AND AMOUNT REQUESTED.

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

37. Q. PROVIDE THE FOLLOWING INFORMATION ON UTILITY PLANT IN SERVICE.

You may attach a plan/depreciation schedule if available. In a separate schedule include all plant or cash donated or contributed to the utility by a developer or by customers that is not intended to be repaid.

A. Utility plant is shown below:

In compliance with Condition 19, the “Plant – Invested” tab of the Company’s revenue requirement model in this case demonstrates that all assets transferred to the Resort as described in the UP 391 Application (i.e., transferred assets related to Well #12, Well #4 and certain fiber optic cable and conduit used to provide telecommunications services to the Resort) have been removed from customer rates.

ACCT #	UTILITY PLANT ACCOUNTS	IN SERVICE DATE	ORIGINAL COST
301	Organization		\$
302	Franchises		\$
303	Land & Land Rights	Various	\$167,922
304	Structures & Improvements	Various	\$140,667
305	Collecting/Impounding/Reservoirs		\$
306	Lake, River & Other Intakes		\$
307	Wells & Spring	Various	\$1,628,405
308	Infiltration Galleries & Tunnels		\$
309	Supply Mains	1987	\$7,143
310	Power Generation Equipment	Various	\$269,205
311	Pumping Equipment	Various	\$140,541
320	Water Treatment Equipment	2005	\$7,010
330	Distribution/Reservoirs/Standpipes	Various	\$2,577,736
331	Transmission & Distribution Mains	Various	\$862,505
333	Services		\$
334	Meters & Meter Installation	Various	\$1,286,343
335	Hydrants	Various	\$49,227
336	Cross Connections (Utility Owned)	Various	\$1,760
339	Miscellaneous Plant & Equipment	Various	\$206,084
340	Office Furniture & Equipment	Various	\$
341	Transportation Equipment	Various	\$356,317
343	Tools, Shop & Garage Equipment	Various	\$226,400
344	Laboratory Equipment		\$
345	Power Operated Equipment	Various	\$2,210
346	Communication Equipment	Various	\$91,869
347	Electronic/Computer Equipment	Various	\$421,699
348	Miscellaneous Equipment	Various	\$130,896
	TOTAL		\$8,573,938

38. Q. IN COLUMN A: PROVIDE ACTUAL PLANT TOTAL FOR TEST YEAR. IN COLUMN B: PROVIDE THE PROPOSED ADJUSTMENTS (INCREASE OR DECREASE) FOR THE COMING YEAR. IN COLUMN C PROVIDE THE TOTAL OF COLUMN A PLUS COLUMN B.

A. Rate Base elements are shown below:

UTILITY PLANT	Test Year	Proposed Adjustments	(A + B = C)
Total Utility Plant (from above)	\$8,573,938	\$472,259	\$9,046,197
SUBTRACT Accumulated Depreciation of Utility Plant In Service	\$3,251,256	\$17,764	\$3,269,020
SUBTRACT Accumulated Amortization of Utility Plant In Service	\$	\$	\$
SUBTRACT Advances For Construction	\$	\$	\$
SUBTRACT Accumulated Deferred Income Taxes	\$545,488	\$(27,817)	\$517,671
SUB TOTAL	\$4,777,194	\$482,312	\$5,259,507
ADD Plant Material/Supplies Inventory	\$	\$	\$
ADD Working Cash (1/12 total operating expense)	\$128,911	\$3,605	\$132,516
TOTAL	\$4,906,105	\$485,917	\$5,392,022

39. Q. DOES THE UTILITY HAVE A MASTER METER AT ITS WATER SUPPLY SOURCE? IF SO, PROVIDE THE TOTAL AMOUNT OF WATER PUMPED DURING THE LAST CALENDAR YEAR.

- A. No, the utility does not have a master meter at its water supply source.
 Yes, the utility has a master meter at its water supply source. The total amount of water pumped during the last calendar year was 579,457,000 gallons or cubic feet.

