



SUNRIVER
WATER LLC / ENVIRONMENTAL LLC

VIA ELECTRONIC FILING

March 27, 2024

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. 24-2 – 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. 24-1.

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:

Spencer Mitchell
General Manager
Sunriver Water LLC
PO Box 3699
Sunriver, Oregon 97707
Telephone: 541.593.4197
Email: smitchell@sunriverutilities.com

Eric Nelsen
Senior Regulatory Attorney
NW Natural
250 SW Taylor Street
Portland, Oregon 97204
Telephone: 503.610.7618
Email: eric.nelsen@nwnatural.com

eFiling
Rates and Regulatory Affairs
NW Natural
250 SW Taylor Street
Portland, Oregon 97204
Telephone: 503.610.7330
Email: eFiling@nwnatural.com

The effect of the proposed changes in this filing is to increase the Company’s annual revenues, effective May 1, 2024, by \$521,443. The monthly bill of the average residential customer served will increase from \$25.77 per month to \$31.49. 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 4,629 residential customers, 40 flat rate customers, 133 commercial customers, 111 irrigation customers and 33 private fire protection 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/ Spencer Mitchell

Spencer Mitchell
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

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) UW 199
(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. 11, Original Tariff Sheets No. 1 through 37 to become effective for service rendered on and after May 1, 2024 (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 \$2,994,858.
- 2) This is an increase or decrease to the utility’s total annual revenues from \$2,447,262 to \$2,994,858, resulting in a net increase of \$521,443 or 21.08 percent. After deducting for operating expenses, the projected revenues will produce a 8.124 percent return on a rate base of \$7,012,724.

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, 2023.

/s/
(Signature of utility owner or officer)

Justin Palfreyman
(Printed name of owner or officer)

Sunriver Water LLC
(Legal name of Utility)

March 27, 2024
(Date)

President
(Title or position)

Attachment

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	Spencer Mitchell		
Title	General Manager		
Address	PO Box 3699		
City, State, Zip	Sunriver, OR 97707		
Telephone Number	(541) 593-4197	Emergency Number	(541) 419-6469
Fax Number		Email Address	smitchell@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) 593-4197	E-Mail Address	smitchell@sunriverutilities.com
Certified Operator <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	Certification Level D3	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	yjacobson@sunriverutilities.com

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

A. The utility owners are:

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:

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.
 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?

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 \$2,473,416, calculated at current rates. The utility seeks a rate:
- Increase of \$521,443 or 21.08 percent in current annual revenues, resulting in total annual revenues of \$2,994,858.
- 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, on May 28, 2021. Commission Order No. 22-085, entered in UW 186 on March 21, 2022, adopted the Stipulation among all parties that settled all issues in that case and authorized new rates to become effective May 1, 2022.

Sunriver Water has made substantial investment in its water system and completed several key infrastructure projects that enhance service and benefit our customers since its last rate case. To date, this includes:

- Installed security systems on all water company infrastructure.
- 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.
- Installed multiple generators to make sure water service is still available to all customers during a power outage.
- We replaced older meters with wireless read meters, since winter snowfalls often make meter reading impossible for several months of the year.
- We continue to perform annual hydrant replacements on the unserviceable hydrants to make sure we have continued fire protection.
- We continue to implement an annual valve replacement program to make sure that all valves work properly so we can isolate areas of the distribution system during a leak.
- We have started to implement an annual distribution pipe assessment program to determine the status of which pipes will need to be replaced and when.
- We made a major investment at the South Reservoir site on the valves and vaults to make it possible to isolate each reservoir for maintenance.
- Another major investment was the replacement of well #2, which will help maintain and strengthen service reliability.

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

A. The test period the utility selected is January 1, 2023 to December 31, 2023.

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 is \$7,012,724.

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

A. The utility is seeking an 8.124 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 2.688% 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 No. 01-991, 06-437 and 21-350.

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 13 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
[REDACTED]	General Mgr.	Utility Operations	M-F 7-3:30	[REDACTED]
[REDACTED]	Water Mgr.	Water system management	M-F 7-3:30	[REDACTED]
[REDACTED]	WO I	Water system operations	M-F 7-3:30	[REDACTED]
[REDACTED]	WO 2	Water system operations	M-F 7-3:30	[REDACTED]
[REDACTED]	UW	Water system operations	M-F 7-3:30	[REDACTED]
[REDACTED]	UW	Water system operations	M-F 7-3:30	[REDACTED]
[REDACTED]	WO 1	Water system operations	M-F 7-3:30	[REDACTED]
[REDACTED]	UW	Water system operations	M-F 7-3:30	[REDACTED]
[REDACTED]	Office Mgr	Water administrative duties	M-F 7-3:30	[REDACTED]
[REDACTED]	Accts. Rec.	Water billing/pmts	M-F 7-3:30	[REDACTED]
[REDACTED]	Accts Pay.	Water invoice pmts	M-F 7-3:30	[REDACTED]
[REDACTED]	Admin Asst	Water invoice pmts	M-F 7-3:30	[REDACTED]
[REDACTED]	Region. Mgr.	Oversee Utility Operations	M-F 8-4:00	[REDACTED]
TOTAL				\$696,745/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 _____ 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	\$13,976.71
Engineering: Control Engineers	New well, system modifications	\$46,857.92
Accounting		\$
Legal		\$
Management		\$
Water Testing /Sampling: Edge Analytical	Water Testing	\$4,342.33
Labor		\$
Billing and Collection: Moonlight Mailing	Printing/Mailing	\$15,000.00
Meter Reading		\$
Other (specify):		

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

- A. The utility's capital structure, as of December 31, 2023, is 100% equity. For the purpose of this rate case filing, Sunriver Water is using a hypothetical capital structure of 40% debt (at a 5.31% rate) and 60% equity (at a 10.00% return), producing an 8.124% 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	\$ 15,924	\$ 3,534	\$ 19,458
461	Metered Residential Water Sales	\$ 1,658,417	\$ 368,031	\$ 2,026,449
461	Metered Commercial/Industrial Water Sales	\$ 214,587	\$ 47,621	\$ 262,207
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	\$ 13,077	\$ 2,902	\$ 15,979
464	Special Contract Water Sales to Public Authorities			
465	Irrigation Water Sales	\$ 447,711	\$ 99,355	\$ 547,066
466	Water Sales for Resale			
467	Golf Course Revenue			
468	Special Contract Revenue			
	Other			
TOTAL REVENUE		\$ 2,349,717	\$ 521,443	\$ 2,871,159

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.)	\$ 54,383
Backflow Prevention Device Services (if offered)	\$61,200
Rents from Water Property Acct 472	
Other (Timing - Accruals)	\$ 8,116
TOTAL	\$ 123,699

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	\$ 637,092	\$ 32,565	\$ 669,657
603	Salaries & Wages – Officers, Directors			
604	Employee Pensions and Benefits	\$ 155,561	\$ 23,502	\$ 179,063
610	Purchased Water			
611	Telephone/Communications	\$ 11,759	\$ 363	\$ 12,122
615	Purchased Power	\$ 79,214	\$ 13,830	\$ 93,044
616	Fuel for Power Production			
617	Utility Services (garbage, gas)	\$ 7,648	\$ 236	\$ 7,884
618	Chemicals/Treatment Expense			
619	Office Supplies	\$ 5,385	\$ 166	\$ 5,551
619.1	Postage	\$ 15,467	\$ 478	\$ 15,945
620	Materials/Supplies (O&M)	\$ 13,548	\$ 419	\$ 13,967
621	Repairs to Water Plant	\$ 29,751	\$ 920	\$ 30,671
631	Contractual Services – Engineering			
632	Contractual Services – Accounting			
633	Contractual Services – Legal			
634	Contractual Services – Mgmt Fees	\$ 177,459		\$ 177,459
635	Contractual Services – Testing			
636	Contractual Services – Labor			
637	Contractual Services – Billing/Collect	\$ 17,166	\$ 531	\$ 17,697
639	Contractual Services – Other	\$ 43,819	\$ 1,354	\$ 45,173
641	Rental of Building/Real Property	\$ 28,204	\$ 872	\$ 29,076
642	Rental of Equipment	\$ 280	\$ 9	\$ 289
643	Small Tools	\$ 10,964	\$ 339	\$ 11,303
648	Computer/Electronic Expense	\$ 122,450	\$ 3,785	\$ 126,235
650	Transportation Expense	\$ 45,096	\$ 1,394	\$ 46,490
656	Insurance – Vehicle	\$ 31,390	(\$ 1,245)	\$ 30,145
657	Insurance – General Liability	\$ 32,819	(\$ 5,917)	\$ 26,902
658	Insurance – Workers’ Compensation	\$ 13,303	(\$ 3,637)	\$ 9,666
659	Insurance – Other	\$ 11,428	\$ 393	\$ 11,821
660	Public Relations/Advertising Expense			
666	Amortization of Rate Case Expense			
667	Gross Revenue Fee	\$ 22,783	(\$ 9,306)	\$ 13,477
671	Cross Connection Control Program			
670	Bad Debt Expense	\$ 304	\$	\$ 304
673	Training and Certification Expense	\$ 14,329	\$ 443	\$ 14,772
674	Consumer Confidence Report			
675	Miscellaneous Expenses	\$ 27,297	\$ 844	\$ 28,141

