



Sunriver Water™

A NW Natural Water Company

RULES AND REGULATIONS

THIS IS A BRIEF PORTION OF THE TARIFFS FOR SUNRIVER WATER IN ACCORDANCE WITH PUBLIC UTILITY COMMISSION REGULATION AND AS SET FORTH IN THE OREGON ADMINISTRATIVE RULES. FOR A COMPLETE SET OF ALL RULES AND REGULATIONS, PLEASE CONTACT OUR OFFICE AT 541-593-4197.

Revised 11/1/24

Fees

You will receive your water bill monthly (depends on route). Service is billed each month at a base rate based on meter size (\$18.60 for ¾" home or condo service, \$46.50 for 1" home or condo service, \$38.66 for condos with flat rates). A commodity charge for consumption above the base rate is charged at \$2.30 per 1000 gallons.

Application for Service (OAR 860-036-1200)

Application for water service must be made for each property to be served. The application shall identify the applicant, the premises to be served, the billing address if different, and an agreement to conform to the Rules and Regulations of the utility as a condition for receiving such service. The applicant shall, at this time, pay any scheduled fees or deposits.

Customer Service Line

The customer shall own and maintain the customer service line and promptly repair all breaks and leaks. The utility shall not be responsible for any damage or poor service due to inadequacy of the customer line or any portion of the customer's plumbing. All leaks in the customer line, faucets, and all other parts of the plumbing owned or controlled by the customer shall be promptly repaired so as not to waste water.

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

Bills are due and payable within 15 days when rendered by deposit in the mail or other reasonable means of delivery. As near as practical, **meters shall be read at monthly intervals** on the corresponding day of each meter reading or billing period. The bill shall be rendered immediately thereafter. When there is good reason for doing so, consumption may be estimated for bills. Any estimated readings shall be clearly designated as such.

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



All water service bills shall show:

1. The utility's legal name, name of the water system, mailing address, telephone number, emergency telephone number, and email address or website.
2. Information sufficient for the customer to understand and compute the charges being assessed, including:
 - A. Separate line items for past due balance, payments and credits, new charges, late fees, and total account balance,
 - B. The date new charges are due,
 - C. Calculation of new charges,
 - D. The date any late payment charge was applied and an explanation of the terms of the late payment charge.

The late-payment charge determined by the Commission shall be applied to all overdue balances at the time of preparing the subsequent month's bill or balances owing that are 30 days old.

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

Voluntary Discontinuance (OAR 860-036-1560)

Except for emergencies, customers who (for any reason) wish to have service discontinued shall provide the utility with at least seven days' advance notice of the requested date of discontinuance of service. Until the utility receives such notice, the customer shall be held responsible for all service rendered. Should the customer wish to recommence service within 12 months at the same premises, the customer will be required to pay the customary minimum monthly charge as if service had been continuous. The reconnection charge listed on the Miscellaneous Service Charges Schedule will be applicable at the time of reconnection.

Service Connections (OAR 860-036-1300)

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

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



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

Unauthorized Restoration of Service

After the water has been disconnected or shut off at the curb stop or at the meter, **if any person not authorized by the utility should turn it on, the water service line may be disconnected without notice.** Service shall not be reconnected until all arrearages, all cost-of-service disconnection and reconnection, and the reconnection charge listed on the Miscellaneous Service Charges Schedule are paid in full.

Unauthorized Use

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



MISCELLANEOUS SERVICE CHARGES

This is a portion of the service charges listed in Schedule No. 8 of Rules and Regulations.

<u>Returned-Check Charge</u> (Rule No. 23)	\$25.00 each occurrence
The returned-check charge listed on the Miscellaneous Service Charges Schedule shall be billed for each occasion a customer submits a check or any type of noncash payment that is not honored, for any reason, by a bank or other financial institution.	
<u>Trouble-Call Charge</u> (Rule No. 37)	
During normal office hours	\$40.00 per hour
After normal office hours on special request	\$80.00 per hour
<u>Disconnection/Reconnection Charge</u> (Rule No. 30)	
During normal office hours	\$40.00 per hour
After normal office hours on special request	\$80.00 per hour
<u>Unauthorized Restoration of Service</u> (Rule No. 31)	Reconnection charge plus costs
<u>Damage/Tampering Charge</u> (Rule No. 35)	At cost
<u>Field Visit Charge</u> (Rule No. 30)	\$25.00
<u>Meter Test</u> (Rule No. 21)	
First test within 12-month period	N/C
Second test within 12-month period	\$75.00
<u>Pressure Test</u> (Rule No. 41)	
First test within 12-month period	N/C
Second test within 12-month period	\$40.00