40. Q. DOES THE UTILITY HAVE WATER RIGHT PERMITS OR CERTIFICATED WATER RIGHTS AS REQUIRED BY THE OREGON WATER RESOURCES DEPARTMENT?

- A. Water Right Information: Please see Q/A 41.

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

- A. The utility's source of ground water supply is: Please see below.
 Well logs are attached.

	WELL No. 1	WELL No. 2	WELL No. 3	WELL No. 4	WELL No. 5
WELL NAME OR IDENTIFYING NO.	WELL 14	WELL 9	WELL 2	WELL 15	
YEAR CONSTRUCTED	2007	1985	1952	2020	
WATER RIGHT PERMIT OR CERTIFICATION NUMBER	G-17882	G-17882	G3810&G-5609	G-17882	
HYDRAULICALLY CONNECTED TO SURFACE WATER (YES OR NO)	No	No	No	No	
WELL DEPTH	555'	558'	266'	430'	
WELL DIAMETER	18"	14"	14"	8"	
PUMPING CAPACITY – GPM	2050	1500	1530	600	
PUMP MOTOR – HP	150	125	125	50	
YIELDS OF WELL IN GPD	2,952,000	2,160,000	2,203,200	864,000	
WELL CONSTRUCTION					
CASING	STEEL	STEEL	STEEL	STEEL	

42. Q. PLEASE DESCRIBE THE UTILITY’S PUMPING SYSTEM FOR DISTRIBUTION, INCLUDING THE RANGE OF PRESSURE AT WHICH THE WATER IS PUMPED INTO THE DISTRIBUTION SYSTEM AND DELIVERED TO THE CUSTOMERS.

A. Pumping System: Please see below.

Pump Type & Pump HP	Ave Daily Demand	Annual Peak Demand	Max Pumping Capacity (GPM)	Pressure at Pump	Pressure at Customers’ Property
Well 14 150hp Vert. Turb	932,304	3,730,000 gallons	2050gpm	70psi	45psi-100psi
Well 9 125hp Vert. Turb.	579,624	2,081,000 gallons	1550gpm	55psi	45psi-100psi
Well 2 125hp Vert. Turb.	0	0	1540gpm	66psi	45psi-100psi
Well 15 50hp Sub.	.184	842,000 gallons	600gpm		45psi-100psi

43. Q. PLEASE PROVIDE THE INFORMATION REGARDING THE UTILITY’S WATER STORAGE CAPACITY BELOW.

A.

STORAGE TANKS/RESERVOIRS					
IDENTIFY EACH SEPARATELY					
NAME OR IDENTIFYING NUMBER	DESCRIPTION I.E.: STEEL, CONCRETE PNEUMATIC	TANK CAPACITY	GROUND OR ELEVATED	DATE INSTALLED	PRESENT CONDITION
S. RESERVOIR TANKS 1&2	STEEL	.5MG EACH	GROUND	T1-1969 T2-1971	FAIR
S. RESERVOIR TANK 3	STEEL	1.0MG	GROUND	1976	FAIR
N. RESERVOIR TANK 1	STEEL	1.25MG	GROUND	2015	GOOD

44. Q. PLEASE FILL IN THE INFORMATION REGARDING THE UTILITY’S WATER TREATMENT FACILITIES BELOW.

A.

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

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

- A. The utility is proposing to establish new schedules/rules.
 The utility is not proposing any rule changes.
 The Utility is proposing to change the following schedules/rules (include rule number and a summary of the proposed changes).