OE 1	Master Plan Amortization		\$ 3,249	\$ 3,249
OE 2	CAT Tax	\$ 11,251	\$ 2,097	\$ 13,348
401	TOTAL OPERATING EXPENSES	\$ 1,565,767	\$ 67,683	\$ 1,633,450

Acct #	OTHER REVENUE DEDUCTIONS	Test Year	Proposed Adj.	(A + B = C)
403	Depreciation Expense	\$ 384,059	\$ 11,025	\$ 395,084
406	Amortization of Plant/ Acquisition Adj.			
407	Amortization Expense			
408	Taxes Other Than Income (Property, Payroll)	\$ 174,340	\$ 76,103	\$ 250,443
409.10	Federal Income Tax	\$ 39,288	\$ 69,244	\$ 108,532
409.11	Oregon Income Tax	\$ 14,336	\$ 23,300	\$ 37,636
409.13	Extraordinary Items Income Tax			
	TOTAL REVENUE DEDUCTIONS	\$ 2,177,790	\$ 247,355	\$ 2,425,145

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
Business Travel	\$ 1,206
Dues/Memberships	\$ 1,045
Meals and Entertainment	\$ 1,821
P-Card Uncoded Charges	\$ 23,070
Refreshments	\$ 148
Travel in Territory	\$ 7
TOTAL	\$ 27,297

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
3/4" or 5/8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$16.20	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.93 Per 1,000 gals Above: 0 gal
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$40.49	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.93 Per 1,000 gals Above: 0 gal
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$80.98	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.93 Per 1,000 gals Above: 0 gal
3/4" non-metered	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$33.18	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	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
3/4" or 5/8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$16.20	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.93 Per 1,000 gals Above: 0
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$40.49	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.93 Per 1,000 gals Above: 0
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$80.98	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.93 Per 1,000 gals Above: 0
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$129.56	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.93 Per 1,000 gals Above: 0
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$242.93	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.93 Per 1,000 gals Above: 0
4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$404.89	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.93 Per 1,000 gals Above: 0
6"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$809.78	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.93 Per 1,000 gals Above: 0
8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$1,295.65	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$1.93 Per 1,000 gals 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
3/4" or 5/8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$18.40	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$2.01 Per 1,000 gals
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$46.00	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$2.01 Per 1,000 gals
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$92.00	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$2.01 Per 1,000 gals
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$147.20	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$2.01 Per 1,000 gals
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$276.00	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$2.01 Per 1,000 gals
4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$460.00	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$2.01 Per 1,000 gals

6"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$920.00	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$2.01 Per 1,000 gals
8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$1,472.01	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$2.01 Per 1,000 gals

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

Type of Service	Monthly Rate
2" Private Fire Protection	\$7.04
3" Private Fire Protection	13.20
4" Private Fire Protection	22.01
6" Private Fire Protection	\$44.01
8" Private Fire Protection	\$70.42

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
¾" or 5/8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$337.09	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.55 Per 1,000 gals
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$842.74	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.55 Per 1,000 gals
1 ½"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$1,685.47	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.55 Per 1,000 gals
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$2,696.76	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.55 Per 1,000 gals
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$5,056.42	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$0.55 Per 1,000 gals

CURRENT RATE 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
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	\$2.25 per 1,000 gallons

31. Q. PLEASE PROVIDE THE FOLLOWING FOR EACH CUSTOMER CLASS FOR THE MOST RECENT COMPLETED CALENDAR YEAR OF 2023.

(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	4,355	4,406	\$ 1,572,502	306,378,356	<input type="checkbox"/> CF <input checked="" type="checkbox"/> Gal
Commercial/Industrial	129	133	\$ 207,696	45,731,250	<input type="checkbox"/> CF <input checked="" type="checkbox"/> Gal
Multiple Dwellings	263	263	\$ 67,092	8,492,300	<input type="checkbox"/> CF <input checked="" type="checkbox"/> Gal

Irrigation	110	111	\$ 439,350	152,107,610	<input type="checkbox"/> CF <input checked="" type="checkbox"/> Gal
Fire Protection	32	33	\$ 12,929	not metered	<input type="checkbox"/> CF <input type="checkbox"/> Gal
Commercial Water Hauling	17	17	\$17,010	6,879,518	<input type="checkbox"/> CF <input checked="" type="checkbox"/> Gal
TOTAL	4,906	4,963	\$ 2,316,579	519,589,034	<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	Current Residential Monthly Commodity/Usage Rate
3/4" or 5/8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 19.50	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.42 Per 1,000 gals Above: 0 gal
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 48.76	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.42 Per 1,000 gals Above: 0 gal
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 97.52	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.42 Per 1,000 gals Above: 0 gal
3/4" non-metered	<input type="checkbox"/> M <input checked="" type="checkbox"/> F	\$ 40.54	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	Current Commercial Monthly Commodity/Usage Rate
3/4" or 5/8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 19.50	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.42 Per 1,000 gals Above: 0
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 48.76	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.42 Per 1,000 gals Above: 0
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 97.52	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.42 Per 1,000 gals Above: 0
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 156.04	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.42 Per 1,000 gals Above: 0
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 292.57	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.42 Per 1,000 gals Above: 0
4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$487.62	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.42 Per 1,000 gals Above: 0
6"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 975.23	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.42 Per 1,000 gals Above: 0
8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 1,560.38	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.42 Per 1,000 gals Above: 0

PROPOSED 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
3/4" or 5/8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 21.27	0 <input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.52 Per 1,000 gals

1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 53.18	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.52 Per 1,000 gals
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 106.35	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.52 Per 1,000 gals
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 170.16	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.52 Per 1,000 gals
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 319.05	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.52 Per 1,000 gals
4"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 531.75	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.52 Per 1,000 gals
6"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 1063.50	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.52 Per 1000 gals
8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 1,701.61	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal	\$ 2.52 Per 1000 gals

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

Type of Service	Monthly Rate
2" Private Fire Protection	\$ 8.60
3" Private Fire Protection	\$ 16.13
4" Private Fire Protection	\$ 26.89
6" Private Fire Protection	\$ 53.78
8" Private Fire Protection	\$ 86.05

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
3/4" or 5/8"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 411.90	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$ 0.67 Per 1000 gals
1"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 1,029.76	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$ 0.67 Per 1000 gals
1 1/2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 2,059.50	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$ 0.67 Per 1000 gals
2"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 3,295.22	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$ 0.67 Per 1000 gals
3"	<input checked="" type="checkbox"/> M <input type="checkbox"/> F	\$ 6,178.53	0	<input type="checkbox"/> CF <input type="checkbox"/> Gal \$ 0.67 Per 1000 gals

PROPOSED RATE FOR OTHER SERVICE NOT COVERED ABOVE

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

Specify Service	Check One	Estimated Annual	Monthly Rate
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	\$2.50 per 1000 gallons \$100.00 Monthly Hydrant Connection Fee

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"	4,110	\$ 31.49	4,962	\$ 1,553,170
Residential 1"	517	\$ 75.15	10,922	\$ 466,214
Residential 1 1/2"	2	\$ 277.24	74,388	\$ 6,654
Non-metered	40	\$ 40.54	N/A	\$ 19,458

