

RES-W

ANNUAL REPORT

OF

Resort Water Co.
NAME

RECEIVED
2018 APR 16 AM 9:54
IDAHO PUBLIC
UTILITIES COMMISSION

165 Village Ln Ste, Sandpoint, ID 83864
ADDRESS

TO THE

IDAHO PUBLIC

UTILITIES COMMISSION

FOR THE

YEAR ENDED 2017

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION
FOR THE YEAR ENDING 2017

pg 1

COMPANY INFORMATION

1 Give full name of utility Resort Water Company, INC.
 2 Date of Organization 11/19/1998
 3 Organized under the laws of the state of Minnesota
 4 Address of Principal Office (number & street) 165 Village Lane, Suite A.
 5 P.O. Box (if applicable) _____
 6 City Sandpoint
 7 State Idaho
 8 Zip Code 83864
 9 Organization (proprietor, partnership, corp.) corporation
 10 Towns, Counties served Schweitzer mountain-a portion of township
58N2W section 20 Bonner County

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

12 Contact Information

Name	Phone No.
President (Owner)	
Vice President	
Secretary	
General Manager/Director	Thomas Trulock 208-255-3046
Complaints or Billing	Debra A. Harper 208-255-3042
Engineering	Third party
Emergency Service	Thomas Trulock 208-255-3046
Accounting	Debra A. Harper 208-255-3042

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

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

Street Address 165 Village Lane, Suite A.
 City Sandpoint
 State Id
 Zip 83864

NAME: Resort Water Company, INC.

COMPANY INFORMATION (Cont.)

pg 2

For the Year Ended

2017

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? _____

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? _____

If yes, attach full explanation

21 Number of Complaints received during year conc 0
Quality of Service 0
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? 2/1/2017

Attach a copy of the Summary

24 Did significant additions or retirements from the Plant Accounts occur during the year? None Tom

If yes, attach full explanation and an updated system map

NAME: Resort Water Company, INC.

REVENUE & EXPENSE DETAIL			For the Year Ended	2017
SUB ACCT	DESCRIPTION	pg 3		
400 REVENUES				
1	460	Unmetered Water Revenue	249,224.94	
2	461.1	Metered Sales - Residential	_____	
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)	249224.94	
		(also enter result on Page 4, line 1)		
9	* DEQ Fees Billed separately to customers		Booked to Acct #	_____
10	** Hookup or Connection Fees Collected		Booked to Acct #	_____
11	***Commission Approved Surcharges Collected		Booked to Acct #	_____
401 OPERATING EXPENSES				
12	601.1-6	Labor - Operation & Maintenance	48035.23	
13	601.7	Labor - Customer Accounts	6253.31	
14	601.8	Labor - Administrative & General	6253.31	
15	603	Salaries, Officers & Directors	35525.12	
16	604	Employee Pensions & Benefits	8986.86	96066.97
17	610	Purchased Water	_____	
18	615-16	Purchased Power & Fuel for Power	2039.03	
19	618	Chemicals	1234.18	
20	620.1-6	Materials & Supplies - Operation & Maint.	15605.75	
21	620.7-8	Materials & Supplies - Administrative & General	833.97	
22	631-34	Contract Services - Professional	20459.56	
23	635	Contract Services - Water Testing	2810	
24	636	Contract Services - Other	943	
25	641-42	Rentals - Property & Equipment	_____	
26	650	Transportation Expense	9273.98	
27	656-59	Insurance	7566.42	
28	660	Advertising	_____	
29	666	Rate Case Expense (Amortization)	_____	
30	667	Regulatory Comm. Exp. (Other except taxes)	_____	
31	670	Bad Debt Expense	275.94	
32	675	Miscellaneous	579.15	
33		Total Operating Expenses (Add lines 12 - 32, also enter on Pg 4, line 2)	166674.81	

NAME: Resort Water Company, INC.