SCHEDULE/RULE NUMBER	PROPOSED CHANGE
Schedule No. 4 (Private Fire Protection Rates)	Delete the word “meter” so that first column heading reads “Service Size” (fire service size is separate from meter size).
Schedule No. 6 (Rates for Commercial Water Haulers) (new)	Add new schedule for Rates for Commercial Water Haulers, consistent with affiliate Salmon Valley Water’s tariff.
Schedule No. 7 (Cross Connection Control Program)	Update Annual Testing Program Rates. Revise “Opt Out” provisions.
Schedule No. 8 (Miscellaneous Service Charges)	Update OAR and Rule references.
Schedule No. 9 (Commodity Power Cost Adjustment) (new)	Add new schedule for Commodity Power Cost Adjustment, consistent with affiliate Salmon Valley Water’s tariff.
Rule 8 (Water Service Connections)	Delete provisions lettered A, C, and D, and revise provision lettered B and incorporate it into the overall paragraph.
Rule 24 (Prorating of Bills)	Update days of month to reflect billing system.
Rule 29 (Disconnection of Water Service for Cause)	Update name of Rule.
Rule 31 (Unauthorized Restoration of Service)	Update OAR reference.
Rule 37 (Trouble Call)	Add language for clarification.

SERVICE QUALITY

- 46. Q. PLEASE DESCRIBE THE TYPE AND NUMBER OF SERVICE PROBLEMS AND CUSTOMER COMPLAINTS THE UTILITY HAS EXPERIENCED IN THE LAST YEAR. DESCRIBE ANY ACTION TAKEN BY THE UTILITY TO RESOLVE THE PROBLEMS.**
- A. **No**, the Utility has not experienced any service problems or customer complaints in the last year.
- Yes**, the Utility has experienced service problems and/or customer complaints as listed below and has taken the following steps to correct or improve them: **We have issues with aging infrastructure including fire hydrant operation, valves that do not operate, backup generators, aging meters and our primary Well (Well 14) needs significant maintenance due to use. We also have aging reservoirs/valving that need to be refurbished or replaced.**
- 47. Q. DOES THE UTILITY HAVE ANY CURRENT SERVICE PROBLEMS THAT IT PROPOSES TO CORRECT OR IMPROVE IN THE NEXT CALENDAR YEAR?**
- A. **No**, the utility does not have any service problems that it proposes to correct/improve during the next calendar year.
- Yes**, the utility has service problems that it proposes to correct or improve during the next calendar year as described below: **Hydrant replacement, Valve replacement, Meter Replacement, Backup Generator replacement, Well 14 motor/ ClaValve rebuild, reservoir/valve design.**
- 50. Q. DOES THE UTILITY HAVE ANY FIRE HYDRANTS? IF YES, PLEASE LIST HOW MANY, HOW MANY FEET APART ARE THEY, AND THE UTILITY'S HYDRANT MAINTENANCE SCHEDULE (INCLUDING EXERCISING VALVES). WHAT IS THE UTILITY'S FIRE INSURANCE RATING?**
- A. **No**, the utility does not have any fire hydrants.
- Yes**, the utility does have fire hydrants. There are 496 number of hydrants located (varies) feet apart. The utility's fire insurance rating is Level 3.
- 51. Q. IS THE UTILITY CURRENT WITH ALL OF THE OREGON DEPARTMENT OF HUMAN SERVICES DRINKING WATER PROGRAM (DWP) REQUIREMENTS? IF NOT, PLEASE DESCRIBE THE REQUIREMENTS THE UTILITY HAS NOT COMPLIED WITH.**
- A. **Yes**, the utility is current in all its DWP requirements.
- No**, the utility is not current all its DWP requirements. It has not complied with _____
- 52. Q. IF YOU HAVE FEWER THAN 200 TOTAL CUSTOMERS, PLEASE ATTACH A CURRENT AND COMPLETE CUSTOMER MAILING LIST. INCLUDE EACH CUSTOMER'S NAME AND MAILING ADDRESS.**
- A. I have over 200 customers.
- I have fewer than 200 customers and have attached a customer mailing list.
- 53. Q. WOULD YOU LIKE TO TESTIFY REGARDING OTHER ISSUES?**
- A. **No**.
- Yes**, I would like to testify additionally regarding the following:

In compliance with Condition 7, Sunriver Water is not seeking rate recovery of an acquisition adjustment (or goodwill) for the price paid for Oregon Water's acquisition of Sunriver Water.