Customer Class	Number of Customers	Average Monthly Bill	Average Monthly Consumpt. (gal)	Total Annual Revenue
Commercial 5/8" or 3/4"	46	\$ 34.58	6,240	\$ 19,087
Commercial 1"	40	\$ 84.98	14,993	\$ 40,791
Commercial 1 1/2"	11	\$ 157.24	24,717	\$ 20,755
Commercial 2"	28	\$ 291.20	55,949	\$ 97,845
Commercial 3"	5	\$ 515.84	92,419	\$ 30,951
Commercial 4"	0			
Commercial 6"	3	\$ 1,477.46	207,886	\$ 53,189

Customer Class	Number of Customers	Average Monthly Bill	Average Monthly Consumpt. (gal)	Total Annual Revenue
Irrigation 5/8" or 3/4"	21	\$ 52.14	12,261	\$ 13,139
Irrigation 1"	18	\$ 94.60	16,493	\$ 20,433
Irrigation 1 1/2"	16	\$ 308.72	80,381	\$ 59,274
Irrigation 2"	49	\$ 444.97	109,156	\$ 261,644
Irrigation 3"	7	\$ 2,292.58	783,893	\$ 192,577
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	\$ 8.60		\$ 103
Private Fire Protection 3"	3	\$ 16.13		\$ 581
Private Fire Protection 4"	13	\$ 26.89		\$ 4,195
Private Fire Protection 6"	14	\$ 53.78		\$ 9,035
Private Fire Protection 8"	2	\$ 86.05		\$ 2,065

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	Year Purchased Or Constructed	Cost in \$ (including labor)	In Service Year
2018 GMC 1500 Sierra V	2019	37,950	2019
New Truck Equipment - B	2019	3,110	2019
South Reservoir Inspection	2019	16,352	2019
PRV 4 Mt Rose Replace	2019	1,510	2019
PRV 5 Alberello Replace	2019	1,882	2019
METER INSTALLATION	2019	2,495	2019
Meters	2019	11,285	2019
GIS Mapping Drone	2019	2,089	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
Meters - 2019 vintage	2019	8,595	2019
Meter installation - 2019 vintage	2019	5,056	2019
Meters - 2019 vintage	2019	6,518	2019
Meter installation - 2019 vintage	2019	95	2019
Fire Hydrant Replacement - Miller Lumber	2019	53	2019
Fire Hydrant Replacement - Miller Lumber	2019	12	2019
Fire Hydrant Replacement - Consolidated Supply	2019	301	2019
Fire Hydrant Replacement - Consolidated Supply	2019	57	2019
Fire Hydrant Replacement - Consolidated Supply	2019	343	2019
Fire Hydrant Replacement - Consolidated Supply	2019	303	2019
Fire Hydrant Replacement - Ace Hardware	2019	66	2019
Meters - 2019 vintage	2019	4,579	2019
Meter installation - 2019 vintage	2019	3,996	2019
Fire Hydrant Replacement - Knife River	2019	385	2019
Fire Hydrant Replacement - Consolidated Supply	2019	6,391	2019
Fire Hydrant Replacement - Consolidated Supply	2019	582	2019
CAPITAL: COMPUTER EQUIPMENT	2019	785	2019
Alberello PRV - Parametrix	2019	417	2019

Alberello PRV - Parametrix	2019	1,244	2019
Alberello PRV - Robinson Owens	2019	49,125	2019
Alberello PRV - Parametrix	2019	629	2019
Alberello PRV - Parametrix 2019 Billing Late	2019	629	2019
Fire Hydrant Replacement - Consolidated Supply	2019	6,391	2019
Meters - 2019 vintage	2019	1,482	2019
MT Rose PRV - Parametrix	2019	300	2019
MT Rose PRV - Parametrix	2019	871	2019
MT Rose PRV - Robinson Owens	2019	40,216	2019
MT Rose PRV - Parametrix	2019	395	2019
MT Rose PRV - Parametrix	2019	647	2019
COMPUTER EQUIPMENT - Ipads	2019	1,300	2019
Meters - 2019 vintage	2019	502	2019
Meter Purchase Software - Consolidated Supply	2019	500	2019
Mink Lane Booster Pressure Tanks - Cascade Pump	2019	807	2019
Mink Lane Booster Pressure Tanks - Cascade Pump	2019	3,113	2019
Meters - 2019 vintage	2019	700	2019
Meter installation - 2019 vintage	2019	542	2019
CUSI Billing Software - Down Payment	2019	17,548	2019
CUSI Billing Software - Cloud Based	2019	7,152	2019
2020 SAP configuration - SR IMP order 40001148	2019	3,221	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
2019 Cloud service implementation - SR IMP order 4	2020	11,169	2020
2020 Security & Tech support - SR IMP order 400011	2020	10,686	2020
Water Meter Installation - K&E	2020	19,210	2020
Meters - 2020 vintage	2020	2,620	2020
Meters - 2020 vintage	2020	5,019	2020
Back-up batteries - Batteries Plus	2020	156	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 Groundwater Approp Mitigation Credits	2020	31,700	2020
Well 15 test well design/pt of appropriation transfer	2020	17,781	2020
Test Well Construction	2020	191,203	2020
Mink Lane Booster Pressure Tanks - Ace Hardware	2020	34	2020
CUSI Billing System Upgrade - UMS Upgrade	2020	17,548	2020
CUSI Billing System Upgrade 6110-20-118	2020	938	2020
GIS Update Lidar - GIS Aerial Telemetry	2020	17,745	2020
Well 15 test well design a	2020	8,127	2020
Test Well 15 Construction	2020	12,324	2020
Accrued - Parametrix Contract Work	2020	2,081	2020
Accrued - Parametrix Contract Work	2020	1,907	2020
Well 15 (Test Well) - Parametrix	2020	1,930	2020
Well 15 (Test Well) - Parametrix	2020	1,059	2020
Well 15 (Test Well) - Parametrix	2020	829	2020
Well 15 (Test Well) - Parametrix	2020	4,562	2020
Well 15 (Test Well) - Parametrix	2020	392	2020
Well 15 (Test Well) - Parametrix	2020	4,144	2020
Well 15 (Test Well) - Parametrix	2020	1,047	2020

Well 15 (Test Well) - MidState Electric	2020	18,587	2020
Well 15 - Parametrix	2020	1,635	2020
Well 15 (Test Well) - Parametrix	2020	2,697	2020
Well 15 (Test Well) - Robinson Owens	2020	178,169	2020
Well 15 construction - Robinson & Owen	2020	62,925	2020
Well 15 construction - Contol Enginners	2020	413	2020
Well 15 construction - Parametrix	2020	355	2020
Well 15 construction - Rosendin	2020	20,553	2020
Well 15 construction - Rosendin	2020	5,984	2020
Well 15 construction - Parametrix	2020	1,566	2020
Well 15 Contruction	2020	1,508	2020
Well 15 Contruction	2020	399	2020
Meters - 2020 vintage	2020	46,836	2020
Computer Equipment - Scada PLC - Control Engineers	2020	6,166	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 Building - Overhead Door	2020	2,009	2020
South Reservoir Storage Building - Midstate Elect	2020	735	2020
South Reservoir Storage Building - Platte Elect	2020	241	2020
South Reservoir Storage Building - Ace Hardware	2020	77	2020
South Reservoir Storage Building - Miller Lumber	2020	6,462	2020
South Res Storage -Rosendin	2020	11,372	2020
South Res Storage -Rosendin	2020	1,264	2020
South Reservoir Gate - Upgrade gate	2020	6,900	2020
South Reservoir Gate - Upgrade gate	2020	125	2020
South Reservoir Storage Bldg - Construction toosl	2020	124	2020
South Reservoir Storage Bldg - Gas tank for heat	2020	284	2020

