

ANNUAL REPORT

OF

NAME

ADDRESS

TO THE

IDAHO PUBLIC

UTILITIES COMMISSION

FOR THE

YEAR ENDED _____

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION
FOR THE YEAR ENDING 12/31/2023

COMPANY INFORMATION

1 Give full name of utility GROUSE POINT WATER COMPANY LLC
 2 Date of Organization 1/1/1996
 3 Organized under the laws of the state of IDAHO
 4 Address of Principal Office (number & street) 1056 W SHEARWATER LANE
 5 P.O. Box (if applicable) _____
 6 City EAGLE
 7 State ID
 8 Zip Code 83616
 9 Organization (proprietor, partnership, corp.) LLC
 10 Towns, Counties served KUNA, IDAHO

11 Are there any affiliated companies? (yes or no) _____

If yes, attach a list with names, addresses & descriptions. Explain any services provided to the utility.

12 Contact Information	Name	Phone No.
President (Owner) —Trustee	LISA WANNER	208-761-5366
Vice President		
Secretary		
General Manager		
Complaints or Billing	TOM MEHIEL /COMPLAINTS, LISA WANNER/BILLING	208-941-5989/208-761-5366
Engineering		
Emergency Service	TOM MEHIEL	208-941-5989
Accounting	LISA WANNER	208-761-5366

13 Were any water systems acquired during the year or any additions/deletions made to the service area during the year? NO

If yes, attach a list with names, addresses & descriptions. Explain any services provided to the utility.

14 Where are the Company's books and records kept?

Street Address 1056 W SHEARWATER LANE
 City EAGLE
 State ID
 Zip 83616

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION

NAME: GROUSE POINT WATER COMPANY LLC

COMPANY INFORMATION (Cont.)

For the Year Ended 12/31/2023

15 Is the system operated or maintained under a service contract? YES

16 If yes: With whom is the contract? VALLEY HYDRO

When does the contract expire? ONGOING UNLESS CANCELLED IN WRITING

What services and rates are included? MONTHLY SERVICE, MONTHLY METER READINGS, ANNUAL DEQ TEST, REPAIRS & EMERGENCY

17 Is water purchased for resale through the system? NO

18 If yes: Name of Organization _____

Name of owner or operator _____

Mailing Address _____

City _____

State _____

Zip _____

Gallons/CCF | \$Amount

Water Purchased _____

19 Has any system(s) been disapproved by the Idaho Department of Environmental Quality? NO

If yes, attach full explanation

20 Has the Idaho Department of Environmental Quality recommended any improvements? NONE

If yes, attach full explanation

21 Number of Complaints received during year concerning:	
Quality of Service	<u>2</u>
High Bills	<u>2</u>
Disconnection	<u>0</u>