In compliance with Condition 17, Sunriver Water has tracked and excluded from rates costs related to the preparation and performance of the Transactions.

In accordance with Condition 18, Sunriver Water has not included in rates in this first rate case following Commission approval of the Transactions any administrative costs of shared services and functions that had been provided by the Resort under a shared services agreement approved in Docket No. UI 378 that are higher than \$280,000, for the same or similar services.

In compliance with Condition 20, Sunriver Water has not included in rates in this rate case the start-up costs of the stand-alone Information Technology network (referenced in Mr. Palfreyman's Direct Testimony in UP 384).

Sunriver Water issued the one-time bill credits and check as required by Conditions 21 and 22. The revenue requirement in this general rate case appropriately reflects the \$23,513 and \$7,363 allocated to Sunriver Water in Conditions 21 and 22, respectively.

In connection with Condition 23, Sunriver Water states that it has not been required to complete a mitigation project or to obtain additional mitigation credits (beyond the 2.1 acre-feet of permanent mitigation credits that Sunriver Water already acquired) to serve utility customers in its current service territory (plus the 614-acre Caldera Springs annexation) in order to use water permitted by Permit G-17882 or any other permit or right.

Recently, the Biden administration unveiled a plan to raise the corporate tax rate to 28 percent from 21 percent. If and to the extent the corporate tax rate changes from its current level of 21 percent during the pendency of this rate case, Sunriver Water would request that its revenue requirement be updated in this rate case to reflect such changed rate.

54. Q. DOES THIS CONCLUDE YOUR TESTIMONY?

A. Yes.



PUC Oregon No. 10 **WATER LLC / ENVIRONMENTAL LLC**
SUNRIVER WATER LLC

Original Sheet No. 1

Public Utility Commission
201 High Street Suite 100
Salem, OR 97301
Mailing Address PO
Box 1088
Salem, OR 97308-1088
12/27/2017

PUC Oregon No. 10
Sunriver Water LLC
Advice No. 21-1

Issue Date / Filing Date	May 28, 2021	Effective for Service on or after	July 1, 2021
Issued By Utility	SUNRIVER WATER LLC		

Advice No. 21-1



PUC Oregon No. 10 **WATER LLC / ENVIRONMENTAL LLC**
SUNRIVER WATER LLC

Original Sheet No. 2

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

NAMING RATES FOR

**SUNRIVER WATER LLC
PO BOX 3699
SUNRIVER OR 97707**

541-593-4197

Serving water in the vicinity of Sunriver, Oregon

Issue Date / Filing Date	May 28, 2021	Effective for Service on or after	July 1, 2021
Issued By Utility	SUNRIVER WATER LLC		

Advice No. 21-1



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Issue Date / Filing Date	May 28, 2021	Effective for Service on or after	July 1, 2021
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SCHEDULE NO. 1

RESIDENTIAL, COMMERCIAL & MULTI-FAMILY METERED RATES

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

Applicable: To residential, commercial, and multi-family customers.

Base Rate

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE
5/8 inch or 3/4 inch	\$18.51	0
1 inch	\$46.28	0
1½ inches	\$92.54	0
2 inches	\$148.08	0
3 inches	\$277.63	0
4 inches	\$452.84	0
6 inches	\$925.44	0

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$2.10	Per Unit	1 unit = 1,000 gallons

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SCHEDULE NO. 1
RESIDENTIAL, COMMERCIAL & MULTI-FAMILY METERED RATES
Continued

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. 27, Voluntary Discontinuance.
2. Water used during the construction of buildings, etc., shall be metered. Charges shall be made at the rates specified to the type of customer:
 Schedule No. 1 – Residential, Commercial & Multi-Family Metered Rates.
 Schedule No. 3 – Irrigation Metered Rates.
 Schedule No. 5 - Golf Course Irrigation Rates.
3. 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.
4. Multi-family customers' monthly water service charge will be assessed at the number of units served times the monthly base rate plus the commodity charge. Example: If the premise serves 8 units, the base charge will be 8 times the base rate plus the commodity charge applied to the amount of water use.

