ANNUAL REPORT

NAME

KEN & **C**ATHY RICKEL HAPPY VALLEY WATER PO BOX 2306 HAYDEN LAKE ID 83835

TO THE

IDAHO PUBLIC

UTILITIES COMMISSION

FOR THE

DECEMBER 31, 2010 YEAR ENDED

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION FOR THE YEAR ENDING 2010

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2 Date of Organization	0/4/0004	
	6/1/2001	
3 Organized under the laws of the state of	Idaho	
Address of Principal Office (number & stre	eet) 24461 Old Highway 95 N, Athol, ID 83801	(Not mailing address)
P.O. Box (if applicable)	PO Box 2306	
6 City	Hayden Lake	
' State	Idaho	
3 Zip Code	83835	
Organization (proprietor, partnership, corp	c.) Corporation	
Towns, Counties served	Kootenai County	
Are there any affiliated companies?	No	
If yes, attach a list with names, addres	ses & descriptions. Explain any services	
provided to the utility.		
Contact Information	Name	Phone No.
President (Owner)	Ken Rickel	208-683-8105
Vice President	Ken Rickel	208-683-8105
Secretary	Cathy Rickel	208-683-8105
General Manager	Ken Rickel	208-683-8105
Complaints or Billing	Cathy Rickel	208-683-8105
Engineering	Inland Northwest Consultants	208-773-8370
Emergency Service	Ken Rickel	208-683-8105
Accounting	Susan Jacobson	866-791-5656
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, address provided to the utility.	ses & descriptions. Explain any services	
Where are the Company's books and reco	ords kept?	
Street Address	24461 Old Highway 95 N	
City	Athol	
State	Idaho	
Zip	83801	-

COMPANY INFORMATION (Cont.) For the Year Ended 2010 15 Is the system operated or maintained under a service contract? No 16 If yes: With whom is the contract? When does the contract expire? What services and rates are included? 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? No If yes, attach full explanation 21 Number of Complaints received during year concerning: **Quality of Service** High Bills 0 Disconnection 0 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? December-10 (All new customers receive Attach a copy of the Summary a copy in their packet) 24 Did significant additions or retirements from the

Plant Accounts occur during the year?

If yes, attach full explanation and an updated system map

No

REVENUE & EXPENSE DETAIL

		REVENUE & EXP		HAIL				
	ACCT#	For the Year Ended 20 # DESCRIPTION	10			-		
	7.0017	400 REVENUES				•		
1	460	Unmetered Water Revenue				_		
2	461.1	Metered Sales - Residential	_		9,346			
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) (also enter result on Page 4, line 1)				\$ 9,346		
9	* DEQ	Fees Billed separately to customers				Booked to Acct #_		
10	** Hook	cup or Connection Fees Collected	_			Booked to Acct #_	4	460
11	***Com	mission Approved Surcharges Collected				Booked to Acct #_		460
		401 OPERATING EXPENSES						
12	601.1-6	S Labor - Operation & Maintenance		\$	100			
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	_	\$	3,258	•		
19	618	Chemicals	_			-		
20	620.1-6	Materials & Supplies - Operation & Maint.		\$	315			
21	620.7-8	Materials & Supplies - Administrative & General		\$	427	· .		
22	631-34	Contract Services - Professional		\$	1,580			
23	635	Contract Services - Water Testing		\$	690			
24	636	Contract Services - Other		\$	3,150			
25	641-42	Rentals - Property & Equipment	_					
26	650	Transportation Expense				_		
27	656-59	Insurance	_			_		
28	660	Advertising				_		
29	666	Rate Case Expense (Amortization)				_		
30	667	Regulatory Comm. Exp. (Other except taxes)				_		
31	670	Bad Debt Expense				<u>.</u>		
32	675	Miscellaneous		\$	440	_		
33	Total C	perating Expenses (Add lines 12 - 32, also ent	er on Pg	4, line	2)	\$ 9,959		