2 QUERIES ON REPAIR TIMES
1 ASK FOR DISCOUNT (NOT GIVEN) 1 ASK FOR METER READ CLARIFICATION

22 Number of Customers involuntarily disconnected 0

23 Date customers last received a copy of the Summary of Rules required by IDAPA 31.21.01.701? Jan, 2023

Attach a copy of the Summary

24 Did significant additions or retirements from the Plant Accounts occur during the year? NO

If yes, attach full explanation and an updated system map

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION

NAME: GROUSE POINT WATER COMPANY LLC

REVENUE & EXPENSE DETAIL

For the Year Ended

12/31/2023

SUB ACCT	DESCRIPTION		
400 REVENUES			
1 460	Unmetered Water Revenue		
2 461.1	Metered Sales - Residential	<u>\$ 26,610.75</u>	
3 461.2	Metered Sales - Commercial, Industrial		
4 462	Fire Protection Revenue		
5 464	Other Water Sales Revenue		
6 465	Irrigation Sales Revenue		
7 466	Sales for Resale		
8 400	Total Revenue (Add Lines 1 - 7)		<u>\$ 26,610.75</u>
	(also enter result on Page 4, line 1)		
		Booked to Acct #	
9 *	DEQ Fees Billed separately to customers	Booked to Acct #	
10 **	Hookup or Connection Fees Collected	Booked to Acct #	
11 ***	Commission Approved Surcharges Collected		
401 OPERATING EXPENSES			
12 601.1-6	Labor - Operation & Maintenance	<u>\$ 4,579.00</u>	
13 601.7	Labor - Customer Accounts		
14 601.8	Labor - Administrative & General		
15 603	Salaries, Officers & Directors		
16 604	Employee Pensions & Benefits		
17 610	Purchased Water		
18 615-16	Purchased Power & Fuel for Power	<u>\$ 5,084.19</u>	
19 618	Chemicals	<u>\$ 347.80</u>	
20 620.1-6	Materials & Supplies - Operation & Maint.	<u>\$ 11,190.47</u>	
21 620.7-8	Materials & Supplies - Administrative & General	<u>\$ 873.70</u>	
22 631-34	Contract Services - Professional	<u>\$ 12,346.48</u>	
23 635	Contract Services - Water Testing	<u>\$ 26.50</u>	
24 636	Contract Services - Other		
25 641-42	Rentals - Property & Equipment	<u>\$ 710.32</u>	
26 650	Transportation Expense		
27 656-59	Insurance	<u>\$ 298.84</u>	
28 660	Advertising		
29 666	Rate Case Expense (Amortization)		
30 667	Regulatory Comm. Exp. (Other except taxes)		
31 670	Bad Debt Expense		
32 675	Miscellaneous	<u>\$ 176.45</u>	
33	Total Operating Expenses (Add lines 12 - 32, also enter on Pg 4, line 2)		<u>\$ 35,633.75</u>

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION

NAME: GROUSE POINT WATER COMPANY LLC

INCOME STATEMENT

For the Year Ended 12/31/2023

SUB ACCT	DESCRIPTION		
1	Revenue (From Page 3, line 8)		\$ 26,610.75
2	Operating Expenses (From Page 3, line 33)	\$ 35,633.75	
3 403	Depreciation Expense	\$ 3,071.00	
4 406	Amortization, Utility Plant Aquisition Adj.		
5 407	Amortization Exp. - Other		
6 408.10	Regulatory Fees (PUC)		
7 408.11	Property Taxes	\$ 309.42	
8 408.12	Payroll Taxes		
9A 408.13	Other Taxes (list) DEQ Fees		
9B			
9C			
9D			
10 409.10	Federal Income Taxes		
11 409.11	State Income Taxes		
12 410.10	Provision for Deferred Income Tax - Federal		
13 410.11	Provision for Deferred Income Tax - State		
14 411	Provision for Deferred Utility Income Tax Credits		
15 412	Investment Tax Credits - Utility		
16	Total Expenses from operations before interest (add lines 2-15)	\$ 39,014.17	
17 413	Income From Utility Plant Leased to Others		
18 414	Gains (Losses) From Disposition of Utility Plant		
19	Net Operating Income (Add lines 1, 17 & 18 less line 16)		\$ (12,403.42)
20 415	Revenues, Merchandizing Jobbing and Contract Work		
21 416	Expenses, Merchandizing, Jobbing & Contracts		
22 419	Interest & Dividend Income		
23 420	Allowance for Funds used During Construction		
24 421	Miscellaneous Non-Utility Income		
25 426	Miscellaneous Non-Utility Expense		
26 408.20	Other Taxes, Non-Utility Operations		
27 409-20	Income Taxes, Non-Utility Operations		
28	Net Non-Utility Income (Add lines 20,22,23 & 24 less lines 21,25,26, & 27)		\$ -
29	Gross Income (add lines 19 & 28)		\$ (12,403.42)
30 427.3	Interest Exp. on Long-Term Debt		
31 427.5	Other Interest Charges		
32	NET INCOME (Line 29 less lines 30 & 31), (Also Enter on Pg 9, Line 2)		\$ (12,403.42)