Issue Date / Filing Date	May 28, 2021	Effective for Service on or after	July 1, 2021
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SCHEDULE NO. 2
UNMETERED RESIDENTIAL RATES

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

Applicable: To unmetered residential customers.

Unmetered Residential Rate

COMMODITY RATE	MONTHLY BASE RATE	USAGE ALLOWANCE
Any Size	\$34.69	Unlimited

Special Provisions:

1. These rates are based on continuous service. Discontinuation of service may not be employed to avoid monthly charges for service. See Rule No. 27, Voluntary Discontinuance.
2. Water used during the construction of buildings, etc., shall be metered. Charges shall be made at the rates specified to the type of customer:
 Schedule No. 1 – Residential, Commercial & Multi-Family Metered Rates.
 Schedule No. 3 – Irrigation Metered Rates.
 Schedule No. 5 – Golf Course Irrigation Rates.
3. When setting of a meter is impracticable, the amount of water used shall be estimated, and the charges shall be made at specified rates for the amounts so estimated.

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**SCHEDULE NO. 3
 IRRIGATION METERED RATES**

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

Applicable: To irrigation customers.

Base Rate

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE
5/8 inch or 3/4 inch	\$19.33	0
1 inch	\$48.31	0
1½ inches	\$96.62	0
2 inches	\$154.60	0
3 inches	\$289.86	0
4 inches	\$472.79	0
6 inches	\$945.57	0

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$2.20	Per Unit	1 unit = 1,000 gallons

Special Provisions:

- These rates are based on continuous service. Discontinuation of service may not be employed to avoid monthly charges for service. See Rule No. 27, Voluntary Discontinuance.
- Water used during the construction of buildings, etc., shall be metered. Charges shall be made at the rates specified to the type of customer:
 Schedule No. 1 – Residential, Commercial & Multi-Family Metered Rates.
 Schedule No. 3 – Irrigation Metered Rates.
 Schedule No. 5 – Golf Course Irrigation Rates.
- When setting of a meter is impracticable, the amount of water used shall be estimated, and the charges shall be made at specified rates for the amounts so estimated.
- Irrigation customers shall be billed base rate charges each month (12 months per year). Commodity charges will be billed the month after usage occurs.

Issue Date / Filing Date	May 28, 2021	Effective for Service on or after	July 1, 2021
Issued By Utility	SUNRIVER WATER LLC		



SCHEDULE NO. 4 PRIVATE FIRE PROTECTION RATES

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

Applicable: To commercial/industrial customers.

Base Rate

SERVICE SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE
2"	\$8.53	N/A
3"	\$15.99	N/A
4"	\$26.64	N/A
6"	\$53.28	N/A
8"	\$85.26	N/A

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. 27, Voluntary Discontinuance.
2. Water used during the construction of buildings, etc., shall be metered. Charges shall be made at the rates specified to the type of customer:
 Schedule No. 1 – Residential, Commercial & Multi-Family Metered Rates.
 Schedule No. 3 – Irrigation Metered Rates.
 Schedule No. 5 – Golf Course Irrigation Rates.
3. 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	May 28, 2021	Effective for Service on or after	July 1, 2021
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**SCHEDULE NO. 5
 GOLF COURSE IRRIGATION RATES**

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

Applicable: To golf course irrigation customers.