South Reservoir Storage Bldg - Concrete Flooring	2020	10,500	2020
South Reservoir Storage Bldg - install gas line & heater	2020	3,866	2020
South Reservoir Storage Bldg - Parts	2020	8	2020
South Reservoir Gate - Upgrade	2020	675	2020
South Reservoir Gate - Upgrade	2020	3,950	2020
South Reservoir Storage Bldg - Parts	2020	236	2020
South Reservoir Storage Bldg - Parts	2020	16	2020
South Reservoir Valve Design	2020	2,859	2020
Cottonwood PRV - Parametrix	2020	1,268	2020
Cottonwood PRV - Parametrix	2020	3,285	2020
Cottonwood PRV - Parametrix	2020	2,666	2020
PRV - Cottonwood	2020	2,416	2020
Cottonwood PRV Replacement	2020	15,410	2020
Cottonwood PRV Replacement	2020	40,353	2020
Cottonwood PRV Replacement - Consulting	2020	94	2020
Meters - 2020 vintage	2020	1,431	2020
South Reservoir Valve Design	2020	5,527	2020
County Permit for S Reservoir Storage Bldg	2020	180	2020
Booster 1 Generator	2020	4,169	2020
Booster 1 Generator	2020	10,421	2020
Booster 1 Genset - Lumber	2020	33	2020
Booster 1 Generator	2020	27,095	2020
Booster 1 Generator - Parts	2020	235	2020
Booster 1 Generator - Parts	2020	6	2020
Booster 1 ATS - Parts	2020	53	2020
Booster 1 Generator - Parts	2020	26	2020
Booster 1 Generator - Parts	2020	92	2020
Booster 1 Generator - Materials	2020	49	2020
Booster 1 Generator - Materials	2020	22	2020
Booster 1 ATS - Parts	2020	54	2020

Booster 1 Generator - Materials	2020	57	2020
Booster 1 Pump 2 Replacement - Cascade Pump	2020	531	2020
Booster 1 Pump 2 Replacement - Cascade Pump	2020	2,843	2020
Water level transducers - Reservoir tanks 1 & 2	2020	983	2020
The Ridge PRV - Parametrix	2020	2,088	2020
The Ridge PRV - Parametrix	2020	2,355	2020
PRV - The Ridge	2020	2,601	2020
The Ridge PRV Replacement	2020	47,335	2020
The Ridge PRV Replacement - Consulting	2020	165	2020
Ridge PRV - landscaping	2020	147	2020
Meters - 2020 vintage	2020	1,653	2020
Facility Security	2020	6,675	2020
Reservoir tank 1 level sensors	2020	2,689	2020
S Reservoir Valve design - consult	2020	723	2020
South Reservoir Transducers	2020	488	2020
Sourth Reservoir Tank 1 Conduit - 2020 Capital	2020	6,842	2020
Meters - 2020 vintage	2020	759	2020
Computer HW and Peripherals	2020	1,084	2020
Network HW	2020	2,654	2020
Booster 1 ATS	2021	9,982	2021
CUSI SW	2021	5,518	2021
Security System - 2020 Capital	2021	9,752	2021
South Reservoir Storage Bldg - Parts	2021	13	2021
South Reservoir Storage Bldg - Parts	2021	125	2021
South Reservoir I/O Module	2021	488	2021
Well 14 Motor/Claval Rebuild	2021	9,563	2021
Booster 1 Genset	2021	607	2021
Water Meter Replacements	2021	1,389	2021
GPS Units	2021	17,766	2021
Facilities Security System	2021	3,194	2021
South Reservoir Level Transducers	2021	578	2021

Fleet Vehicle Replacement	2021	1,000	2021
South Reservoir Valves - 2020 Capital	2021	756	2021
Booster 1 ATS - Parts	2021	33	2021
Well 14 Parts	2021	2,859	2021
South Reservoir Level Transducers - 2020 Capital	2021	1,731	2021
Hydrant Replacements - 2020 Capital & 2021 Capital	2021	68,494	2021
Water Meter Replacements	2021	760	2021
Security System - 2020 Capital	2021	675	2021
Sourth Reservoir Level Transducers - 2020 Capital	2021	1,283	2021
Test Well - Repair - 2019 Capital	2021	2,705	2021
Water Valve Replacement Parts	2021	1,904	2021
Water Valve Replacement Parts	2021	111	2021
Well 14 - Rebuild Discharge Head	2021	6,771	2021
BF Test Gauge	2021	1,045	2021
Heaters for S Reservoir Storage Bldg	2021	75	2021
Storage Shelving for S Reservoir Storage Bldg	2021	100	2021
Water Valve Replacement Parts	2021	5,550	2021
Water Meter Replacements	2021	1,830	2021
Water Valve Replacement Parts	2021	143	2021
Water Security - Consulting	2021	4,329	2021
Booster 2 Generator	2021	13,472	2021
Booster 2 Generator	2021	445	2021
Meter Gaskets for meter replacements	2021	74	2021
GMC Sierra K25 - Fleet truck	2021	42,840	2021
Meter Gaskets for meter replacements	2021	74	2021
Meter Gaskets for meter replacements	2021	74	2021
New meter installations	2021	24,600	2021
Company decals for new fleet truck	2021	149	2021
Facility Security	2021	19	2021
Water Meter Replacements	2021	1,795	2021

GMC Sierra K25 - Fleet truck	2021	1,471	2021
Well 14 Motor/Claval Rebuild	2021	126	2021
Backflow test gauge	2021	1,045	2021
Well 14 Motor/Claval Rebuild - pressure tank	2021	118	2021
Engineering services for facility security	2021	1,196	2021
Meter flange for valve replacements	2021	311	2021
Electrical work Well security project	2021	12,146	2021
Water Meter Replacements	2021	3,418	2021
South Reservoir Design - Consulting	2021	3,277	2021
Engineering services for Well 14 Motor/Claval Rebuild	2021	203	2021
Adapter for valve replacement	2021	518	2021
Valve Replacement	2021	685	2021
Siding for Well 9	2021	105	2021
Parts for Well 9 Siding	2021	16	2021
Website Redesign SW (Capital)	2021	11,138	2021
meters	2021	830	2021
Cap Labor	2021	3,409	2021
Capital Labor	2021	610	2021
Capital Labor	2021	7,135	2021
Capital Labor	2021	4,105	2021
Fuel tank placement - South Reservoir storage bldg	2021	418	2021
Engineering services for Well security	2021	1,363	2021
Engineering services for Well 14 Motor/Claval Rebuild	2021	1,436	2021
Parts for valve replacements	2021	80	2021
Parts for valve replacements	2021	9	2021
Pipe parts for valve replacements	2021	37	2021
South Reservoir Design - Consulting	2021	4,157	2021
Electrical work - Well 14 motor	2021	6,761	2021
Parts for Well 14 Motor/Claval Rebuild	2021	7,092	2021
Parts for Well 14 Motor/Claval Rebuild	2021	124	2021

Vintage 2020 Meters & Parts	2021	1,329	2021
Traffic rated boxes for Fiber project	2021	1,614	2021
Parts for Well 9 Siding	2021	849	2021
Parts for Backflow test gauge	2021	202	2021
Engineering services for facility security	2021	2,899	2021
Engineering services for facility security	2021	1,238	2021
Parts for Well 9 siding	2021	133	2021
Hydrant Paint	2021	978	2021
Water meter replacements	2021	72,189	2021
Hydrant Paint	2021	11	2021
Hydrant Meter	2021	2,265	2021
Valve replacement - parts	2021	814	2021
Valve replacement - parts	2021	84	2021
Valve replacement - parts	2021	80	2021
Engineering Services - Well 14 Motor/Claval Rebuild	2021	330	2021
Tools for fleet truck	2021	143	2021
Deadbolt Repair - Well 9	2021	8	2021
Vintage 2020 Meters & Parts	2021	2,090	2021
Valve Replacement	2021	209	2021
Parts for Booster 2 Generator	2021	10	2021
Valve replacement - parts	2021	68	2021
Valve replacement - parts	2021	68	2021
Valve replacement - parts	2021	224	2021
Well 14 motor - engineering	2021	784	2021
Well 9 Parts	2021	11	2021
Parts for Booster 2 Generator	2021	19	2021
Well 9 Heater	2021	185	2021
Parts for South Reservoir Storage Bldg	2021	24	2021
Fiber project	2021	342	2021
Meter Purchase - Hyrant Meter	2021	2,274	2021
Fiber installation	2021	37,548	2021