INCOME STATEMENT

pg 4

For the Year Ended

2017

SUB ACCT	DESCRIPTION		
1	Revenue (From Page 3, line 8)		<u>249224.94</u>
2	Operating Expenses (From Page 3, line 33)	<u>166674.81</u>	
3 403	Depreciation Expense	<u>26304</u>	
4 406	Amortization, Utility Plant Aquisition Adj.		
5 407	Amortization Exp. - Other		
6 408.10	Regulatory Fees (PUC)		
7 408.11	Property Taxes	<u>6,685.08</u>	
8 408.12	Payroll Taxes	<u>7,774.15</u>	
9A 408.13	Other Taxes (list) DEQ Fees		
9B			
9C			
9D			
10 409.10	Federal Income Taxes	<u>-1076.35</u>	
11 409.11	State Income Taxes	<u>282.00</u>	
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)		<u>206643.69</u>
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)		<u>42581.25</u>
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)		<u>0</u>
29	Gross Income (add lines 19 & 28)		<u>42581.25</u>
30 427.3	Interest Exp. on Long-Term Debt		
31 427.5	Other Interest Charges		<u>82.38</u>
32	NET INCOME (Line 29 less lines 30 & 31), (Also Enter on Pg 9, Line 2)		<u><u>42498.87</u></u>

NAME: Resort Water Company, INC.

ACCOUNT 101 PLANT IN SERVICE DETAIL

pg 5

For the Year Ended

2017

			Balance	Added	Removed	Balance
			Beginning	During	During	End of
			of Year	Year	Year	Year
SUB ACCT	DESCRIPTION					
1	301	Organization				0
2	302	Franchises and Consents				0
3	303	Land & Land Rights				0
4	304	Structures and Improvements	202291.82	0		202291.82
5	305	Collecting & Impounding Reservoirs	1035599.49			1035599.49
6	306	Lake, River & Other Intakes				0
7	307	Wells				0
8	308	Infiltration Galleries & Tunnels				0
9	309	Supply Mains	20954.51			20954.51
10	310	Power Generation Equipment				0
11	311	Power Pumping Equipment				0
12	320	Purification Systems	16613.01			16613.01
13	330	Distribution Reservoirs & Standpipes				0
14	331	Trans. & Distrib. Mains & Accessories				0
15	333	Services				0
16	334	Meters and Meter Installations				0
17	335	Hydrants	3941.91			3941.91
18	336	Backflow Prevention Devices				0
19	339	Other Plant & Misc. Equipment				0
20	340	Office Furniture and Equipment				0
21	341	Transportation Equipment	7741.65			7741.65
22	342	Stores Equipment				0
23	343	Tools, Shop and Garage Equipment				0
24	344	Laboratory Equipment				0
25	345	Power Operated Equipment				0
26	346	Communications Equipment				0
27	347	Miscellaneous Equipment				0
28	348	Other Tangible Property				0
						0
29		TOTAL PLANT IN SERVICE	1287142.39	0	0	1287142.39

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

NAME: Resort Water Company, INC.

ACCUMULATED DEPRECIATION ACCOUNT 108.1 DETAIL

For the Year Ended

2017

pg 6		Depreciation	Balance	Balance	Increase	
		Rate	Beginning	End of	or	
SUB ACCT	DESCRIPTION	%	of Year	Year	(Decrease)	
1	304	Structures and Improvements	2%	64195.83	67745.87	3550.04
2	305	Collecting & Impounding Reservoirs	2% & 2.5%	270307.47	291878.71	21571.24
3	306	Lake, River & Other Intakes				0
4	307	Wells				0
5	308	Infiltration Galleries & Tunnels				0
6	309	Supply Mains	2%	7085.31	7504.45	419.14
7	310	Power Generation Equipment				0
8	311	Power Pumping Equipment				0
9	320	Purification Systems	4%	10743.07	11407.55	664.48
10	330	Distribution Reservoirs & Standpipes				0
11	331	Trans. & Distrib. Mains & Accessories				0
12	333	Services				0
13	334	Meters and Meter Installations				0
14	335	Hydrants	2%	1352.52	1451.35	98.83
15	336	Backflow Prevention Devices				0
16	339	Other Plant & Misc. Equipment				0
17	340	Office Furniture and Equipment				0
18	341	Transportation Equipment				0
19	342	Stores Equipment				0
20	343	Tools, Shop and Garage Equipment				0
21	344	Laboratory Equipment				0
22	345	Power Operated Equipment				0
23	346	Communications Equipment				0
24	347	Miscellaneous Equipment				0
25	348	Other Tangible Property				0
26		TOTALS (Add Lines 1 - 25)		353684.2	379987.93	26303.73

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

NAME: Resort Water Company, INC.