SPECIAL NOTICE TO SUNRIVER UTILITIES CUSTOMERS

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

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

ACACIA
ACER
ALBERELLO
ALPINE
ASHWOOD
ASPEN BUTTE
AWBREY
BALSAM
BIG LEAF
BUTTERNUT
CAMAS
CASCARA
CATALPA
CEDAR
CHERRYWOOD
CONIFER
COTTONWOOD
CRAG
DOGWOOD
EAGLE CAP
EAST BUTTE
FLAT TOP
GROUSE
HART MTN
HOLLY
HOO DOO
INDIAN
IRISH MTN
JUNIPER
LARK

LAVA BUTTE
LAVA TOP
LUPINE
MODOC
MT BAKER (LOTS 5-10)
MT. HOOD
MT. ROSE
NEWBERRY
OLLALIE
PAPER BIRCH
PINE MTN
PINE RIDGE
QUARTZ MTN
RAGER MTN
RED ALDER
RED CEDAR
RED FIR
RED HILL
RIBES
SANDHILL
SEQUOIA
SHAMROCK
SPRUCE
DIAMOND PEAK
SUMAC
SUMMIT
SUNRISE
TAMARACK
TAN OAK
THE RIDGE

TIMBER
VINE MAPLE
WALLOWA
WHISTLER
WHITE ELM
YELLOW PINE

CALDERA SPRINGS:
BASALT COTTONTAIL
ELK RUN EVERWILD
FIREGLASS
FORESTBROOK LAVA
SPRINGS
MEADOWOOD
MIRROR ROCK
PRESERVATION
REDTAIL ROCKCRESS
TRAIL WOOD
TRAILMERE



WATER SERVICE INSTALLATION REQUIREMENTS

The following is an outline of Sunriver Water installation requirements that must be met to obtain water service. These requirements have been prepared so that Sunriver Water may serve you as quickly and efficiently as possible. The owner/installer of the customer plumbing is responsible for ensuring system operating requirements meet all applicable State, City and County codes.

1. The connection charges for water service vary with the type and size of the meter. This must be paid in full at the time of application.
2. Sunriver Water will have 10 business days upon receipt of the application to install service. Sunriver Water will purchase and install the service connection and charge the customer the cost of the service connection less the cost of the meter.
3. The base charge for water service will begin when Sunriver Water receives a request to turn on the water meter and will continue monthly thereafter.
4. All applications for commercial water service must be accompanied with a complete set of construction plans including mechanical and landscape details prior to acceptance of application.
5. All applications for irrigation water service must be accompanied with a complete set of landscape plans including plumbing details prior to acceptance of application.
6. Sunriver Water must make a final inspection of the point of connection prior to backfilling. Service connection fees must be paid prior to request for inspection. To request a water point of connection inspection, call our office 7:00 am to 3:00 pm, Monday through Friday at (541) 593-4197 twenty-four (24) hours in advance of desired inspection time.
Note: Failure to notify Sunriver Water prior to backfill will result in re-excavation of the point of connection to facilitate inspection prior to activation of water service.
7. Builders or owners will be responsible for any damage to Sunriver Water appurtenances.
8. Only Sunriver Water personnel are authorized to turn water meters on or off.
Unauthorized persons turning on or off water meters will be subject to a service charge.
9. Installation of water lines:
 - A. Sunriver Water will install water meters with a 1' Pex tail-down with a 90° elbow followed by a 1' Pex out of the box to facilitate plumbing connection without meter excavation.
 - B. An approved backflow assembly must be installed immediately at Pex tail. Prior to backfill, this installation must be verified by Sunriver Water.
 - C. Materials used must be approved for potable water.
 - D. Sunriver Water recommends a shut-off valve on the service line prior to its entering the building.
10. All service connections will be required to have a minimum backflow protection of an approved double check valve assembly installed immediately downstream of the water meter. More complex plumbing systems may require additional protection. Prior to backfill, this installation must be inspected by Sunriver Water.