Fiber installation	2021	38,230	2021
Valve replacement - parts	2021	81	2021
Breaker for Well 14	2021	2,556	2021
Vintage 2020 Meters & Parts	2021	1,234	2021
Network SW	2021	3,953	2021
Fiber Project - engineering	2021	124	2021
Well 2 Claim of Beneficial Use - Engineering Svcs	2021	1,843	2021
Well 2 Claim of Beneficial Use - Engineering Svcs	2021	2,541	2021
Vintage 2020 Meters & Parts	2021	9,639	2021
South Reservoir Storage Bldg	2021	7,760	2021
South Reservoir storage bldg - heater install	2021	783	2021
Parts for South Reservoir Storage Bldg	2021	2,085	2021
Parts for South Reservoir Storage Bldg	2021	11	2021
Capitalized Labor	2021	10,153	2021
Well 9 Soft Start	2021	9,680	2021
Parts for new trash pump - valve replacement	2021	53	2021
Hydrant meter boxes	2021	3,579	2021
Scada Fiber Project - Fiber installation	2021	28	2021
Laser Rangefinder - GIS Hardware	2021	2,925	2021
Drone batteries - GIS Hardware	2021	87	2021
HDMI Cable & Computer Monitor	2021	190	2021
HDMI Cable	2021	337	2021
Vintage 2020 Meters & Parts	2021	1,180	2021
Meter parts - meter install	2022	125	2022
Meter repair kit	2022	1,261	2022
Scada fiber project - consulting	2022	142	2022
Scada fiber project	2022	3,818	2022
Parts for Booster 2 Generator	2022	24	2022
Parts for Booster 2 Generator	2022	6	2022
Paint for Booster 2 Generator	2022	301	2022

Parts for Booster 2 Generator	2022	15	2022
Scada fiber project - electrical work	2022	1,706	2022
Parts for Booster 2 Generator	2022	6	2022
Parts for Booster 2 Pump 2	2022	92	2022
Capital Labor	2022	1,713	2022
Vintage 2020 Meters & Parts	2022	447	2022
S Reservoir Auto slide gate	2022	9,334	2022
Floor paint for Booster 2 Generator	2022	63	2022
Parts for Booster 2 Generator	2022	22	2022
S Reservoir Auto slide gate - engineering services	2022	6,963	2022
Parts for Booster 2 Generator	2022	46	2022
Parts for Booster 2 Generator	2022	35	2022
Parts for Booster 2 Generator	2022	18	2022
Parts for Booster 2 Generator	2022	26	2022
Parts for Booster 2 Pump 2 VFD	2022	23	2022
Parts for Booster 2 Pump 2 VFD	2022	10	2022
Parts for Booster 2 Generator	2022	71	2022
Booster 2 Generator	2022	25,019	2022
Booster 2 Generator - Electrical work	2022	6,206	2022
Parts for Booster 2 Generator	2022	55	2022
Parts for Booster 2 Generator	2022	72	2022
Electrical - Well 14	2022	825	2022
Parts for Booster 2 Generator	2022	6	2022
Well 9 ATS	2022	8,250	2022
Vintage 2020 Meters & Parts	2022	2,192	2022
Computer HW and Peripherals	2022	280	2022
Cybersecurity	2022	30	2022
Cybersecurity	2022	1,299	2022
Emergency Notification SW	2022	1,340	2022
ESRI SW	2022	298	2022
Network HW	2022	228	2022

Network SW	2022	277	2022
SCADA SW	2022	1,936	2022
SW - Azure and O365	2022	6,340	2022
Website Redesign SW	2022	2,029	2022
Vintage 2020 Meters & Parts	2022	3,662	2022
Pipe for hydrant installation	2022	600	2022
Well 14 Flow Meter Work	2022	1,849	2022
Parts for new hydrant installation	2022	1,308	2022
Hardware for Booster 2 Generator	2022	2	2022
Hardware for Booster 2 Generator	2022	15	2022
Hardware for Booster 2 Generator	2022	14	2022
Parts for Booster 2 Pump 2 VFD	2022	10	2022
Parts for Booster 2 Pump 2 VFD	2022	28,598	2022
E-stop installation for Booster 2 Generator	2022	1,279	2022
2022 GMC Sierra Fleet truck	2022	51,654	2022
Gas line for Booster 2 Generator	2022	2,912	2022
Vintage 2020 Meters & Parts	2022	667	2022
Coupling for Hydrant Installs	2022	1,318	2022
Coupling for Hydrant Installs	2022	459	2022
Oil for Booster 2 Generator	2022	31	2022
Engineering services for Well 14 controls	2022	2,351	2022
Hydrant replacements	2022	25,925	2022
Lettering for new fleet truck - 2022 GMC Sierra 1500	2022	165	2022
Signs for hydrants	2022	129	2022
Vintage 2020 Meters & Parts	2022	1,853	2022
Leak Detection	2022	37,111	2022
Booster 2 Generator	2022	93	2022
Parts for Booster 2 Pump 2 VFD	2022	20	2022
Parts for Booster 2 Pump 2 VFD	2022	18	2022
Parts for valve replacements	2022	865	2022
Parts for Booster 2 Pump 2 VFD	2022	16	2022

Cybersecurity	2022	8,345	2022
Network HW	2022	462	2022
Network SW	2022	92	2022
Sunriver website: New Page	2022	72	2022
Vintage 2020 Meters & Parts	2022	3,626	2022
Valve replacement parts	2022	337	2022
Vintage 2020 Meters & Parts	2022	1,987	2022
Gate valve - valve replacements	2022	1,308	2022
Louver for Booster 2 Generator	2022	535	2022
New meter installations	2022	23,572	2022
Booster 2 Gen set - Electrical	2022	1,164	2022
Parts for valve replacements	2022	27	2022
Pull boxes for fiber project	2022	3,400	2022
Reciprocating saw for valve replacements	2022	52	2022
Parts for valve replacements	2022	1,683	2022
Parts for valve replacements	2022	1,728	2022
Pull boxes for Scada fiber project	2022	850	2022
Parts for valve replacements	2022	346	2022
Meters	2022	72,668	2022
Cybersecurity	2022	767	2022
Network HW	2022	60	2022
CUSI SW	2022	444	2022
Cybersecurity	2022	4,268	2022
ESRI SW	2022	27	2022
Network HW	2022	27	2022
Network SW	2022	49	2022
Vac trailer repair	2022	6,254	2022
Parts for valve replacements	2022	36	2022
Meter swaps	2022	3,020	2022
Parts for valve replacements	2022	323	2022
Valve replacement - parts	2022	96	2022

Meters	2022	8,399	2022
Shared cost for boring/trenching w/SROA for fiber line - Booster 1	2022	37,946	2022
Fiber line shared cost w/SROA	2022	4,000	2022
Meters	2022	6,539	2022
Meter Install Parts - Resetters	2022	11,422	2022
Well 15 - Panel	2022	13,254	2022
Well 9 ATS	2022	4,782	2022
Well 14 Control - DI Card & Labels for switches	2022	389	2022
Well 15	2022	2,545	2022
Meters	2022	822	2022
Truck tires - truck #5-66	2022	1,180	2022
New Cell phones	2022	8,317	2022
Well 15 Parts	2023	252	2023
Well 9 ATS - Remote Support	2023	1,273	2023
Vintage 2023 Meters & Parts	2023	104	2023
Booster 2 Re-pipe	2023	10,315	2023
Booster 2 Re-pipe	2023	199	2023
Vintage 2023 Meters & Parts	2023	522	2023
Well 15 Panel Replacement	2023	8,027	2023
Well 15 - Soft Start - Start Up	2023	1,001	2023
Vintage 2023 Meters & Parts	2023	1,102	2023
SRW PPE Software + IT Capex Labor Allocation	2023	5,231	2023
Well 2-Engineering	2023	7,965	2023
Well 14 - Wiring Completion(Cascade Pump)	2023	5,291	2023
Dell Marketing, new server	2023	3,980	2023
Booster 2 pump repair, Cascade Pump & Irrigation	2023	642	2023
Vintage 2023 Meters & Parts	2023	981	2023
Capital Labor	2023	11,548	2023
Capital Labor	2023	3,058	2023
Parts for Well 2 construction	2023	196	2023