BALANCE SHEET

ASSETS			For the Year Ended		2017
			Balance Beginning of Year	Balance End of Year	Increase or (Decrease)
SUB ACCT	DESCRIPTION				
1	101	Utility Plant in Service (From Pg 5, Line 29)	1287142.39	1287142.39	0
2	102	Utility Plant Leased to Others			0
3	103	Plant Held for Future Use			0
4	105	Construction Work in Progress			0
5	114	Utility Plant Aquisition Adjustment			0
6		Subtotal (Add Lines 1 - 5)	1287142.39	1287142.39	0
7	108.1	Accumulated Depreciation (From Pg 6, Line 26)	327380.44	353684.2	26303.76
8	108.2	Accum. Depr. - Utility Plant Lease to Others			0
9	108.3	Accum. Depr. - Property Held for Future Use			0
10	110.1	Accum. Amort. - Utility Plant in Service			0
11	110.2	Accum. Amort. - Utility Plant Lease to Others			0
12	115	Accumulated Amortization - Aquisition Adj.			0
13		Net Utility Plant (Line 6 less lines 7 - 12)	959761.95	933458.19	-26303.76
14	123	Investment in Subsidiaries			0
15	125	Other Investments			0
16		Total Investments (Add lines 14 & 15)	0	0	0
17	131	Cash			0
18	135	Short Term Investments			0
19	141	Accts/Notes Receivable - Customers	39152.38	16943.56	-22208.82
20	142	Other Receivables			0
21	145	Receivables from Associated Companies			0
22	151	Materials & Supplies Inventory			0
23	162	Prepaid Expenses			0
24	173	Unbilled (Accrued) Utility Revenue			0
25	143	Provision for Uncollectable Accounts			0
26		Total Current (Add lines 17 - 24, less line 25)	39152.38	16943.56	-22208.82
27	181	Unamortized Debt Discount & Expense			0
28	183	Preliminary Survey & Investigation Charges			0
29	184	Deferred Rate Case Expenses			0
30	186	Other Deferred Charges			0
31		Total Assets (Add lines 13, 16 & 26 - 30)	998914.33	950401.75	-48512.58

NAME: Resort Water Company, INC.

BALANCE SHEET

LIABILITIES & CAPITAL

For the Year Ended

2017

		Balance	Balance	Increase
		Beginning	End of	or
SUB ACCT	DESCRIPTION	of Year	Year	(Decrease)
1	201-3 Common Stock	433926.46	433926.46	
2	204-6 Preferred Stock			
3	207-13 Miscellaneous Capital Accounts			
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)	433926.46	433926.46	0
9	221-2 Bonds			
10	223 Advances from Associated Companies			
11	224 Other Long - Term Debt			
12	231 Accounts Payable			
13	232 Notes Payable			
14	233 Accounts Payable - Associated Companies	30619.6	14129.37	-16490.23
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)	30619.6	14129.37	-16490.23
31	TOTAL LIABILITIES & CAPITAL (Add lines 8 & 30)	464546.06	448055.83	-16490.23

** Only if Commission Approved

NAME: Resort Water Company, INC.

STATEMENT OF RETAINED EARNINGS

For the Year Ended 2017

1	Retained Earnings Balance @ Beginning of Year	422855.22	
2	Amount Added from Current Year Income (From Pg 4, Line 32)	42498.87	
3	Other Credits to Account		
4	Dividends Paid or Appropriated		
5	Other Distributions of Retained Earnings		
6	Retained Earnings Balance @ End of Year	465354.09	

CAPITAL STOCK DETAIL

7	Description (Class, Par Value etc.)	No. Shares Authorized	No. Shares Outstanding	Dividends Paid
		100		
				0

DETAIL OF LONG-TERM DEBT

8	Description	Interest Rate	Year-end Balance	Interest Paid	Interest Accrued
	<u>Totals</u>		0	0	0

NAME: Resort Water Company, INC.

SYSTEM ENGINEERING DATA Continued

For the Year Ended

2017

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 #4	5HP	60		
Well #5	5HP	150		
Well #6	2HP	70		

5 If Wells are metered:

What was the total amount pumped this year? 000's gal.		21,375,507
What was the total amount pumped during peak month? 000's gal.	August	3,168,622
What was the total amount pumped on the peak day? gal.	November 7th	270,827

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

N/A

7 Was your system designed to supply fire flows?

yes

If Yes: What is current system rating?

Class 5

8 How many times were meters read this year?

N/A

During which months?

N/A

9 How many additional customers could be served with no system improvements except a service line and meter?

0

How many of those potential additions are vacant lots?

0

10 Are backbone plant additions anticipated during the coming year?

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?

unknown

NAME: Resort Water Company, INC.

