

BIT-W

ANNUAL REPORT

OF

BITTERROOT WATER COMPANY

NAME

PO BOX 2306

HAYDEN LAKE, ID 83835

ADDRESS

IDAHO PUBLIC
UTILITIES COMMISSION

2016 MAY -9 AM 10:02

RECEIVED

TO THE

IDAHO PUBLIC

UTILITIES COMMISSION

FOR THE

YEAR ENDED 2015

**ANNUAL REPORT FOR WATER UTILITIES TO
THE IDAHO PUBLIC UTILITIES COMMISSION
FOR THE YEAR ENDING 2015**

COMPANY INFORMATION

1 Give full name of utility Bitterroot Water Company
 2 Date of Organization 6/16/1995
 3 Organized under the laws of the state of Idaho
 4 Address of Principal Office (number & street) 24461 Old Highway 95 N, Athol, ID 83801 (Not mailing address)
 5 P.O. Box (if applicable) PO Box 2306
 6 City Hayden Lake
 7 State Idaho
 8 Zip Code 83835
 9 Organization (proprietor, partnership, corp.) Corporation
 10 Towns, Counties served Kootenai County

11 Are there any affiliated companies? 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)	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	303-941-4005

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 24461 Old Highway 95 N
 City Athol
 State Idaho
 Zip 83801

NAME: Bitterroot Water Company

COMPANY INFORMATION (Cont.)
For the Year Ended 2015

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? Yes

18 If yes: Name of Organization Rickel Water Company
Name of owner or operator Ken Rickel
Mailing Address PO Box 1261
City Hayden Lake
State Idaho
Zip 83835

	Gallons/CCF	\$Amount
Water Purchased	<u>5,867,300</u>	<u>\$ 1,760.19</u>

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 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? July-2015 (All new customers receive a copy in their packet)
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

NAME: Bitterroot Water Company

REVENUE & EXPENSE DETAIL

For the Year Ended 2015

ACCT #	DESCRIPTION		
<u>400 REVENUES</u>			
1	460	Unmetered Water Revenue	
2	461.1	Metered Sales - Residential	<u>\$ 49,422</u>
3	461.2	Metered Sales - Commercial, Industrial	<u>\$ 493</u>
4	462	Fire Protection Revenue	
5	464	Other Water Sales Revenue	<u>\$ 25</u>
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)	<u>\$ 49,940</u>
9	* DEQ Fees Billed separately to customers		Booked to Acct # _____
10	** Hookup or Connection Fees Collected		Booked to Acct # <u>460</u>
11	***Commission Approved Surcharges Collected		Booked to Acct # <u>460</u>
<u>401 OPERATING EXPENSES</u>			
12	601.1-6	Labor - Operation & Maintenance	<u>\$ 35,381</u>
13	601.7	Labor - Customer Accounts	<u>\$ 1,872</u>
14	601.8	Labor - Administrative & General	<u>\$ 10,848</u>
15	603	Salaries, Officers & Directors	
16	604	Employee Pensions & Benefits	
17	610	Purchased Water	<u>\$ 1,760</u>
18	615-16	Purchased Power & Fuel for Power	<u>\$ 17,599</u>
19	618	Chemicals	<u>\$ (766)</u>
20	620.1-6	Materials & Supplies - Operation & Maint.	<u>\$ 2,178</u>
21	620.7-8	Materials & Supplies - Administrative & General	<u>\$ 1,066</u>
22	631-34	Contract Services - Professional	<u>\$ 2,450</u>
23	635	Contract Services - Water Testing	<u>\$ 200</u>
24	636	Contract Services - Other	<u>\$ -</u>
25	641-42	Rentals - Property & Equipment	
26	650	Transportation Expense	<u>\$ 480</u>
27	656-59	Insurance	<u>\$ 2,521</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>\$ 2,172</u>
33	Total Operating Expenses (Add lines 12 - 32, also enter on Pg 4, line 2)		\$ 77,761