Base Rate

SERVICE METER SIZE	MONTHLY BASE RATE	USAGE ALLOWANCE
5/8 inch or 3/4 inch	\$337.09	0
1 inch	\$842.74	0
1½ inches	\$1,685.47	0
2 inches	\$2,696.76	0
3 inches	\$5,056.42	0

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$0.50	Per Unit	1 unit = 1,000 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. 27, Voluntary Discontinuance.
2. Water used during the construction of buildings, etc., shall be metered. Charges shall be made at the rates specific to the type of customer:
 Schedule No. 1 – Residential, Commercial & Multi-Family Metered Rates.
 Schedule No. 3 – Irrigation Metered Rates.
 Schedule No. 5 – Golf Course Irrigation Rates.
3. 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.
4. Golf course customers shall be billed base rate charges each month (12 months per year). Commodity charges will be billed the month after usage occurs.

Issue Date / Filing Date	May 28, 2021	Effective for Service on or after	July 1, 2021
Issued By Utility	SUNRIVER WATER LLC		



SCHEDULE NO. 6
RATES FOR COMMERCIAL WATER HAULERS

AVAILABLE: To commercial water haulers where the Utility’s facilities and excess capacity exist. Determination of adequacy of facilities and capacity is in the sole discretion of the Utility. Each commercial water truck must be inspected by the Utility and be equipped with a suitable hydrant meter, suitable backflow prevention devices, and a fire hydrant wrench.

APPLICABLE: To all commercial water haulers.

RATE FOR COMMERCIAL WATER HAULERS

\$2.20 per 1,000 gallons

SPECIAL PROVISIONS:

1. Truck meters must be presented at the Utility's office between the 1st and the 5th of each month. Bills for service are due in accordance with the tariff. Failure to present meter in accordance with this provision will be considered grounds for termination of service under Rule 19 of this Tariff.
2. Commercial water haulers detected not using meters or proper equipment may be denied service for one month for the first offense, and denied service completely for a second offense.
3. Commercial water haulers shall fill only from designated hydrants at designated times that have been determined by the Utility to have excess capacity. Failure to comply with this requirement will be considered grounds for termination of service.
4. Continued use of the Utility’s facilities following termination of service shall be considered theft of services under OAR 860-036-1590.

Issue Date / Filing Date	May 28, 2021	Effective for Service on or after	July 1, 2021
Issued By Utility	SUNRIVER WATER LLC		



SCHEDULE NO. 7

CROSS CONNECTION CONTROL PROGRAM Backflow Prevention Device Services and Fees

PURPOSE: Sunriver Water LLC (Sunriver) desires to offer backflow prevention/double check valve assembly (device) testing to assist customers with the annual testing requirements for backflow prevention devices (Annual Testing Program).

AVAILABLE: To customers of the Utility with customer owned back flow prevention, in Sunriver, Oregon and vicinity.

APPLICABLE: To residential and commercial premises with backflow prevention devices installed at the meter or point of hazard to protect the water supply.

ENROLLMENT: Sunriver WILL ENROLL all customers with installed backflow prevention devices in its Annual Testing Program UNLESS the customer signs and returns an "OPT OUT" notice to Sunriver.

ANNUAL TESTING PROGRAM DESCRIPTION

1. **TESTING SERVICES:** Sunriver will provide the required annual backflow prevention device (BPA) testing performed by a state-certified tester pursuant to OAR 333-061-0070 through OAR 333-061-0072.
2. **PLAN REVIEW AND INSPECTION FEE:** Sunriver will review plans and placement of cross-connection devices and inspect that placement and installation of the devices to ensure it meets the requirements for approval within the Cross-Connection Program.

ANNUAL TESTING PROGRAM RATES

1. All customers enrolled in program
Device testing fee (per test): \$40.00
2. All customers who opt out, but choose Sunriver as a default service supplier on his/her opt out notice
At the time of annual testing, Sunriver will bill customers: \$40.00
3. Plan and review inspection fee
Per Review: \$40.00

Issue Date / Filing Date	May 28, 2021	Effective for Service on or after	July 1, 2021
Issued By Utility	SUNRIVER WATER LLC		



SCHEDULE NO. 7

CROSS CONNECTION CONTROL PROGRAM Continued

OPT OUT CUSTOMERS WHO FAIL TO PROVIDE BACKFLOW PREVENTION DEVICE TEST RESULTS

OPT OUT customers who fail to provide the Utility with annual DCVA test results by the annual deadline will have their device tested by Sunriver by default at a service charge of \$40.00.