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION

NAME: GROUSE POINT WATER COMPANY LLC

ACCOUNT 101 PLANT IN SERVICE DETAIL

		For the Year Ended			<u>12/31/2023</u>
		Balance	Added	Removed	Balance
		Beginning	During	During	End of
SUB ACCT	DESCRIPTION	of Year	Year	Year	Year
1	301	Organization			\$ -
2	302	Franchises and Consents			\$ -
3	303	Land & Land Rights			\$ -
4	304	Structures and Improvements			\$ -
5	305	Collecting & Impounding Reservoirs			\$ -
6	306	Lake, River & Other Intakes			\$ -
7	307	Wells			\$ -
8	308	Infiltration Galleries & Tunnels			\$ -
9	309	Supply Mains			\$ -
10	310	Power Generation Equipment			\$ -
11	311	Power Pumping Equipment	\$ 30,713.18	\$ -	\$ 30,713.18
12	320	Purification Systems			\$ -
13	330	Distribution Reservoirs & Standpipes			\$ -
14	331	Trans. & Distrib. Mains & Accessories			\$ -
15	333	Services			\$ -
16	334	Meters and Meter Installations	\$ 3,120.09		\$ 3,120.09
17	335	Hydrants			\$ -
18	336	Backflow Prevention Devices			\$ -
19	339	Other Plant & Misc. Equipment			\$ -
20	340	Office Furniture and Equipment			\$ -
21	341	Transportation Equipment			\$ -
22	342	Stores Equipment			\$ -
23	343	Tools, Shop and Garage Equipment			\$ -
24	344	Laboratory Equipment			\$ -
25	345	Power Operated Equipment			\$ -
26	346	Communications Equipment			\$ -
27	347	Miscellaneous Equipment			\$ -
28	348	Other Tangible Property			\$ -
					\$ -
29	TOTAL PLANT IN SERVICE	\$ 33,833.27	\$ -	\$ -	\$ 33,833.27

(Add lines 1 - 28) Enter beginning & end of year totals on Pg 7, Line 1

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION

NAME: GROUSE POINT WATER COMPANY LLC

ACCUMULATED DEPRECIATION ACCOUNT 108.1 DETAIL

		For the Year Ended			<u>12/31/2023</u>	
SUB ACCT	DESCRIPTION	Depreciation Rate %	Balance Beginning of Year	Balance End of Year	Increase or (Decrease)	
1	304	Structures and Improvements			\$ -	
2	305	Collecting & Impounding Reservoirs			\$ -	
3	306	Lake, River & Other Intakes			\$ -	
4	307	Wells			\$ -	
5	308	Infiltration Galleries & Tunnels			\$ -	
6	309	Supply Mains			\$ -	
7	310	Power Generation Equipment	10.0%	\$ 9,027.00	\$ 12,098.00	\$ 3,071.00
8	311	Power Pumping Equipment			\$ -	
9	320	Purification Systems			\$ -	
10	330	Distribution Reservoirs & Standpipes			\$ -	
11	331	Trans. & Distrib. Mains & Accessories			\$ -	
12	333	Services			\$ -	
13	334	Meters and Meter Installations			\$ -	
14	335	Hydrants			\$ -	
15	336	Backflow Prevention Devices			\$ -	
16	339	Other Plant & Misc. Equipment			\$ -	
17	340	Office Furniture and Equipment			\$ -	
18	341	Transportation Equipment			\$ -	
19	342	Stores Equipment			\$ -	
20	343	Tools, Shop and Garage Equipment			\$ -	
21	344	Laboratory Equipment			\$ -	
22	345	Power Operated Equipment			\$ -	
23	346	Communications Equipment			\$ -	
24	347	Miscellaneous Equipment			\$ -	
25	348	Other Tangible Property			\$ -	
26		TOTALS (Add Lines 1 - 25)		\$ 9,027.00	\$ 12,098.00	\$ 3,071.00