SYSTEM ENGINEERING DATA Continued

For the Year Ended

2017

FEET OF MAINS

	Pipe Size	In Use Beginning Of Year	Installed During Year	Abandoned During Year	In Use End of Year
1	8 plus others	25,457 FT.			25,457 FT.

CUSTOMER STATISTICS

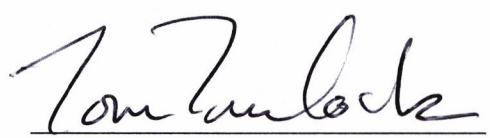
	Number of Customers		Thousands of Gallons Sold	
	This Year	Last Year	This Year	Last Year
2 Metered:				
2A Residential				
2B Commercial				
2C Industrial				
3 Flat Rate:				
3A Residential	307	301		
3B Commercial	142	142		
3C Industrial				
4 Private Fire Protection				
5 Public Fire Protection				
6 Street Sprinkling				
7 Municipal, Other				
8 Other Water Utilities				
TOTALS (Add lines 2 through 8)	449	443	0	0

CERTIFICATE


State of Idaho)
) ss
County of)

WE, the undersigned _____ Thomas Trulock _____
and _____ Rod Engel
of the _____ Resort Water Company, 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 therein set forth, to the best of our
knowledge, information and belief.

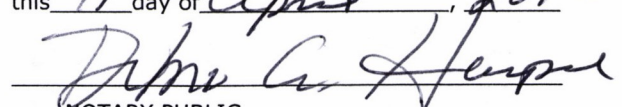


(Chief Officer)



(Officer in Charge of Accounts)

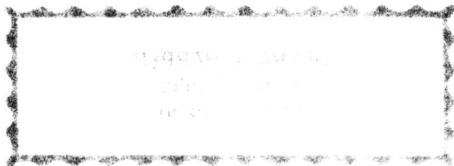
Subscribed and Sworn to Before Me

this 11th day of April, 2018


NOTARY PUBLIC



My Commission Expires 10/7/2018



Account	Description	Debit Amount	Credit Amount
contract work		34,730.40807.000	
Interest Income/I		34,730.40860.0000	
SM Usage Fees		34,730.48020.0000	
Commercial Mon		34,730.48025.0000	
Salaries & Wages		34,730.55050.00	
Accrue PTO Expei		34,730.55080.00	
Bonuses		34,730.55090.00	
SM Payroll Taxes		34,730.55965.00	
SM Workers Com		34,730.55985.00	
SM Insurance		34,730.56465.00	
Employee Meal C		34,730.56800.00	
Operating Suppli		34,730.60010.00	
Vehicle Maintena		34,730.60182.00	
Chemicals		34,730.60875.00	
Operating Mainte		34,730.60880.00	
tools and supplie		34,730.60881.00C	
Water Services		34,730.61210.0000	
Uniforms		34,730.61800.00C	
Electricity		34,730.62010.00	
Utility Marking		34,730.62620.00	
Fuel Costs Ops		34,730.62630.00	
Snow removal		34,730.62640.00	
Monitoring		34,730.62650.00	
Telephone		34,730.62660.00	
Dues & Subscript		34,730.64100.00	
Employee Relatio		34,730.64300.00	
401k Employer C		34,730.64305.00	
Training		34,730.64700.00	
Credit Card Fees		34,730.65100.0000	
Contract Labor		34,730.65105.00	
Office Supplies		34,730.65150.00	
Postage & Telegr		34,730.65160.00	
Office Space Rent		34,730.65400.00	
Cell phone		34,730.65180.00C	
Bank Fees		34,730.65300.00	
Professional Fees		34,730.65500.00	
Professional fees		34,730.65540.00C	
SM Meals		34,730.65905.00	
Travel		34,730.65900.00C	
communit relatio		30,730.65925.00	
Management Fee		34,730.70100.00	
Real Estate Taxes		34,730.72100.00	
Income taxes		30,730.72300.0000	
IPUC Expense		34,730.72700.00	
Insurance		34,730.73010.00	

Account	Description	Debit Amount	Credit Amount
		85,449.16	
		518.31	
		8,159.22	
		7,774.15	
		2,524.84	
		8,550.89	
		105.57	
		2,345.32	
		5,756.38	
		1,234.18	
		9,289.43	
		54.76	
		48,342.00	
		45.92	
		2,039.03	
		196.63	
		2,510.54	
		300.00	
		2,810.00	
		584.13	
		1,341.75	
		330.40	
		1,940.28	
		943.00	
		7,971.81	
		833.97	
		310.74	
		177.00	
		1,260.07	
		254.31	
		4,885.35	
		3,652.40	
		538.87	
		24.84	
		3,950.00	
		6,685.08	
		537.51	
		764.35	
		4,504.07	