SPECIAL PROVISIONS:

1. The customer is under no obligation to use Sunriver's DCVA services.
2. The customer can choose any qualified company or individual to test, maintain, and repair his/her DCVA.
3. Sunriver will provide each customer with notification of the Annual Testing 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 Sunriver within 30 calendar days of receiving the notification.
5. Customers who choose to OPT OUT of the Program are responsible for the annual testing, of their DCVAs and submitting their DCVA information and test results annually to Sunriver. If test results are not received by Sunriver by the annual deadline, water service may be disconnected pursuant to OAR 860-036-1680.

Issue Date / Filing Date	May 28, 2021	Effective for Service on or after	July 1, 2021
Issued By Utility	SUNRIVER WATER LLC		



SCHEDULE NO. 7

**CROSS CONNECTION CONTROL PROGRAM
Continued**

- 6. Sunriver 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 Sunriver on or before the customers' annual deadlines.
- 7. customers are responsible to ensure that all new construction, remodels, and any change to their service results in the installation of a backflow prevention device at the meter.
- 8. Sunriver will separately itemize the backflow prevention device service fees on the customers' bills.
- 9. Customers are responsible for maintenance, repair and replacement of their device.
- 10. The Utility reserves the right to propose before the Public Utility Commission of Oregon any change in the amount charged for the Program services.
- 11. Customers may change their enrollment status in the Program at any time, including in advance of any rate increase.

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SCHEDULE NO. 8 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

Reading Submeters & Preparing Memo Bill (Rule No. 22A) \$10.00

Meter Test (Rule No. 21)

First test within 12-month period	N/C
Second test within 12-month period	\$75.00

Pressure Test (Rule No. 41)

First test within 12-month period	N/C
Second test within 12-month period	\$40.00

Late-Payment Charge (Rule No. 22) Pursuant to OAR 860-036-1430

Deposit for Service (Rule No. 5) Pursuant to OAR 860-036-1220

Returned-Check Charge (Rule No. 23) \$25.00

Trouble-Call Charge (Rule No. 37)

During normal office hours	\$40.00 per hour
After normal office hours on special request	\$80.00 per hour

Disconnection/Reconnect Charge (Rule No. 30)

During normal office hours	\$40.00 per hour
After normal office hours on special request	\$80.00 per hour

Unauthorized Restoration of Service (Rule Nos. 30 & 31) Reconnection charge plus costs

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

Field Visit Charge (Rule No. 30) \$25

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SCHEDULE NO. 9

COMMODITY POWER COST ADJUSTMENT

Schedule No. 9 is an “Automatic Adjustment Clause” as defined in ORS 757.210. It is subject to review by the Commission at least once every two years.

PURPOSE: To define procedures for periodic revision in rates due to changes in the Utility’s purchased commodity power cost, to describe how a rate change for purchased commodity power cost is calculated, and identify any other requirements.

APPLICABLE: The commodity power cost adjustment applies to the following schedules contained in the Utility’s tariffs: Schedule Nos. 1, 2, 3, 4, 5 and 6.

Changes under the applicable schedules are subject to increases or decreases that may be made without prior hearing to reflect the changes in the Utility’s purchased power costs resulting from adjustments in the rate of the Utility’s power suppliers. Such adjustments may be shown in the applicable rate schedules or may be incorporated directly in the applicable rate schedules.

The Utility may file purchased power cost adjustments periodically to be effective upon the date its power suppliers implement rate changes. If the Utility chooses to file for power cost increases, it is obligated to file for decreases in power costs.

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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: Sunriver Water 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.

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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)

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.