BACKFLOW PREVENTION ASSEMBLY INSTALLATION REQUIREMENTS

THIS IS A BRIEF PORTION OF THE CROSS CONNECTION PROGRAM STANDARDS FOR SUNRIVER WATER. FOR A COMPLETE SET OF ALL STANDARDS, PLEASE CONTACT OUR OFFICE AT 541-593-4197.

A cross connection specialist employed by or under contract with Sunriver Water shall determine the type of backflow assemblies to be installed within the Sunriver Water system. All assemblies shall be installed at the service connection unless it is determined by the specialist and approved by the superintendent that it should be installed at the point of use.

General Installation Requirements for all Assemblies

1. A plumbing permit is required prior to any backflow prevention assembly being installed. Sunriver Water does not issue permits. All building and/or plumbing permits are issued by Deschutes County. However, Sunriver Water must approve the proposal and location of premise isolating backflow prevention assembly.
2. The water user/installer of the customer's plumbing is responsible for ensuring system operating requirements meet all applicable State, City and County codes.
3. The best way for a **homeowner** to purchase a plumbing permit is to either visit one of the Deschutes County Building Code Division offices or call 541-388-6574. If the homeowner will be purchasing the permit they will need to provide the following information:
 - A. Property address
 - B. Installer – Licensed professional (CCB number) or homeowner (if the homeowner is completing the installation, the property cannot be for rent, sale or lease within a 2 year period).
 - C. Item to be permitted – Type of Backflow Assembly
 - D. Payment

Building Code Division office locations:

- **Bend** (M-F 8am-5pm, except Wed. 9am-5pm) – 541-388-6575
117 NW Lafayette Ave., Bend, OR 97701
- **Redmond** (Tuesday only 8am-12pm and 1pm-4:30pm) – 541-317-3188
City Hall, 411 SW 9th St., Redmond, OR 97756
- **La Pine** (Thursday only 9am-12pm and 1pm-4pm) – 541-536-5852
City Hall, 16345 Sixth St, La Pine, OR 97739

Licensed Professionals can purchase permits through the State's ePermitting system or at one of the offices.

4. Only backflow assemblies commensurate with the degree of hazard and approved by the Oregon Health Authority (OHA), University of Southern California Foundation for Cross Connection Control and Hydraulic Research (USC FCCCHR), and Sunriver Water will be accepted.



5. Backflow prevention assemblies and devices installed before the effective date (October 2015) of these rules that were approved at the time of installation, but are not currently approved, shall be permitted to remain in service provided the assemblies are not moved, the piping systems are not significantly remodeled or modified, the assemblies are properly maintained, and they are commensurate with the degree of hazard they were installed to protect.
6. All backflow assemblies installed per these standards shall:
 - A. Be verified for installation completion by Sunriver Water.
 - B. Have all backflow test reports submitted to Sunriver Water within ten (10) working days of the completed test.
 - C. Facilitate its proper operation, maintenance, inspection, and in-line testing using standard installation procedures approved by OHA and Sunriver Water Cross Connection Program Standards.
 - D. Under no condition have any connection between the assembly and source of supply for the purpose of draining or blowing off the system.
 - E. Maintain compliance with all applicable safety regulations and the Oregon Plumbing Specialty Code (OPSC).
 - F. Be protected from freezing when necessary.
 - G. May be installed below grade provided that water-tight fitted plugs or caps are installed in the test cocks, and the assembly will not be subject to continuous immersion.
 - H. May be installed vertically as well as horizontally provided the assembly is specifically listed for that orientation in the USC FCCCHR approved backflow prevention assembly list.
 - I. Not be installed at a height greater than 5 feet unless there is a permanently installed platform meeting Oregon Occupational Safety and Health Administration (OR-OSHA) standards to facilitate servicing the assembly.
 - J. Be tested by an Oregon State Certified Backflow Tester upon installation, annually, after any repairs, if the assembly is moved and after a known backflow incident.
7. New backflow installations for new connections must pass testing by an Oregon State-Certified tester in order to have water service turned on. Water service shall remain off and locked until proof of a passing test is provided to Sunriver Water.
8. Any vault or box installed in a driveway or sidewalk is recommended to be traffic rated.

NOTE: Failure to comply with these requirements will result in the discontinuance of water to the service address.