Account	Description	Debit Amount	Credit Amount
		85,449.16	
		518.31	
		8,159.22	
		7,774.15	
		2,524.84	
		8,550.89	
		105.57	
		2,345.32	
		5,756.38	
		1,234.18	
		9,289.43	
		54.76	
		48,342.00	
		45.92	
		2,039.03	
		196.63	
		2,510.54	
		300.00	
		2,810.00	
		584.13	
		1,341.75	
		330.40	
		1,940.28	
		943.00	
		7,971.81	
		833.97	
		310.74	
		177.00	
		1,260.07	
		254.31	
		4,885.35	
		3,652.40	
		538.87	
		24.84	
		3,950.00	
		6,685.08	
		537.51	
		764.35	
		4,504.07	

Account	Description	Debit Amount	Credit Amount
		85,449.16	
		518.31	
		8,159.22	
		7,774.15	
		2,524.84	
		8,550.89	
		105.57	
		2,345.32	
		5,756.38	
		1,234.18	
		9,289.43	
		54.76	
		48,342.00	
		45.92	
		2,039.03	
		196.63	
		2,510.54	
		300.00	
		2,810.00	
		584.13	
		1,341.75	
		330.40	
		1,940.28	
		943.00	
		7,971.81	
		833.97	
		310.74	
		177.00	
		1,260.07	
		254.31	
		4,885.35	
		3,652.40	
		538.87	
		24.84	
		3,950.00	
		6,685.08	
		537.51	
		764.35	
		4,504.07	

Account	Description	Debit Amount	Credit Amount
		85,449.16	
		518.31	
		8,159.22	
		7,774.15	
		2,524.84	
		8,550.89	
		105.57	
		2,345.32	
		5,756.38	
		1,234.18	
		9,289.43	
		54.76	
		48,342.00	
		45.92	
		2,039.03	
		196.63	
		2,510.54	
		300.00	
		2,810.00	
		584.13	
		1,341.75	
		330.40	
		1,940.28	
		943.00	
		7,971.81	
		833.97	
		310.74	
		177.00	
		1,260.07	
		254.31	
		4,885.35	
		3,652.40	
		538.87	
		24.84	
		3,950.00	
		6,685.08	
		537.51	
		764.35	
		4,504.07	

misc. tax & licens 30,730,72500.00
SM Interest Exp - 34,730,74250.00
Bad Debt Expensi 34,730,74320.00
Depreciation Exp: 34,730,75100,0000

468.19
82.38
275.94

60,852.03

181,216.52

249,987.29

468.19
82.38
275.94

180,422.07

60,852.03

660.00
427.50

-
403.00

60,852.03

96,066.97

8,986.86
2,039.03
1,234.18

16,439.72
20,459.56
2,810.00
943.00
9,273.98
4,504.07
2,524.84
579.15

537.51

7,774.15
6,685.08
(794.35)
82.38
275.94

180,422.07

Affiliate

Services Provided

Schweitzer Utility Company LLC
165 Village Lane, Suite A
Sandpoint, ID 833864

This company provides sewer, main road snowplowing as well as parking lots and cable TV services to Schweitzer Mountain. All employees who do work for the Company are employees of this company. The Company is operated from the offices of the Schweitzer Utility Company, and costs in common are allocated between the 4 operations (sewer, water, cable TV and roads).

Schweitzer Mountain Properties LLC
10000 Schweitzer Mt. Road
Sandpoint, Idaho 833864

This company owns the land that the Company operates it's wells and reservoirs on.

Schweitzer Mountain Ski Operations LLC
10000 Schweitzer Mt. Road
Sandpoint, Idaho 833864

This company provides the company's offices, office phones, tech services, human resources services and the CFO oversees the finances of the Company.

Schweitzer Mountain LLC
10000 Schweitzer Mt. Road
Sandpoint, Idaho 833864

This is the Parent Company

Schweitzer Mountain Facilities LLC
10000 Schweitzer Mt. Road
Sandpoint, Idaho 833864

This company owns land and does not provide a service to the Company.

MOUNTAIN UTILITY COMPANY
WATER - WASTEWATER - CABLE TV - ROADS

1-Feb-17

To Our Customers:

This is a summary of the rules for deposit and termination of service for all Resort Water Company 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.