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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: 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. The Utility may purchase and install the service connection and charge the customer the cost of the service connection less the cost of the meter.

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.

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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.

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.

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: Main Line Advances and Refunds Policy

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

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

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

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Rule 12: Types of Use

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

Rule 13: Multiple Residences/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.

Rule 14: 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 15: 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.

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REFUSAL OF SERVICE

Rule 16: 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.

Except for irrigation customers or applicants who were disconnected for theft of service, a water utility shall provide service to the irrigation customer or applicant upon receipt of payment equal to at least one-half of any overdue amount. The balance of the amount owed to the utility shall be paid within 30 days of the date service is initiated.

Rule 17: 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.

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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 18: 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 19: Utility Meters (OAR 860-036-1350)

The Utility shall purchase, own, maintain, 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.

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.

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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.

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 860-036-1500) 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.

Rule 20: 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 21: Customer-Requested Meter Test (OAR 860-036-1360)

A customer may request that the Utility test the service meter. 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;

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- 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 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 22: 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;

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- 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 Rule 29, prior to or after the Utility assesses the late payment charge.

Rule 22A: Master Meter with Memo Bill

A customer under special agreement with Sunriver Water may be metered with a master meter. The master meter customer will be responsible for total payment of the master meter water bill.

Sunriver Water will read the sub-meters and send memo bills to the master meter customer and sub-metered tenants. Memo bills are not official bills from Sunriver Water. A memo bill shows the sub-metered tenants' individual water consumption and Sunriver Water's applicable rate for use by the master meter customer when collecting payments from sub-metered tenants.

The total aggregate monthly base charges of all sub-metered accounts shall not exceed the total aggregate monthly base charge of the master meter serving sub-metered accounts. There will be a monthly charge for readying and preparing a memo bill for each sub-meter as indicated in Schedule No. 8, Miscellaneous Service Charges. This monthly charge will be the responsibility of the master meter customer.

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Rule 23: 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 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 30-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 25: 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.

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Rule 26: 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.

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.

This rule also applies to customers who change service locations, and who applied for the new service within 20 days of closing the prior account (thereby retaining customer status).

DISCONNECTION OF WATER SERVICE

Rule 27: 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.

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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 28: 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.

Rule 29: Disconnection of Water Service 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.

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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;
- 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.

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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.
- 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. **NOT APPLICABLE TO COMMERCIAL IRRIGATION CUSTOMERS.**

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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 30: 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 31: 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 860-036-1500.

Rule 32: 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;

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- 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 33: 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).

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.

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Rule 34: 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.

Rule 35: 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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Rule 36: 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 37: 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 disconnect or reconnect service to remedy a service problem and the problem is due to the customer’s facilities.

Rule 38: 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. NOT APPLICABLE TO IRRIGATION SERVICE.

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

Rule 39: 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.

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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 40: 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.

Rule 41: 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 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 42: 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.

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Rule 43: 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.

Inspections will be made by certified personnel where there is a reasonable cause to believe that a cross connection or a potential cross connection exists on the customer’s premise.

A customer that has another water supply that cross connects with Sunriver Water’s system or has conditions that present the possibility of contamination or pollution to Sunriver Water’s water supply must either eliminate the cross connection or install a cross connection control devise (devise).

The devise and its installation or the elimination of the cross connection shall be in accordance with standard practices pertaining to cross connection control approved by the Oregon Health Authority and the National Safe Drinking Water Act.

The entire cost of the installation and equipment will be at the expense of the customer. Any corrective measure, disconnection, or change on the customer’s property shall be at the sole expense of the person in control of said property.

Sunriver Water will regulate the location, installation and testing of all devises. Sunriver Water will inspect the installation prior to providing water service. The annual testing of the devise shall be by licensed/certified personnel. All devises in service must be tested annually. Sunriver Water will determine the frequency of testing based upon the severity of the hazard.

Customer failure to install, maintain, and test the devise as required are grounds for disconnection of water service.

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