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ADDITIONAL IRRIGATION SYSTEM REQUIREMENTS

Prior to the installation of ANY TYPE of irrigation system served by Sunriver Water, a set of plans, prints, drawing, or diagram of the system must be submitted and approved. **There is a \$40.00 service fee for plan review and installation verification. This fee will be collected at the time of plan review.**

Please have 3 copies of the irrigation & landscape plan available at the time of review, one copy will be reviewed and kept on file at the Sunriver Water office, the second copy will go to the appropriate home owners association, and the third copy is for your records. The plans shall include location of the system (street and lot number), owner's name and address, layout of system, size, description, and location of backflow assembly.

Within ten (10) working days Sunriver Water will return to the submitter initial plan approval and a copy of backflow assembly installation diagrams.

Sunriver Water requires that the minimum backflow prevention on an irrigation system will be the installation of an approved Double Check Valve Assembly (DCVA) if a premise isolation assembly is not already in place. If a premise isolation assembly is already in place, irrigation system installation shall meet all applicable State, City and County code requirements.



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TO: Sunriver Water customers who have a Backflow Prevention Assembly on the water service line to your home or place of business

RE: Thermal Expansion Information

All customers who have a Backflow Prevention Assembly on the water service line to your home or place of business need to be aware of thermal expansion.

Water heaters are installed with a temperature and pressure valve (T & P) which is designed to relieve excessive water temperature or pressure. Also aiding in the control of excessive heat and pressure is a condition known as thermal expansion which allows extremely hot water to backflow through the water meter into the water main line, mixing with the cold water and dissipating the heat.

However, when a backflow prevention assembly is installed on a water service line the water cannot go back out into the water system. This leaves the T & P valve as the only release route for the overheated water. If the water heater thermostat becomes defective allowing the water temperature to increase to more than 212 degrees and the T & P valve fails, the water can become "superheated". Superheated water can cause water heaters to explode or can allow scalding steam to be released from the faucets upon personal use.

This condition is rare, because the water heater thermostat and the T & P valve must both malfunction simultaneously. However, with the backflow prevention assembly in place, the potential hazard exists.

Sunriver Water recommends that the T& P valve be inspected periodically. A licensed plumber can inspect, repair or replace the T & P and assist you with other methods of protection. We highly recommend that you have a thermal expansion tank installed for added protection.

Should you have questions or desire more information, please feel free to contact our office between 7:00 a.m. to 3:00 p.m. Monday through Friday at 541-593-4197.

References: <http://public.health.oregon.gov/healthyenvironments/drinkingwater/rules/documents/61-0070.pdf>

OAR CHAPTER 33

Division 061

333-061-0070 Cross Connection Control Requirements



RIGHTS AND RESPONSIBILITIES SUMMARY FOR OREGON UTILITY CUSTOMERS

If you are applying for service or have service with a utility company in Oregon, you have certain rights and responsibilities. Following is a summary of those rights and responsibilities prepared by the Consumer Services Division of the Public Utility Commission as they pertain to water service regulated by the PUC.

The utility company's main obligation is to provide you with reliable services at rates approved by the PUC. Your main obligations are to pay for the services you use, to not damage or tamper with the company's facilities, and to notify the company if you move or if you wish to change your service or if you have a problem.

- **DEPOSITS-** The utility may ask you to pay a deposit. If a deposit is required, you may have the right to pay it in several installments.
- **THIRD-PARTY NOTICES-** You have the option to ask that another person receive your bills and notices if, for some reason, you are unable to receive or understand those bills and notices. Also, you may ask your utility company to furnish you with notices in another language if you do not understand English.
- **DISCONNECTION NOTICES-** Before a utility company can disconnect your service, the company must notify you. Water utilities are required to give you a 15 day notice and a 7 day notice and must make a good-faith effort to contact you within 48 hours before service is disconnected.
- **PAYMENT PLANS-** You may take advantage of special payment options designed to make it easier to pay your water utility bills. You may pay your bills on an equal-payment plan which will spread out your payments over the year. If you are unable to pay your water bills for a period of time and your utility intends to cut off your service, you may also enter into a special agreement to pay the overdue amount over a period of time.
- **LATE CHARGES-** Customers are responsible for paying their utility bills on time. Under certain circumstances, utilities may add late-payment charges to bills not paid on time.
- **RESOLVING DISPUTES-** If you have a dispute with your utility company that is not resolved by contacting the company, the PUC Consumer Services Division is available to help you. **You may contact the PUC Consumer Services Division by calling toll-free 1-800-522-2404.**
- **CONSUMER ORGANIZATIONS-** If you wish to contact one of several organizations which offer help to consumers, the PUC Consumer Services Division maintains a list of organizations and how to contact them. That list is available by calling the same toll-free number, 1-800-522-2404.