Engineering Services for Well 2 construction	2023	2,063	2023
Wiring removal - Well 2	2023	196	2023
Capital Labor	2023	1,594	2023
Engineering services for Well 2 Construction	2023	2,579	2023
Engineering services for Well 2 Construction	2023	3,163	2023
SRW Capital Labor Reclass	2023	1,680	2023
SRW Capital Labor Reclass	2023	2,369	2023
Well 2 - Consulting Services	2023	5,123	2023
Well 2 - Electrical Drawings	2023	93	2023
Well 2 - water testing	2023	342	2023
Well 2 - Materials	2023	21,191	2023
Well 2 - Drilling	2023	604,570	2023
Well 2 - Design	2023	4,197	2023
SRW Capital Labor Reclass	2023	4,618	2023
Well 2 -Electrical design	2023	1,064	2023
Capital labor	2023	3,588	2023
Well 2 - Design	2023	4,547	2023
Well 2 - Engineering	2023	2,293	2023
Well 2 - Engineering	2023	472	2023
Booster 2 Re-pipe	2023	20,941	2023
Capital Labor	2023	8,235	2023
Well 2 - Concrete blanket	2023	183	2023
Capital Labor	2023	7,892	2023
Well 2 - Consulting Services	2023	3,819	2023
Well 2b - Engineering	2023	43,586	2023
Well 2 - Engineering	2023	185	2023
Well 2 - Consulting Services	2023	1,872	2023
Well 2 - Parts	2023	188	2023
Capital Labor	2023	7,175	2023
28746	2023	299	2023
304552 01	2023	2,925	2023

Edge Analytical (Well 2b)	2023	2,457	2023
Well 2 - Drilling	2023	60,178	2023
Well 2b - Engineering	2023	1,055	2023
Well 2b	2023	27,304	2023
Well 2 - Engineering	2023	3,057	2023
Well 2b - Remove Pump	2023	49,108	2023
Well 2b - Flow meter exchange	2023	3,080	2023
Well 2b Pump control valve install	2023	11,457	2023
Well 2b Engineering	2023	6,420	2023
Well 2b - Start Up	2023	1,144	2023
Well 2 - Engineering	2023	1,648	2023
Azure Cloud Migration - Implementation, online enterprise	2023	3,150	2023
Well 14 modifications & Booster 1 fiber_Control Engineers PA	2023	1,150	2023
Vintage 2023 Meters & Parts	2023	3,975	2023
Booster 1 Fiber Install_Aspen Ridge Electric	2023	39,375	2023
Well 2 Reconstruction - Engineering_Parametrix Inc	2023	772	2023
Capitalized Labor	2023	232	2023
SRW Cap Labor Reclass	2023	75,485	2023
Capitalized Labor	2023	1,429	2023
Capital Labor	2023	3,031	2023
Vintage 2023 Meters & Parts	2023	9,151	2023
Capital Labor	2023	9,216	2023
SRW Backflow Test Gauge	2023	868	2023
SRW PPE Software + IT Capex Labor Allocation - Q2 2023	2023	7,149	2023
Supplies for Mink Lane roof_ACE	2023	19	2023
SHERWIN-WILLIAMS_ref: OE0041715A701834_Paint - Mink Lane Structure siding	2023	332	2023
Paint for Mink Lane roof_ACE	2023	26	2023
Well 9 Clay Valve Replacement (Cascade Pump & Irrigation)	2023	13,639	2023

Hardware for Mink Lane roof_ACE	2023	8	2023
BEND LOCK & SAFE INC_ref: 168449_Keys - Mink Lane Structure roof	2023	309	2023
ACE hardware_ref: 44649_Paint supplies - Mink Lane Structure roof	2023	24	2023
Pcard charge:Lowe's door purchase for Mink Lane Structure-completed in July 2023	2023	398	2023
Metal for Mink Ln roof (pcard charge - Aug 2023)	2023	555	2023
Trash Dump for Mink Ln roof (pcard charge - Aug 2023)	2023	24	2023
Vintage 2023 Meters & Parts	2023	2,119	2023
Cascade Pump & Irrigation_ref: 58045 Installation - Well 9 Clay Valve	2023	782	2023
CASCADE PUMP & IRRIGATION SERVICE_Well 9 Clay Valve - Swing Check Valve	2023	3,505	2023
Vintage 2023 Meters & Parts	2023	5,318	2023
MILLER LUMBER CO_Mink Lane Roof - Parts	2023	647	2023
MILLER LUMBER CO_Mink Lane Roof - Parts	2023	666	2023
Vintage 2023 Meters & Parts	2023	25,428	2023
SRW PPE Software + IT Capex Labor Allocation - Q3 2023	2023	2,158	2023
Hydrants-Consolidated Supply Co	2023	20,237	2023
Diversified Const & Consulting, LLC_Hydrant Installations	2023	24,600	2023
Capital Labor	2023	3,537	2023
Diversified Const & Consulting, LLC_Meter Installs	2023	34,000	2023
Vintage 2023 Meters & Parts	2023	30,766	2023
Vintage 2023 Meters & Parts	2023	2,499	2023
Consolidated Supply_Hydrant Extension - Hydrant Installation	2023	1,037	2023
Consolidated Supply_Coupling pack - Hydrant Installation	2023	96	2023
Vintage 2023 Meters & Parts	2023	3,779	2023
SRW PPE Software + IT Capex Labor Allocation - Q4 2023	2023	7,690	2023
TOTAL		\$3,676,620	

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 twelve months.

Future Plant Description	Estimated Cost (including labor)	Est. Date In Service
Hydrant Purchase	\$ 15,000	24-Mar
Hydrant Installation (Labor)	\$ 50,000	24-May
Valve Replacement	\$ 15,000	24-July
Valve Replacement Labor	\$ 50,000	24-Nov
Valve Project (R/O Heavy Construction)	\$549,508	24-Mar
Valve Project (Parametrix)	\$20,640	24-Mar
Capitalized Labor @ 10%	\$101,046	2024
TOTAL	\$ 801,194	

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:

ACCT #	UTILITY PLANT ACCOUNTS	IN SERVICE DATE	ORIGINAL COST
301	Organization		
302	Franchises		
303	Land & Land Rights	Various	\$ 167,922
304	Structures & Improvements	Various	\$ 193,107
305	Collecting/Impounding/Reservoirs		
306	Lake, River & Other Intakes		
307	Wells & Spring	Various	\$ 2,788,983
308	Infiltration Galleries & Tunnels		
309	Supply Mains	1987	\$ 7,143
310	Power Generation Equipment	Various	\$ 333,519
311	Pumping Equipment	Various	\$ 189,588
320	Water Treatment Equipment	2005	\$ 7,010
330	Distribution/Reservoirs/Standpipes	Various	\$ 3,268,039
331	Transmission & Distribution Mains	Various	\$ 1,025,198
333	Services		
334	Meters & Meter Installation	Various	\$ 1,691,747
335	Hydrants	Various	\$ 270,641
336	Cross Connections (Utility Owned)	Various	\$ 4,052
339	Miscellaneous Plant & Equipment	Various	\$ 130,512
340	Office Furniture & Equipment		
341	Transportation Equipment	Various	\$ 461,173
343	Tools, Shop & Garage Equipment	Various	\$ 227,268
344	Laboratory Equipment		
345	Power Operated Equipment	Various	\$ 2,210
346	Communication Equipment	Various	\$ 221,617
347	Electronic/Computer Equipment	Various	\$ 529,959
348	Miscellaneous Equipment	Various	\$ 147,193
TOTAL			\$ 11,666,881

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. Plant accounts are shown below:

UTILITY PLANT	Test Year	Proposed Adjustments	(A + B = C)
Total Utility Plant (from above)	\$ 10,865,687	\$ 801,194	\$ 11,666,881
SUBTRACT Accumulated Depreciation of Utility Plant In Service	\$ 4,290,375	\$ 11,282	\$ 4,301,657
SUBTRACT Accumulated Amortization of Utility Plant In Service			
SUBTRACT Advances For Construction			
SUBTRACT Accumulated Deferred Income Taxes	\$ 487,908	\$ 713	\$ 488,621
SUB TOTAL	\$ 6,087,404	\$ 789,199	\$ 6,876,603
ADD Plant Material/Supplies Inventory			
ADD Working Cash (1/12 total operating expense)	\$ 128,911	\$ 7,210	\$ 136,121
TOTAL	\$ 6,216,315	\$ 796,409	\$ 7,012,724

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 545,162,000 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 2B	WELL 15	
YEAR CONSTRUCTED	2007	1985	2022	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’	370’	430’	
WELL DIAMETER	18”	14”	14”	8”	
PUMPING CAPACITY – GPM	2050	1500	600	600	

PUMP MOTOR – HP	150	125	125	50	
YIELDS OF WELL IN GPD	2,952,000	2,160,000	864,000	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	739,164	2,603,000 gallons	2050gpm	70psi	45psi-100psi
Well 9 125hp Vert. Turb.	78,047	804,000 gallons	1550gpm	55psi	45psi-100psi
Well 2B 125hp Sub.	214,723	820,000	600gpm	66psi	45psi-100psi
Well 15 50hp Sub.	461,660	974,000 gallons	600gpm	12psi	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 rules.
 The utility is not proposing any rule changes.
 The Utility is proposing to change the following rules (include rule number and a summary of the proposed changes.

