

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF THE INVESTIGATION) CASE NO. ASP-W-24-01
INTO ASPEN CREEK WATER COMPANY’S)
BILLING PRACTICES) NOTICE OF INVESTIGATION
)
) ORDER NO. 36196
)

During Staff’s routine audit of Aspen Creek Water Company (“Company”) Staff observed several instances of the Company charging for connections outside of the amount permitted by its Commission-approved tariff. Currently the tariff permits the Company to charge \$1,000 for new connections. In Staff’s review, several customers were charged \$5,000 to connect. Staff also observed the Company charging rates for water service outside those permitted by the tariff.

At the Commission’s May 14, 2024, Decision Meeting, Staff recommended the Commission order the Company to charge rates consistent with its approved tariff and open an investigation into the Company’s billing practices.

We now issue this Notice of Investigation directing Staff to investigate the Company’s billing practices and order the Company to charge only the rates it is authorized to charge by this Commission. *Idaho Code* § 61-313 requires public utilities to charge customers the approved rates. Failure to do so may result in penalties being assessed pursuant to *Idaho Code* §§ 61-701 *et seq.*

ORDER

IT IS HEREBY ORDERED that Staff shall investigate the Company’s billing practices. By July 10, 2024, based on its investigation, Staff shall provide a recommendation to the Commission for further action, if any.

IT IS FURTHER ORDERED that the Company is directed to respond to Staff inquiries regarding compliance with Title 61 of the Idaho Code. The Company is directed to cooperate with Staff’s investigation of this matter. Staff is directed to issue production requests, written interrogatories or other forms of discovery as well as pursue its statutory right to examine and audit the records.

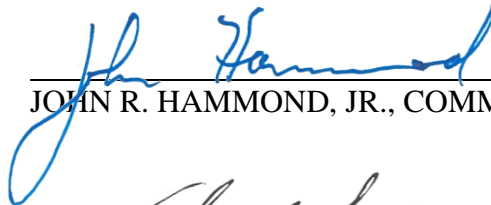
IT IS FURTHER ORDERED that the Company immediately cease all billing practices that conflict with its Commission-approved tariff. The Company may only charge its customers at the rates and fees approved by this Commission.

IT IS FURTHER ORDERED that parties comply with Order No. 35375, issued April 21, 2022. Generally, all pleadings should be filed with the Commission electronically and will be deemed timely filed when received by the Commission Secretary. *See* Rule 14.02. Service between parties should continue to be accomplished electronically when possible. However, voluminous discovery-related documents may be filed and served on CD-ROM or a USB flash drive.

DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 29th day of May 2024.



ERIC ANDERSON, PRESIDENT



JOHN R. HAMMOND, JR., COMMISSIONER



EDWARD LODGE, COMMISSIONER

ATTEST:



Monica Barrios-Sanchez
Commission Secretary

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