Name: Happy Valley Water System Inc

INCOME STATEMENT

		For Year Ended 2010						
	ACCT #			— ,	.	9,346		
1		Revenue (From Page 3, line 8)	¢ 001		<u> </u>	9,340		
2	400	Operating Expenses (From Page 3, line 33)	\$ 9,98	78				
3	403	Depreciation Expense		05				
4	406	Amortization, Utility Plant Aquisition Adj.	Φ 20					
5	407	Amortization Exp Other	\$:					
6		Regulatory Fees (PUC)		10				
7	408.11	Property Taxes	Ψ 1					
8		Payroll Taxes Other Taxes (list) DEQ Fees	\$ 12	20				
9A	400.13	Other Taxes (list) DEQ Fees	Ψ 12	20_				
9B 9C			,					
9D								
10	409.10	Federal Income Taxes						
11	409.11	State Income Taxes	\$:	20				
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	s 2-15)		\$	11,042		
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)					\$	(1,695)
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		_	\$	0		
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 line	s 21,25,26, &	27)			\$	0
29		Gross Income (add lines 19 & 28)					\$	(1,695)
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 o	n Pg 9, Line 2	.)			\$	(1,695)

ACCOUNT 101 PLANT IN SERVICE DETAIL

For Year Ended 2010

•	SUB ACCT#	# DESCRIPTION	Ве	alance ginning f Year	Added During Year		Removed During Year	E	alance Ind of Year
1	301	Organization	\$	3,070				\$	3,070
2	302	Franchises and Consents						\$	-
3	303	Land & Land Rights						\$	
4	304	Structures and Improvements	\$	1,444			· · · · · · · · · · · · · · · · · · ·	\$	1,444
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	\$	7,447				\$	7,447
12	320	Purification Systems						\$	
13	330	Distribution Reservoirs & Standpipes						\$	-
14	331	Trans. & Distrib. Mains & Accessories						\$	
15	333	Services						\$	
16	334	Meters and Meter Installations	\$	2,674				\$	2,674
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	\$	14,634		- \$	r totals on Po	\$. 7 . Line	14,634

(Add lines 1 - 28)

Enter beginning & end of year totals on Pg 7, Line 1

ACCUMULATED DEPRECIATION ACCOUNT 108.1 DETAIL

For Year Ended 2010

	SUB ACCT#	# DESCRIPTION	Depreciation Rate %	Ве	ilance ginning Year	E	alance End of Year	C	ease or rease)
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						\$	
8	311	Power Pumping Equipment	7.76%	\$	7,643	\$	8,221	\$	578
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						\$	<u>-</u>
18	341	Transportation Equipment						\$	
19	342	Stores Equipment					-	\$	<u> </u>
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)		\$	7,643	\$	8,221	\$	578

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

BALANCE SHEET

For Year Ended 2010

		<u>ASSETS</u>		Balance	Balance End of		Increase	
	ACCT	# DESCRIPTION		Beginning of Year		Year	(De	or ecrease)
1	101	Utility Plant in Service (From Pg 5, Line 29)	\$	14,634	\$	14,634	\$	
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					\$	<u>-</u>
6	Subtotal (Add Lines 1 - 5)		\$	14,634	\$	14,634	\$	_
7	108.1 Accumulated Depreciation (From Pg 6, Line 26)		\$	7,643	\$	8,221	\$	578
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.	\$	1,759	\$	1,964	\$	205
13		Net Utility Plant (Line 6 less lines 7 - 12)	\$	5,232	\$	4,449	\$	(783)
14	123	Investment in Subsidiaries					\$	-
15	125	Other Investments					\$	_
16	Total Investments (Add lines 14 & 15)						\$	
17	131	Cash	\$	361	\$	2,012	\$	1,651
18	135	Short Term Investments					\$	_
19	141	Accts/Notes Receivable - Customers	\$	389	\$	26	\$	(363)
20	142	Other Receivables					\$	
21	145	Receivables from Associated Companies					\$	
22	151	Materials & Supplies Inventory					\$	-
23	162	Prepaid Expenses	<u> </u>				\$	<u> </u>
24	173	Unbilled (Accrued) Utility Revenue					\$	
25	143	Provision for Uncollectable Accounts					\$	-
26		Total Current (Add lines 17 -24 less line 25)	\$	750	\$	2,038	\$	1,288
27	181	Unamortized Debt Discount & Expense	<u> </u>				\$	-
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)	\$	5,983	\$	6,488	\$	505