Enter beginning & end of year totals on Pg 7, Line 7

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION

NAME: GROUSE POINT WATER COMPANY LLC

BALANCE SHEET

		ASSETS		For the Year Ended		<u>12/31/2023</u>
		Balance	Balance	Increase		
		Beginning	End of	or		
SUB ACCT	DESCRIPTION	of Year	Year	(Decrease)		
1	101 Utility Plant In Service (From Pg 5, Line 29)	\$ 33,833.27	\$ 33,833.27	\$ -		
2	102 Utility Plant Leased to Others			\$ -		
3	103 Plant Held for Future Use			\$ -		
4	105 Construction Work in Progress			\$ -		
5	114 Utility Plant Aquisition Adjustment			\$ -		
6	Subtotal (Add Lines 1 - 5)	\$ 33,833.27	\$ 33,833.27	\$ -		
7	108.1 Accumulated Depreciation (From Pg 6, Line 26)	\$ 9,027.00	\$ 12,098.00	\$ 3,071.00		
8	108.2 Accum. Depr. - Utility Plant Lease to Others			\$ -		
9	108.3 Accum. Depr. - Property Held for Future Use			\$ -		
10	110.1 Accum. Amort. - Utility Plant in Service			\$ -		
11	110.2 Accum. Amort. - Utility Plant Lease to Others			\$ -		
12	115 Accumulated Amortization - Aquisition Adj.			\$ -		
13	Net Utility Plant (Line 6 less lines 7 - 12)	\$ 24,806.27	\$ 21,735.27	\$ (3,071.00)		
14	123 Investment in Subsidiaries			\$ -		
15	125 Other Investments			\$ -		
16	Total Investments (Add lines 14 & 15)	\$ -	\$ -	\$ -		
17	131 Cash	\$ 261,710.19	\$ 2,377.77	\$ (259,332.42)		
18	135 Short Term Investments			\$ -		
19	141 Accts/Notes Receivable - Customers			\$ -		
20	142 Other Receivables			\$ -		
21	145 Receivables from Associated Companies			\$ -		
22	151 Materials & Supplies Inventory			\$ -		
23	162 Prepaid Expenses			\$ -		
24	173 Unbilled (Accrued) Utility Revenue			\$ -		
25	143 Provision for Uncollectable Accounts			\$ -		
26	Total Current (Add lines 17 - 24, less line 25)	\$ 261,710.19	\$ 2,377.77	\$ (259,332.42)		
27	181 Unamortized Debt Discount & Expense			\$ -		
28	183 Preliminary Survey & Investigation Charges			\$ -		
29	184 Deferred Rate Case Expenses			\$ -		
30	186 Other Deferred Charges			\$ -		
31	Total Assets (Add lines 13, 16 & 26 - 30)	\$ 286,516.46	\$ 24,113.04	\$ (262,403.42)		

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION

NAME: GROUSE POINT WATER COMPANY LLC

BALANCE SHEET

		For the Year Ended		<u>12/31/2023</u>
LIABILITIES & CAPITAL		Balance	Balance	Increase
		Beginning	End of	or
SUB ACCT	DESCRIPTION	of Year	Year	(Decrease)
1	201-3 Common Stock			
2	204-6 Preferred Stock			
3	207-13 Miscellaneous Capital Accounts	\$ (117,159.05)	\$ (129,562.47)	\$ (12,403.42)
4	214 Appropriated Retained Earnings			
5	215 Unappropriated Retained Earnings			
6	216 Reacquired Capital Stock			
7	218 Proprietary Capital			
8	Total Equity Capital (Add Lines 1-5+7 less line 6)	\$ (117,159.05)	\$ (129,562.47)	\$ (12,403.42)
9	221-2 Bonds			
10	223 Advances from Associated Companies			
11	224 Other Long - Term Debt			
12	231 Accounts Payable		\$ -	\$ -
13	232 Notes Payable	\$ 403,675.51	\$ 153,675.51	\$ (250,000.00)
14	233 Accounts Payable - Associated Companies			
15	235 Customer Deposits (Refundable)			
16	236.11 Accrued Other Taxes Payable			
17	236.12 Accrued Income Taxes Payable			
18	236.2 Accrued Taxes - Non-Utility			
19	237-40 Accrued Debt, Interest & Dividends Payable			
20	241 Misc. Current & Accrued Liabilities			
21	251 Unamortized Debt Premium			
22	252 Advances for Construction			
23	253 Other Deferred Liabilities			
24	255.1 Accumulated Investment Tax Credits - Utility			
25	255.2 Accum. Investment Tax Credits - Non-Utility			
26	261-5 Operating Reserves			
27	271 Contributions in Aid of Construction			
28	272 Accum. Amort. of Contrib. in Aid of Const. **			
29	281-3 Accumulated Deferred Income Taxes			
30	Total Liabilities (Add lines 9 - 29)	\$ 403,675.51	\$ 153,675.51	\$ (250,000.00)
31	TOTAL LIABILITIES & CAPITAL (Add lines 8 & 30)	\$ 286,516.46	\$ 24,113.04	\$ (262,403.42)