RULE NUMBER	PROPOSED CHANGE
Schedule No. 6 (Commercial Water Haulers)	Add Monthly Hydrant Connection Fee.
Schedule No. 8 (Miscellaneous Service Charges)	Correct name of charge. Add \$200 penalty, consistent with affiliate Avion Water's tariff.
Rule 19 (Utility Meters)	Add language clarifying access, consistent with affiliate Salmon Valley's tariff.
Rule 22 (Billing Information)	Add language on estimated bills, consistent with affiliate Avion Water's tariff.
Rule 35 (Damages/Tampering)	Revise language, consistent with affiliate Salmon Valley's tariff.

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: The Company has received approximately 15 complaints relating to system pressure and/or water quality. Corrective action include investigation, pressure tests, flow tests, flushing and water quality samples.

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:

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 527 number of hydrants located (varies) feet apart. The utility's fire insurance rating is Level 2.

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. WOULD YOU LIKE TO TESTIFY REGARDING OTHER ISSUES?

- A. No.
 Yes, I would like to testify additionally regarding the following:

In connection with Condition 23 in UP 384, 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.

53. Q. DOES THIS CONCLUDE YOUR TESTIMONY?

- A. Yes.



WATER LLC / ENVIRONMENTAL LLC

CUSTOMER NOTICE

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

Dated: _____, 2024

Sunriver Water LLC submitted a general rate filing to the Commission on March 27, 2024. We are seeking to increase our annual revenues, effective May 1, 2024, by \$521,443 above the \$2,447,262 we collected in 2023. The Commission has created docket UW 199 for this filing and suspended the effective date of new rates pending its investigation. The Commission will schedule additional procedures for this filing, including public comment hearings. 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. If approved, 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"	\$25.77	\$31.49
1"	\$61.57	\$75.15
1 1/2"	\$224.55	\$277.24
Non-metered	\$33.18	\$40.54
Commercial		
5/8" & 3/4"	\$28.24	\$34.58
1"	\$69.42	\$84.98
1 1/2"	\$128.68	\$157.24
2"	\$237.55	\$291.20
3"	\$421.30	\$515.84
6"	\$1,211.00	\$1,477.46
Irrigation		
5/8" & 3/4"	\$43.04	\$52.14
1"	\$79.07	\$94.60
1 1/2"	\$253.57	\$308.72
2"	\$366.60	\$444.97
3"	\$1,851.63	\$2,292.58

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. Sunriver Water has made substantial investment in its water system and completed several key infrastructure projects that enhance service and benefit our customers since its last rate case. To date, this includes:

- Installed security systems on all water company infrastructure.
- 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.

- Installed multiple generators to make sure water service is still available to all customers during a power outage.
 - We replaced older meters with wireless read meters, since winter snowfalls often make meter reading impossible for several months of the year.
 - We continue to perform annual hydrant replacements on the unserviceable hydrants to make sure we have continued fire protection.
 - We continue to implement an annual valve replacement program to make sure that all valves work properly so we can isolate areas of the distribution system during a leak.
 - We have started to implement an annual distribution pipe assessment program to determine the status of which pipes will need to be replaced and when.
 - We made a major investment at the South Reservoir site on the valves and vaults to make it possible to isolate each reservoir for maintenance.
 - Another major investment was the replacement of well #2, which will help maintain and strengthen service reliability.
2. Copies of the utility's application, testimony, and exhibits are available at: www.sunriverwater.com or at the office located at 57850 W. Cascade Rd, Sunriver Oregon 97707.
 3. Sunriver Water LLC can provide additional information about the rate filing. If you are interested please contact:
Spencer Mitchell, General Manager
PO Box 3699 Sunriver OR 97707
(541) 593-4197
smitchell@sunriverutilities.com
 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



PUC Oregon No. ~~101~~**101** 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

PUC Oregon No. ~~101~~101
Sunriver Water LLC
Advice No. ~~22-124-2~~22-124-2

Issue Date / Filing Date	April 18, 2022 <u>March 27, 2024</u>	Effective for Service on or after	May 1, 2022 <u>2024</u>
Issued By Utility	SUNRIVER WATER LLC		

Advice No. ~~22-124-2~~22-124-2



PUC Oregon No. ~~101~~101 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	April 18, 2022 <u>March 18, 2024</u>	Effective for Service on or after	May 1, 2022 <u>2024</u>
Issued By Utility	SUNRIVER WATER LLC		

Advice No. ~~22-124-2~~
22-124-2



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Issue Date / Filing Date	April March 18 <u>27</u> , <u>2022</u>	Effective for Service on or after	May 1, 2022 <u>2024</u>
Issued By Utility	SUNRIVER WATER LLC		



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	\$16.20 <u>\$19.50</u>	0
1 inch	\$40.49 <u>\$48.76</u>	0
1½ inches	\$80.98 <u>\$97.52</u>	0
2 inches	\$129.56 <u>\$156.04</u>	0
3 inches	\$242.93 <u>\$292.57</u>	0
4 inches	\$404.89 <u>\$487.62</u>	0
6 inches	\$809.78 <u>\$975.23</u>	0
8 inches	\$1,295.65 <u>\$1,560.38</u>	0

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$1.93 <u>\$2.42</u>	Per Unit	1 unit = 1,000 gallons

Issue Date / Filing Date	February-March 127, <u>February-March 127,</u> 2024	Effective for Service on or after	March-May 41, <u>March-May 41,</u> 2024
Issued By Utility	SUNRIVER WATER LLC		

Advice No. ~~22-124-2~~ 22-124-2



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	April March 18 27, <u>2022</u>	Effective for Service on or after	May 1, 2022 <u>2024</u>
Issued By Utility	SUNRIVER WATER LLC		



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	\$33.18 <u>\$40.54</u>	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.

Issue Date / Filing Date	April-March 18-27, <u>2022</u>	Effective for Service on or after	May 1, 2022 <u>2024</u>
Issued By Utility	SUNRIVER WATER LLC		



**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	\$18.40 <u>\$21.27</u>	0
1 inch	\$46.00 <u>\$53.18</u>	0
1½ inches	\$92.00 <u>\$106.35</u>	0
2 inches	\$147.20 <u>\$170.16</u>	0
3 inches	\$276.00 <u>\$319.05</u>	0
4 inches	\$460.00 <u>\$531.75</u>	0
6 inches	\$920.00 <u>\$1,063.50</u>	0
8 inches	\$1,472.01 <u>\$1,701.61</u>	0

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$2.01 <u>\$2.52</u>	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	February <u>March 127</u> , 2024	Effective for Service on or after	March <u>May 41</u> , 2024
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"	\$7.04 <u>\$8.60</u>	N/A
3"	\$13.20 <u>\$16.13</u>	N/A
4"	\$22.04 <u>\$26.89</u>	N/A
6"	\$44.04 <u>\$53.78</u>	N/A
8"	\$70.42 <u>\$86.05</u>	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	April March 18 27, <u>20224</u>	Effective for Service on or after	May 1, 2022 <u>2024</u>
Issued By Utility	SUNRIVER WATER LLC		



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 <u>\$411.90</u>	0
1 inch	\$842.74 <u>\$1,029.76</u>	0
1½ inches	\$1,685.47 <u>\$2,059.50</u>	0
2 inches	\$2,696.76 <u>\$3,295.22</u>	0
3 inches	\$5,056.42 <u>\$6,178.53</u>	0

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$0.55 <u>\$0.67</u>	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	February <u>March 12</u> , 2024	Effective for Service on or after	March <u>May 4</u> , 2024
Issued By Utility	SUNRIVER WATER LLC		

Advice No. ~~22-124-2~~



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

<u>\$100.00 Monthly Hydrant Connection Fee</u>
\$ 2.55 <u>0</u> 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	February-March 127, 2024	Effective for Service on or after	March-May 41, 2024
Issued By Utility	SUNRIVER WATER LLC		

Advice No. ~~22-124-2~~



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	April March 1827, <u>20224</u>	Effective for Service on or after	May 1, 2022 <u>2024</u>
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.