BALANCE SHEET

For Year Ended 2010

		LIABILITIES & CAPITAL		Balance	Balance	In	crease
	ACCT #	DESCRIPTION		eginning of Year	End of Year	(De	or ecrease)
1	201-3	Common Stock	\$	10,000	\$ 10,000	\$	-
2	204-6	Preferred Stock				\$	_
3	207-13	Miscellaneous Capital Accounts				\$	-
4	214	Appropriated Retained Earnings	\$	(6,107)	\$ (7,302)	\$	(1,195)
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)	\$	3,893	\$ 2,698	\$	(1,195)
9	221-2	Bonds				\$.=
10	223	Advances from Associated Companies				\$	-
11	224	Other Long - Term Debt				\$	-
12	231	Accounts Payable	\$	2,090	\$ 2,390	\$	300
13	232	Notes Payable			\$ 1,400	\$	1,400
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				\$	<u> </u>
20	241	Misc. Current & Accrued Liabilities				\$	-
21	251	Unamortized Debt Premium				\$	
22	252	Advances for Construction				\$	
23	253	Other Deferred Liabilities	, i			\$	-
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				\$	<u>-</u> ,
30		Total Liabilities (Add lines 9 - 29	\$	2,090	\$ 3,790	\$	1,700
31	TOTAL	LIAB & CAPITAL (Add lines 8 & 30)	\$	5,983	\$ 6,488	\$	505

** Only if Commission Approved

	Name: Hanny Valley Mater System Inc				
•	Name: Happy Valley Water System Inc			•	
	STATEMENT	OF RETAINED	EARNINGS		
	For Year Ended	2010			
1	Retained Earnings Balance @ Beginning of Yea	r		\$ (6,107)	-
2	Amount Added from Current Year Income (From	Pg 4, Line 32)		\$ (1,695)	.
3	Other Credits to Account				•
4	Dividends Paid or Appropriated			\$ -	
5	Other Distributions of Retained Earnings			\$ 500	_
6	Retained Earnings Balance @ End of Y	ear		\$ (7,302)	•
	CAPIT	TAL STOCK DE	TAIL		
			No. Shares	No. Shares	Dividends
7	Description (Class, Par Value etc.)		Authorized	Outstanding	Paid
	Common, no par value		10,000	10,000	0
		67			
	DETAI	L OF LONG-TE	RM DEBT		
		Interest	Year-end	Interest	Interest
8	Description	Rate	Balance	Paid	Accrued

•	Name: Happy Valley Water System Inc			-	
	SYSTE	EM ENGINEERII	NG DATA		
	For Year Ende	ed 2010		-	
	Provide an updated system map if significant of	changes have be	een made to the sys	tem during the yea	ar.
	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)
	10025 N Happy Trail	100	None	5,146	Well

	·				
			.o.		
	System Storage:	Total	Usable	Type of	
	Storage Designation or Location	Capacity 000's Gal.	Capacity 000's Gal.	Reservoir (Elevated,Pres- urized, Boosted)	Construction (Wood, Steel Concrete)
	10025 N Happy Trail	- Jai.	- Gai.	drized, Boooted)	Contractor

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

Name:	Happy Valley Water	System Inc	
Ivallic.	Happy valley vvalet	System nic	

SYSTEM ENGINEERING DATA

(continued)