Questions concerning this information may be directed to:

Resort Water Company
165 Village Lane , Suite A
Sandpoint, Idaho 83864
(208) 255-3042

or

IPUC
Consumer Assistance
Post Office Box 83720
Boise, Idaho 83720-0074
(208) 334-0369
1-800-432-0369

Rate Schedule Information

Most Resort Water Company customers are billed under the following flat rate schedule. However, some customers may be billed under other specific tariffs. Please call the Resort Water Company if there are any questions about the rate used for your billing.

General Flat Rate Service

Resort Water Company bills each current customer each month. The bill is a flat rate of \$44.80 per Equivalent Residential Unit (ERU).

Miscellaneous Charges

Resort Water Company believes that the cost of providing special services should be borne by those customers responsible for incurring the costs. The handling of returned checks, accounts that are disconnected for non-payment and after hour service are some examples of special services. These miscellaneous charges are as follows:

- Returned checks will be assessed a \$15.00 handling fee.
 - Reconnection of service due to termination for non-payment if the service is interrupted for less than 30 days is \$20.00 during normal business hours and \$60.00 if after hours.
 - Reconnection of service due to any reason if the service is interrupted for greater than 30 days can be calculated based on the tariff charged for four months during normal business hours and can be calculated based on the tariff charged for four months plus \$60.00 if after business hours.
 - Field collection trip charge is \$15.00
- In most cases, these fees must be paid prior to service being granted or restored.

Deposits/Payment Guarantees

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

Rules for Termination of Service

Termination with Prior Notice

With proper customer notification, Resort Water Company may deny or terminate water service for one of the following reasons:

1. Nonpayment of a past due billing, payment of a past due billing with any check not honored by the bank, or insufficient funds on an electronic payment;
2. Failure to abide by the terms of a payment arrangement;
3. Obtaining service by misrepresentation of identity;
4. Willfully wasting service through improper equipment or otherwise;
5. Failure to apply for service.

Termination without Prior Notice

Resort Water Company may deny or terminate water service without prior 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 Resort Water Company;
4. Resort Water Company has diligently attempted to notify the customer of termination and has been unable to make contact;
5. If ordered by any court, the Commission, or any other duly authorized public authority.

Notification

1. A billing may be considered past due fifteen (15) days after the billing date. A written notice of termination must be mailed at least seven (7) days before the proposed termination date.
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
3. If service is terminated, a notice will be left at the property advising the customer of the necessary steps to have service restored. Only a twenty-four (24) hour notice is required if:
4. The initial payment of a payment arrangement is not made or the initial payment is made with a check not honored by the bank;
5. Payment is made by check to a company representative at the premises to prevent termination and the check is not honored by the bank.

Additional Notice

If service is not terminated within twenty-one (21) calendar days after the proposed termination date, Resort Water will begin the notice process again with the seven (7) day written notice.

Payment Arrangements and Special Circumstances

If the customer cannot pay the billing in full or receives a notice of termination, payment arrangements can be made to avoid termination of service. Please call the Resort Water Company at (208) 255-3042

If the customer cannot pay the billing and a member of the household is seriously ill or there is a medical emergency, Resort Water will postpone termination of service for thirty (30) days. A written certificate is required from a licensed physician or public health official stating the name of the person who is ill and the name, title, and signature of the person certifying the serious illness or medical emergency.

Restriction on Termination of Service

Service cannot be terminated if:

1. The past due billing is less than \$50.00 or two (2) months of service, whichever is less;
2. The unpaid billing is for service to another customer;
3. The billing is for charges other than water service.

Service cannot be disconnected on Friday after 2:00pm, on Saturday, Sunday, legal holidays recognized by the state of Idaho, or after 2:00 pm on any day immediately preceding any legal holiday. Service may be terminated only between the hours of 8:00 am and 4:00 pm.

The employee sent to the premises to terminate service will identify himself/herself to the customer and state the purpose of the visit. This employee is authorized to accept payment in full on the account.

If service is terminated for any one of the conditions listed, Resort Water has employees available for reconnection as soon as the situation is corrected.

Complaint Procedure

If at any time there is a complaint concerning termination of service, policies and practices, or any other matter regarding our service, please contact Resort Water in person, by telephone or in writing. The complaint will be investigated promptly and thoroughly. The customer will be notified orally or in writing of the results of the investigation, and we will make every effort to resolve the complaint.

If the customer is dissatisfied with the proposed resolution of the complaint, the IPUC may be asked to review the matter. The service will not be disconnected while the complaint is being investigated by the utility or the IPUC.