

**(Include All Company information)**  
**Name, Address, Contact information**  
**Third party operator information**  
**Emergency Contact information**

**OFFICE hours** are ??? (Example: 8:00 a.m. to 1:00 p.m., Tuesday and Wednesday and 8:00 a.m. to 11:00 a.m., Thursday.)

**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.

**RATES**

Customer Charge \$xx.xx per ???

Metered

???

Flat

???

Fire Protection

???

**MISCELLANEOUS CHARGES**

- Account Initiation Charge:
  - Regular Hours \$xx.xx
  - After Hours \$xx.xx
- Reconnection Charge for Non-payment or Cross Connection Control:
  - Regular Hours \$xx.xx
  - After Hours \$xx.xx
- Late Payment Charge: 1%
- Returned Payment Charge: \$xx.xx
- Meter Testing Charge: \$xx.xx
- Customer Requested Service Call: \$xx.xx
- One-time New Service Hookup Charge: \$xx.xx

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

**See the Company's Tariff for full details for charges, fees, and rates.**

The Tariff can be viewed online on the Idaho Public Utilities Commission's website at <http://www.puc.idaho.gov>. On the Main Page, under "WATER" select the "more" button. Then under "RESOURCES" select "APPROVED WATER TARIFFS" and then choose the appropriate tariff.

**BILLING**

Customers will be billed **monthly/bi-monthly/quarterly** based on the meter readings from the previous billing period, payable within **xx** days of the billing date. Meters will be read **???** (**weather permitting**). Invoices will be sent out **???**. An invoice will be considered past due (**xx**) **??** days after the invoice date.

## Payment Options

Autopay, 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>)**  
(Water Co. - Update this info for locates in Boundary, Bonner, Kootenai, Benewah, and Shoshone counties.)

**NOTE:** No one, except an authorized agent of **water company name**, 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.