** Only if Commission Approved

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION

NAME: GROUSE POINT WATER COMPANY LLC

SYSTEM ENGINEERING DATA

For the Year Ended 12/31/2023

1 Provide an updated system map if significant changes have been made to the system during the year.

2 Water Supply:

Pump Designation or location	Rated Capacity (gpm)	Type of Treatment: (None, Chlorine Fluoride Filter etc.)	Annual Production (000's Gal.)	Water Supply Source
				(Well, Spring, Surface Wtr)
# 1 Well	138		0	well
emergency back-up only				
#2 Fire Well	958		.020 mg	well
#3 Well, primary	150	peroxide	.909 mg	well
TOTALS			0	

3 System Storage:

Storage Designation or Location	Total Capacity 000's Gal.	Usable Capacity 000's Gal.	Type of Reservoir	Construction
			(Elevated Pressurized Boosted)	(Wood, Steel Concrete)
NO STORAGE				

(Duplicate form and attach if necessary. Asterisk facilities added this year.)

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION

NAME: GROUSE POINT WATER COMPANY LLC

SYSTEM ENGINEERING DATA Continued

For the Year Ended 12/31/2023

4 Pump information for ALL system pumps, including wells and boosters.

Designation or Location & Type of Pump**	Rated Horse power (hp)	Rated Capacity (gpm)	Discharge Pressure (psi)	Energy used this Year (Kwh)
Well # 1				
Emergency only backup	15	140	65	<1%
Well #2				
Fire Pump	100	950	60	<2%
Well #3				
Primary Source	15	150	65	98%

** Submit pump curves unless previously provided or unavailable. Asterisk facilities added this year.

Attach additional sheets if inadequate space is available on this page.

5 If Wells are metered:

What was the total amount pumped this year? 000's gal. 1.5 mg (est)
 What was the total amount pumped during peak month? 000's gal. .16 mg (est)
 What was the total amount pumped on the peak day? gal. .007mg(est)

6 If customers are metered, what was the total amount sold in peak month? 000's gal. .128mg

7 Was your system designed to supply fire flows? yes

If Yes: What is current system rating? UNKNOWN

8 How many times were meters read this year? 12

During which months? JANUARY-DECEMBER

9 How many additional customers could be served with no system improvements except a service line and meter? NONE

How many of those potential additions are vacant lots? NONE

10 Are backbone plant additions anticipated during the coming year? NONE

If Yes, attach an explanation of projects and anticipated costs

11 In what year do you anticipate that the system capacity (supply, storage or distribution) will have to be expanded? N/A

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION

NAME: GROUSE POINT WATER COMPANY LLC

SYSTEM ENGINEERING DATA Continued

For the Year Ended 12/31/2023

FEET OF MAINS

1	Pipe Size	In Use	Installed	Abandoned	In Use
		Beginning Of Year	During Year	During Year	End of Year
	6"	1695			1695
	8"	1345			1345
	10"	420			420