	•		
	Fan Vaan Fadad	0040	
	For Year Ended	2010	

Designation or Location & Type of Pump**	Horse Power	Rated Capacity (gpm)	Discharge Pressure (psi)	Energy Used This Year
) Well-Submersible	20	100	20	39,431 KV
			·	
			·	
* Submit pump curves unless previous				
·	pace is available on	. 0		
f Wells are metered: What was the total amount pumpe	ed this year?			5,146,4 1 464 0
f Wells are metered: What was the total amount pumpe What was the total amount pumpe	ed this year? ed during peak month?			1,464,0
Wells are metered: What was the total amount pumpe	ed this year? ed during peak month?			
Wells are metered: What was the total amount pumpe What was the total amount pumpe What was the total amount pumpe	ed this year? ed during peak month? ed on the peak day?	•		1,464,0
f Wells are metered: What was the total amount pumper What was the total amount pumper What was the total amount pumper f customers are metered, what was the to	ed this year? ed during peak month? ed on the peak day? tal amount sold in pea	•		1,464,0 N/A
Wells are metered: What was the total amount pumpe What was the total amount pumpe What was the total amount pumpe customers are metered, what was the to Was your system designed to supply fire f	ed this year? ed during peak month? ed on the peak day? tal amount sold in pea	•		1,464,00 N/A 1,464,00
f Wells are metered: What was the total amount pumpe What was the total amount pumpe	ed this year? ed during peak month? ed on the peak day? tal amount sold in pea	•		1,464,00 N/A 1,464,00
Wells are metered: What was the total amount pumpe What was the total amount pumpe What was the total amount pumpe f customers are metered, what was the to Vas your system designed to supply fire f F Yes: What is current system rating?	ed this year? ed during peak month? ed on the peak day? tal amount sold in pea	•		1,464,00 N/A 1,464,00 No
Wells are metered: What was the total amount pumper What was the total amount pumper What was the total amount pumper customers are metered, what was the total vas your system designed to supply fire for the system rating? It was many times were meters read this ye	ed this year? ed during peak month? ed on the peak day? tal amount sold in pea lows? ar? May, June,	•		1,464,0 N/A 1,464,0 No
Wells are metered: What was the total amount pumper What was the total amount pumper What was the total amount pumper customers are metered, what was the total vas your system designed to supply fire for the system rating? It was many times were meters read this ye	ed this year? ed during peak month? ed on the peak day? tal amount sold in pea lows? ar? May, June, July, August, Se	k month?		1,464,0 N/A 1,464,0 No
Wells are metered: What was the total amount pumper. What was the total amount pumper. What was the total amount pumper. customers are metered, what was the total amount pumper. Was your system designed to supply fire for the system rating? What is current system rating? It was the total amount pumper. What was the total amount pumper.	ed this year? ed during peak month? ed on the peak day? tal amount sold in pea lows? ar? May, June, July, August, Seerved with no system	k month?		1,464,0 N/A 1,464,0 No 6

5

6

7

8

9

10

Unknown

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

SYSTEM ENGINEERING DATA

(continued)

For Year Ended 2010

FEET OF MAINS

1	Pipe Size	In Use Beginning Of Year	Installed During Year	Abandoned During Year	In Use End of Year
	8"	6,500	0	0	6,500
	6"	10,000	0	0	10,000
•					

CUSTOMER STATISTICS

		Number of Custo	mers Thou	sands of Gallons S	<u>Sold</u>
		This	Last	This	Last
		Year	Year	Year	Year
2	Metered:				
2A	Residential	27	27	5,146	6,125
2B	Commercial				
2C	Industrial	***************************************			
3	Flat Rate:			·	
3A	Residential				
3B	Commercial		-		
3C	Industrial				
4	Private Fire Protection				
5	Public Fire Protection				
6	Street Sprinkling				
7	Municipal, Other				
8	Other Water Utilities				
	TOTALS (Add lines 2 through 8)	27	27	5,146	6,125

CERTIFICATE

State of Idaho)
) ss
County of)

WE, the undersigned, Kenneth W. Rickel and Catherine L. Rickel, of the Happy Valley Water System Inc, 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 therin set forth, to the best of our knowledge, information and belief

AUBLIC OF IDENTITY

(Chief Officer)

(Officer in Charge of Accounts)

Subscribed and Sworn to Before Me

this 25 day of April 2

NOTARY PUBLIC

My Commission Expires 09-07-2015

gdk/excel/jnelson/anulrpts/wtrannualrpt

HAPPY VALLEY WATER SYSTEM INC

PO BOX 2306

HAYDEN LAKE, ID 83835

Ken Rickel, General Manager

Telephone: 208-683-8105 or 208-660-2560

Fax: 208-683-4315

To Our Customers:

This is a summary of the rules for termination of service for all Happy Valley Water System Inc customers as determined by the Idaho Public Utilities Commission (IPUC). These rules cover the rights and responsibilities of the Customer and the Utility. An explanation of our rate schedule has also been included.

If you have any questions concerning this information, please contact:

OR

Happy Valley Water System Inc PO Box 2306 Hayden Lake, ID 83835 208-683-8105 or 208-660-2560 208-683-4315 (fax) IPUC PO Box 83720 Boise, ID 83720-0074 208-334-0300 800-432-0369

RULES FOR TERMINATION OF SERVICE

TERMINATION WITH PRIOR NOTICE

With proper customer notice Happy Valley Water System Inc may deny or terminate water service for one of the following reasons:

- 1. Nonpayment of a past due bill or payment of a past due billing with a NSF check.
- 2. Failure to honor the terms of a payment arrangement.
- 3. Obtaining service by false identity.
 - 4. Refusing to allow access to the water meter shut-off valve.
 - 5. Willfully wasting service through improper equipment or otherwise.
 - 6. Failure to apply for service.