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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~~-Payment 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 +\$200

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

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Issued By Utility	SUNRIVER WATER LLC		

Advice No. ~~22-124-2~~



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.

Issue Date / Filing Date	April 18, 2022 <u>March 18, 2024</u>	Effective for Service on or after	<u>May 1, 2024</u>
Issued By Utility	SUNRIVER WATER LLC		



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.

Issue Date / Filing Date	April-March 1827, 20224	Effective for Service on or after	May 1, 2022 <u>2024</u>
Issued By Utility	SUNRIVER WATER LLC		



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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Issued By Utility	SUNRIVER WATER LLC		



SUNRIVER WATER LLC

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.

Issue Date / Filing Date	April <u>March 1827</u> , 202 <u>24</u>	Effective for Service on or after	<u>May 1, 202<u>24</u></u>
Issued By Utility	SUNRIVER WATER LLC		



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.

Issue Date / Filing Date	April-March 1827, <u>20224</u>	Effective for Service on or after	May 1, 2022 <u>2024</u>
Issued By Utility	SUNRIVER WATER LLC		

Advice No. ~~22-124-2~~



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. For example, access is not provided if a meter is blocked by barriers including vehicles, fences, rocks, bushes, trees or other objects. In general, 24" is considered sufficient clearance from obstacles to allow meter access. 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.

When there is good reason for doing so, bills may be rendered based upon estimated meter reads. Estimates are expected to be used during winter months of November through March. Any estimated reads shall be clearly designated as such. Estimated reads shall be as follows:

Winter (November through March) residential usage will be estimated at 1,000 gallons per month.

Winter (November through March) commercial usage will be estimated from the previous actual meter reading or 1,000 gallons per month, whichever method provides the most consistent billing for the commercial customer. The Customer may request either method.

Summer (April through October) will be estimated based on the average of the previous three months usage or the same months usage for the prior year (if available). The Utility may decrease estimated billings based upon changes in plant pumping rates so that customers will, insofar as practical, not be overbilled.

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All water service bills will show:

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

A late-payment charge may be assessed against any account that has an unpaid balance when the next bill is being prepared. The charge will be computed on the delinquent balance owing at the time of preparing the subsequent month's bill at the late-payment rate specified in the

Miscellaneous Service Charges Schedule. The late-payment rate is determined annually by the Commission, and the Utility will be notified of the rate.

If an account is permitted to become delinquent, the Utility may disconnect water service by giving proper notice to the customer as provided in 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 reading 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 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~~ as per Schedule 8.

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SERVICE QUALITY

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.

Issue Date / Filing Date	April-March 1827, <u>20224</u>	Effective for Service on or after	<u>May 1, 20224</u>
Issued By Utility	SUNRIVER WATER LLC		



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 device (device).

The device 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 devices. Sunriver Water will inspect the installation prior to providing water service. The annual testing of the device shall be by licensed/certified personnel. All devices 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 device as required are grounds for disconnection of water service.

Issue Date / Filing Date	April March 1827, <u>20224</u>	Effective for Service on or after	<u>May 1, 20224</u>
Issued By Utility	SUNRIVER WATER LLC		



PUC Oregon No. 11 **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

PUC Oregon No. 11
Sunriver Water LLC
Advice No. 24-2

Issue Date / Filing Date	March 27, 2024	Effective for Service on or after	May 1, 2024
Issued By Utility	SUNRIVER WATER LLC		

Advice No. 24-2



PUC Oregon No. 11 **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	March 27, 2024	Effective for Service on or after	May 1, 2024
Issued By Utility	SUNRIVER WATER LLC		

Advice No. 24-2



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Issue Date / Filing Date	March 27, 2024	Effective for Service on or after	May 1, 2024
Issued By Utility	SUNRIVER WATER LLC		



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	\$19.50	0
1 inch	\$48.76	0
1½ inches	\$97.52	0
2 inches	\$156.04	0
3 inches	\$292.57	0
4 inches	\$487.62	0
6 inches	\$975.23	0
8 inches	\$1,560.38	0

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$2.42	Per Unit	1 unit = 1,000 gallons

Issue Date / Filing Date	March 27, 2024	Effective for Service on or after	May 1, 2024
Issued By Utility	SUNRIVER WATER LLC		



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	March 27, 2024	Effective for Service on or after	May 1, 2024
Issued By Utility	SUNRIVER WATER LLC		



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	\$40.54	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.

Issue Date / Filing Date	March 27, 2024	Effective for Service on or after	May 1, 2024
Issued By Utility	SUNRIVER WATER LLC		



**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	\$21.27	0
1 inch	\$53.18	0
1½ inches	\$106.35	0
2 inches	\$170.16	0
3 inches	\$319.05	0
4 inches	\$531.75	0
6 inches	\$1,063.50	0
8 inches	\$1,701.61	0

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$2.52	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	March 27, 2024	Effective for Service on or after	May 1, 2024
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"	\$8.60	N/A
3"	\$16.13	N/A
4"	\$26.89	N/A
6"	\$53.78	N/A
8"	\$86.05	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	March 27, 2024	Effective for Service on or after	May 1, 2024
Issued By Utility	SUNRIVER WATER LLC		



**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	\$411.90	0
1 inch	\$1,029.76	0
1½ inches	\$2,059.50	0
2 inches	\$3,295.22	0
3 inches	\$6,178.53	0

Commodity Usage Rate

COMMODITY RATE	NO. OF UNITS	MEASURING UNIT
\$0.67	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	March 27, 2024	Effective for Service on or after	May 1, 2024
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

<u>\$100.00 Monthly Hydrant Connection Fee</u>
\$2.50 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	March 27, 2024	Effective for Service on or after	May 1, 2024
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	March 27, 2024	Effective for Service on or after	May 1, 2024
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	March 27, 2024	Effective for Service on or after	May 1, 2024
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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.

Issue Date / Filing Date	March 27, 2024	Effective for Service on or after	May 1, 2024
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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-Payment 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 + \$200

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

Issue Date / Filing Date	March 27, 2024	Effective for Service on or after	May 1, 2024
Issued By Utility	SUNRIVER WATER LLC		



SUNRIVER WATER LLC

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.

Issue Date / Filing Date	March 27, 2024	Effective for Service on or after	May 1, 2024
Issued By Utility	SUNRIVER WATER LLC		



SUNRIVER WATER LLC

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.

Issue Date / Filing Date	March 27, 2024	Effective for Service on or after	May 1, 2024
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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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SUNRIVER WATER LLC

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.

Issue Date / Filing Date	March 27, 2024	Effective for Service on or after	May 1, 2024
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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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Issued By Utility	SUNRIVER WATER LLC		



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. For example, access is not provided if a meter is blocked by barriers including vehicles, fences, rocks, bushes, trees or other objects. In general, 24" is considered sufficient clearance from obstacles to allow meter access. 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.

When there is good reason for doing so, bills may be rendered based upon estimated meter reads. Estimates are expected to be used during winter months of November through March. Any estimated reads shall be clearly designated as such. Estimated reads shall be as follows:

Winter (November through March) residential usage will be estimated at 1,000 gallons per month.

Winter (November through March) commercial usage will be estimated from the previous actual meter reading or 1,000 gallons per month, whichever method provides the most consistent billing for the commercial customer. The Customer may request either method.

Summer (April through October) will be estimated based on the average of the previous three months usage or the same months usage for the prior year (if available). The Utility may decrease estimated billings based upon changes in plant pumping rates so that customers will, insofar as practical, not be overbilled.

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All water service bills will show:

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

A late-payment charge may be assessed against any account that has an unpaid balance when the next bill is being prepared. The charge will be computed on the delinquent balance owing at the time of preparing the subsequent month's bill at the late-payment rate specified in the

Miscellaneous Service Charges Schedule. The late-payment rate is determined annually by the Commission, and the Utility will be notified of the rate.

If an account is permitted to become delinquent, the Utility may disconnect water service by giving proper notice to the customer as provided in 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 reading 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 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, the Utility will repair or replace such equipment and will bill the customer as per Schedule 8.

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SERVICE QUALITY

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 device (device).

The device 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 devices. Sunriver Water will inspect the installation prior to providing water service. The annual testing of the device shall be by licensed/certified personnel. All devices 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 device as required are grounds for disconnection of water service.

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