If you have questions about any of the matters described in this summary, please contact your local utility company or the PUC Consumer Services Division. If you do not speak English, please try to arrange in advance for an interpreter to help you. While utilities and the PUC are sensitive to special needs of persons who do not speak English, their offices may not have someone available who speaks your primary language.



RULES AND REGULATIONS

THIS IS AN OVERVIEW OF THE REQUIREMENTS PERTAINING TO APPLICATION FOR SEWER SERVICE AND THE INSTALLATION OF SEWER SERVICE LINES. FOR ADDITIONAL REQUIREMENTS, PLEASE CONTACT OUR OFFICE AT 541-593-4197.

Revised 1/1/25

Fees

You will receive your sewer bill monthly. Service is billed each month at a fixed use fee based on water meter size (\$112.56 for ¾" home or condo service, \$140.83 for 1" home or condo service).

Application for Service

Application for sewer service must be made for each property to be served. The application shall identify the applicant, the premises to be served, the billing address if different, and an agreement to conform to the Rules and Regulations of the utility as a condition for receiving such service. The applicant shall, at this time, pay any scheduled fees or deposits.

Customer Service Line

The customer shall own and maintain the customer service line and promptly repair all breaks and leaks. The utility shall not be responsible for any damage or poor service due to inadequacy of the customer line or any portion of the customer's plumbing. All breaks and leaks in the customer line and all other parts of the plumbing owned or controlled by the customer shall be promptly repaired to prevent sanitary sewer overflow.

Billing Information/Late-Payment Charge

Bills are due and payable within 15 days when rendered by deposit in the mail or other reasonable means of delivery. Opening and closing bills will be prorated according to the number of days service was rendered.

Late-payment charges shall be applied to all overdue balances at the time of preparing the subsequent month's bill or balances owing that are 30 days old. **All bills become delinquent if not paid within 15 days** of the date of transmittal of the bill.

Service Connections

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

An applicant requesting permanent sewer service to premises not previously supplied with permanent sewer service by the utility shall be required to pay the appropriate service connection charge. **No person shall be allowed to make connection with the mains, or to make any alterations to service lines without permission of the utility.**



SEWER SERVICE INSTALLATION REQUIREMENTS

The following is an outline of Sunriver Environmental installation requirements that must be met to obtain sewer service. These requirements have been prepared so that Sunriver Environmental may serve you as quickly and efficiently as possible. The owner/installer of the customer plumbing is responsible for ensuring system operating requirements meet all applicable State, City and County codes.

1. The connection charges for sewer service vary with the type and size of the water meter installed. This must be paid in full at the time of application.
2. Sunriver Environmental will have 10 business days upon receipt of the application to install service.
3. The fixed use fee charge for service will begin when Sunriver Water receives a request to turn on the water meter and will continue monthly thereafter.
4. All applications for commercial sewer service must be accompanied with a complete set of construction plans including mechanical and landscape details prior to acceptance of application.
5. Sunriver Environmental must make a final inspection of the point of connection prior to backfilling. Service connection fees must be paid prior to request for inspection. To request a sewer point of connection inspection, call our office 7:00 am to 3:00 pm, Monday through Friday at (541) 593-4197 twenty-four (24) hours in advance of desired inspection time.

Note: Failure to notify Sunriver Environmental prior to backfill will result in re-excavation of the point of connection to facilitate inspection.

6. Final grade of ground and landscaping around sewer cleanout installation must be complete before final inspection.
7. Builders or owners will be responsible for any damage to Sunriver Environmental appurtenances.
8. Installation of sewer lines:
 - A. Connection must be made with an approved sewer coupling such as a Fernco, Uniseal or equivalent.
 - B. A cleanout is required at the connection point to the Sunriver Environmental sewer service line. This connection is to be located at or near the property line.
 - C. No angle points downstream of point of connection cleanout are allowed.
 - D. Commercial restaurant sewer lines must have a grease trap.