TERMINATION WITHOUT PRIOR NOTICE

Happy Valley Water System Inc may deny or terminate water service without notice for one of the following reasons:

- 1. A situation exists that is immediately dangerous to life, physical safety or property.
- 2. To prevent a violation of federal, state or local safety or health codes.
- 3. Service is obtained, diverted or used without the authorization of Happy Valley Water System Inc.
- 4. Happy Valley Water System Inc has diligently attempted to notify you of termination and has been unable to contact you.
- 5. If ordered by any court, The Commission, or any other duly authorized public authority.

(continued on next page)

December 2010

Happy Valley Water System Inc

Customer Rules

NOTIFICATION AND BILLING

- 1. Meters will be read on or about the 22nd of each month (weather permitting). Invoices will be sent out on the 10th of the month following with payment due by the 25th of each month. The basic monthly fee is \$27.00 per month at this time.
- 2. A billing is considered past due (25) twenty-five days after the invoice date. A 1% late fee is applied to past due accounts.
- 3. A written notice of termination must be mailed at least (7) seven days before the proposed termination date.
- 4. At least (24) twenty-four hours before the service is terminated, a notice will be left at the property advising you of the steps needed to have services restored.
- 5. Only a (24) twenty-four hour notice is required if you do not keep a payment arrangement or the payment is not honored by the bank.

PAYMENT ARRANGEMENTS AND SPECIAL CIRCUMSTANCES

If you cannot pay your bill in full or you receive a notice of termination, please call our office.

Payment arrangements can be made to avoid termination of service.

If you cannot pay your bill and a member of your household is seriously ill or there is a medical emergency, Happy Valley Water System Inc will postpone termination of service for (30) days. A written certification from a licensed physician or public health official stating the name of the person who is ill and their relationship to the customer and the name, title and signature of the person certifying the serious illness or medical emergency.

COMPLAINT PROCEDURES

If, at any time, you have a complaint concerning the termination of service, policies and practices or any other matter regarding our service please contact Happy Valley Water System Inc in person, by telephone or in writing. Your complaint will be investigated promptly and thoroughly. You will be notified orally or in writing. Your service will not be disconnected while the complaint is being investigated by the utility or the IPUC.

RESTRICTION OF TERMINATION OF SERVICE

Service cannot be disconnected on Friday, Saturday, Sunday or legal holidays recognized by the State of Idaho or 2:00 p.m. on any day immediately before any legal holiday. Service may only be terminated between the hours of 8:00 a.m. and 4:00 p.m. The employee sent to the premises to terminate the services will identify him/herself to you and state the purpose of the visit. This person is authorized to accept payment in full.

(continued on next page)

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Happy Valley Water System Inc

Customer Rules

HOOKUP

The Happy Valley Water System Inc reserves the right to deny hookups during the winter months due to adverse weather conditions. New hookups will be scheduled as soon as weather conditions permit.

HOOKUP CHARGES AND FEES

A one-time hookup charge of \$500.00 will be paid in advance for any new service hookup. The extra costs of an out of the ordinary circumstances requiring additional equipment or special construction techniques involved in the installation of a new service connection will be agree to in advance and put into writing by the customer and the Happy Valley Water System Inc. One residence per hookup is allowed.

The monthly rate is \$27.00 per month, which includes 20,000 gallons. There is a commodity charge of \$0.70/1,000 gallons for all consumption in excess of 20,000 gallons. Payment is due in full by the 25th of the month and is considered delinquent by the 5th of the month following billing. A 1% (one percent) per month service charge will be added to all past due amounts. Arrangements can be made to pay in advance monthly, quarterly, semi-annually or annually.

RECONNECTION FEE

If water service has been terminated, any balance due plus a reconnection fee of (\$20.00) twenty dollars is due.

NO ONE EXCEPT AN AUTHORIZED AGENT OF THE RICKEL WATER COMPANY SHALL TAMPER WITH, INTERFERE WITH, MAKE REPAIRS, CONNECTECTIONS OR REPLACEMENTS OF OR TO ANY OF THE COMPANY'S PROPERTY, EXCEPT IN THE CASE OF

EXTREME EMERGENCY

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