CUSTOMER STATISTICS

	Number of Customers		Thousands of Gallons Sold	
	This Year	Last Year	This Year	Last Year
2 Metered:				
2A Residential	24	24	1.312 mg	1.389mg
2B Commercial				
2C Industrial				
3 Flat Rate:				
3A Residential				
3B Commercial				
3C Industrial				
4 Private Fire Protection	24	24		
5 Public Fire Protection				
6 Street Sprinkling				
7 Municipal, Other				
8 Other Water Utilities				
TOTALS (Add lines 2 through 8)	48	48	0	0

CERTIFICATE

State of Idaho)
) ss
County of)

WE, the undersigned LISA WANNER
and _____
of the GROUSE POINT WATER

utility, on our oath do severally say that the foregoing report has been prepared under our direction, from the original books, papers and records of said utility; that we have carefully examined same, and declare the same to be a correct statement of the business and affairs of said utility for the period covered by the report in respect to each and every matter and thing therein set forth, to the best of our knowledge, information and belief.

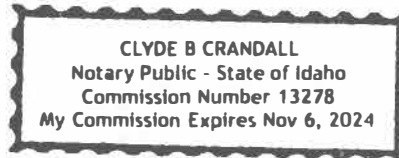
[Signature]
(Chief Officer)

(Officer in Charge of Accounts)

Subscribed and Sworn to Before Me

this 12 day of April, 2024

Clyde B Crandall
NOTARY PUBLIC



My Commission Expires 11-6-2024

gdk/excel/jnelson/anulrpts/wtrannualrpt

WATER RATES

Customer Charge: \$86.00 per month

Usage Charge:

The total Usage Charge is the sum of charges for each Tier.

- Tier 1:** First 8,000 gallons (0 to 8,000 gal.)
\$2.50 per 1000 gal.
- Tier 2:** Next 12,000 gallons (8,001 to 20,000 gal.)
\$3.75 per 1000 gal.
- Tier 3:** Over 20,000 gallons (20,001 gal. and over)
\$5.00 per 1000 gal.

MISCELLANEOUS CHARGES

- Reconnection Charge for Non-payment or Cross Connection Control:
 - Regular Hours \$20.00
 - After Hours \$40.00
- Late Payment Charge: 1%
- Returned Payment Charge: \$20.00

In most cases, these charges must be paid prior to service being provided or restored.

REGULAR business hours are defined as 8:00 a.m. to 5:00 p.m., except holidays recognized by the State of Idaho, and weekends.

See the Company's Tariff for details on charges, fees, and rates at <http://www.puc.idaho.gov>.

DEPOSIT

The IPUC rules allow utilities to ask for deposits or payment guarantees under specific conditions. At this time, the Company does not require deposits or payment guarantees.

Emergency Contact
(and System Operator)
Tom Mehiel
208-941-5989

OFFICE hours are
Tuesday and Thursday 11:00 a.m. to 3:00 p.m.

Grouse Point Water Company

This is a summary of the rules as determined by Idaho Public Utilities Commission (IPUC). These rules cover the rights and responsibilities of the customer and the utility. An explanation of rate schedules has also been included.

Questions concerning this information may be directed to:

Grouse Point Water Company
1056 W Shearwater Lane
Eagle, ID 83616
208-761-5366
Email: lsyringa@msn.com

OR

Idaho Public Utilities Commission
Consumer Assistance
PO Box 83720
Boise, ID 83720-0074

208-334-0369
800-432-0369

<http://www.puc.idaho.gov>

TERMINATION RULES

Summary Of Rules And Regulations of the Idaho Public Utilities Commission (IPUC) Governing Customer Relations Of Natural Gas, Electric And Water Public Utilities

A utility may terminate service to a customer without his/her permission after adequate notice for the following reasons:

1. Failure to pay an undisputed past due bill, or when payment is made with a dishonored check or electronic payment.
2. Failure to make security deposit where it is required.
3. Failure to abide by terms of a payment arrangement.
4. Customer or applicant misrepresented their identity for the purpose of obtaining utility service.
5. Customer or applicant denied or prevented the utility's access to the meter.
6. Willful waste of service through improper equipment or otherwise.
7. Customer or applicant is a minor not competent to contract as defined by Idaho Code.
8. Customer or applicant owes money on an existing account or from a previous account for service provided within the past four years.

A utility may deny or terminate service without prior notice to the customer or applicant and without his/her permission for one or more of the following reasons:

1. A situation exists that is immediately dangerous to life, physical safety, or property.
2. The utility is ordered to terminate service by any court, the Commission or other duly authorized public authority.
3. The service is obtained, diverted, or used without the authorization or knowledge of the utility.
4. The utility has made a diligent attempt to notify the customer of termination, but has been unable to make contact.

NOTIFICATION

1. A billing may be considered past due twenty (20) days after the billing date. A written notice of termination must be mailed at least seven (7) days before the proposed termination date. (Initial Notice)

2. At least twenty-four (24) hours before the service is terminated, another attempt shall be made to contact the customer in person or by telephone. (Final Notice)
3. If service is not terminated within twenty-one (21) calendar days after the proposed termination date, another initial and final notice are required.
4. No additional notice is required if, upon receipt of a termination notice, the customer makes a payment arrangement and fails to keep it, or when payment is made with a dishonored check or electronic payment.

WHEN TERMINATION IS NOT ALLOWED

1. The unpaid bill totals less than fifty dollars (\$50) or two (2) months service, whichever is less.
2. The unpaid bill is for service to another customer.
3. The unpaid bill results from the purchase of non-utility goods or services.
4. Terminations are not allowed on Friday, Saturday, Sunday, legal holidays recognized by the State of Idaho, the day preceding legal holidays, or at any time when the company is not open for business.

MEDICAL EMERGENCY

If the customer or a member of the customer's family is seriously ill or has a medical emergency, the utility will postpone termination of service for thirty (30) days if a written certificate signed by a licensed physician or public health official is received.

PAYMENT ARRANGEMENTS

The Company may assist you by making payment arrangements not requiring immediate payment in full. Please contact us prior to the Final Date to arrange such a payment plan.

COMPLAINT PROCEDURE

An informal or formal complaint concerning the termination of service, policies and practices, or any other matter may be filed directly with the utility. If the customer is dissatisfied with the proposed resolution of the complaint, they may contact the Consumer Assistance staff at:

Idaho Public Utilities Commission
PO Box 83720
Boise, ID 83720-0074
800-432-0369 (toll free) or 208-334-0369
<http://www.puc.idaho.gov>

Termination of service is prohibited while a complaint is pending with the Commission or with a court in the State of Idaho.

The Commission's Utility Customer Relation Rules are available on the IPUC's website.

IMPORTANT REMINDERS

- It is the customer's responsibility to repair any water leaks or damage to the service line from the meter to the home, in the home, or on the customer's premises. Preventing lines from freezing and making prompt repairs, if necessary, result in lower bills and conserves water.
- Make sure you know where the main water shutoff valve in your house is located in case you have a plumbing emergency.
- **Fire Hydrant**
Any customer with a hydrant located on their property is responsible to make sure that access to the hydrant is not blocked by landscaping, trees, shrubs, or fences. Fire department personnel must be able to reach all sides of a hydrant.
- **Meter Access**
Company personnel must be able to reach all sides of a meter easily. The customer must make sure that access to the meter is not blocked by landscaping, trees, shrubs, or fences. Typically, the meter cover is located near where the water line enters the property.
- **811 – Before You Dig**
Idaho Code, Chapter 22, Sections 55-2201 to 55-2210 requires anyone digging, including homeowners, to contact Digline 2 to 10 business days before starting work.

Call 811 or 800-342-1585 (<http://www.digline.com>)

NOTE: No one, except an authorized agent of Grouse Point Water Company, shall tamper with, interfere with, repair, connect to, or replace any of the Company's property. Any damage to the meter or the Company's equipment by the Customer will be the financial responsibility of the Customer.