Name: Bitterroot Water Company

INCOME STATEMENT

For Year Ended 2015

ACCT #	DESCRIPTION		
1	Revenue (From Page 3, line 8)		\$ <u>49,940</u>
2	Operating Expenses (From Page 3, line 33)	\$ <u>77,761</u>	
3	403 Depreciation Expense	\$ <u>3,356</u>	
4	406 Amortization, Utility Plant Aquisition Adj.		
5	407 Amortization Exp. - Other		
6	408.10 Regulatory Fees (PUC)	\$ <u>110</u>	
7	408.11 Property Taxes	\$ <u>323</u>	
8	408.12 Payroll Taxes	\$ <u>675</u>	
9A	408.13 Other Taxes (list) DEQ Fees	\$ <u>735</u>	
9B	_____		
9C	_____		
9D	_____		
10	409.10 Federal Income Taxes		
11	409.11 State Income Taxes	\$ <u>162</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>83,121</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>(33,181)</u>
20	415 Revenues, Merchandizing Jobbing and Contract Work		
21	416 Expenses, Merchandizing, Jobbing & Contracts		
22	419 Interest & Dividend Income	\$ <u>-</u>	
23	420 Allowance for Funds used During Construction		
24	421 Miscellaneous Non-Utility Income		
25	426 Miscellaneous Non-Utility Expense	\$ <u>8</u>	
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>(8)</u>
29	Gross Income (add lines 19 & 28)		\$ <u>(33,189)</u>
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)		\$ <u>(33,189)</u>

Name: Bitterroot Water Company

ACCOUNT 101 PLANT IN SERVICE DETAIL
For Year Ended 2015

SUB ACCT #	DESCRIPTION	Balance Beginning of Year	Added During Year	Removed During Year	Balance End of Year
1 301	Organization				\$ -
2 302	Franchises and Consents				\$ -
3 303	Land & Land Rights				\$ -
4 304	Structures and Improvements	\$ 7,400	\$ 1,013		\$ 8,413
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	\$ 21,384			\$ 21,384
11 311	Power Pumping Equipment	\$ 4,634	\$ 16,679		\$ 21,313
12 320	Purification Systems	\$ -			\$ -
13 330	Distribution Reservoirs & Standpipes	\$ -			\$ -
14 331	Trans. & Distrib. Mains & Accessories	\$ -			\$ -
15 333	Services	\$ -			\$ -
16 334	Meters and Meter Installations	\$ 116			\$ 116
17 335	Hydrants	\$ -			\$ -
18 336	Backflow Prevention Devices	\$ -			\$ -
19 339	Other Plant & Misc. Equipment	\$ -			\$ -
20 340	Office Furniture and Equipment	\$ 715			\$ 715
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	\$ 34,248	\$ 17,692	\$ -	\$ 51,941

(Add lines 1 - 28)

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

REVENUE & EXPENSE DETAIL

	Description	Acct. No.	Amount
	REVENUE		
1	Total Operating Revenue	400	\$ 49,940
2	DEQ Fees Billed Separately to Customers		
3	Hookup or Connection Fees Collected		
4	Commission Approved Surcharges Collected		
	OPERATING EXPENSES		
5	Labor - Operation & Maintenance	601.1-6	\$ 35,381
6	Labor - Customer Accounts	601.7	\$ 1,872
7	Labor - Administrative & General	601.8	\$ 10,848
8	Salaries, Officers & Directors	603	
9	Employee Pensions & Benefits	604	
10	Purchased Water	610	\$ 1,760
11	Purchased Power & Fuel for Power	615-16	\$ 17,599
12	Chemicals (Includes Chemical Container Deposits)	618	\$ (766)
13	Materials & Supplies - Operation & Maint. (Includes Postage)	620.1-6	\$ 2,178
14	Materials & Supplies - A&G, Customer Care (Includes Postage)	620.7-8	\$ 1,066
15	Contract Services - Professional (Accounting, Legal & Management Fees)	631-34	\$ 2,450
16	Contract Services - Water Testing	635	\$ 200
17	Contract Services - Other	636	\$ -
18	Rentals - Property & Equipment	641-42	
19	Transportation Expense	650	\$ 480
20	Insurance	656-59	\$ 2,521
21	Advertising	660	
22	Rate Case Expense	666	
23	Regulatory Commission Expense	667	
24	Bad Debt Expense	670	
25	Miscellaneous	675	\$ 2,172
26	Total Operating Expenses (Add Lines 5 thru 25))	401	\$ 77,761
	OTHER TAXES OR FEES		
	List of Taxes or Fees	Current Year	Amount of Increase or Decrease from Preceding Year
27	Real or Personal Property Tax	323	(1)
28	Idaho State Income Tax	162	(169)
29	Payroll Tax	675	(746)
30	State Corporation License Fees	0	0
31	Idaho Public Utilities Fees	110	3
32	Other Fees	735	0

REVENUE & EXPENSE DETAIL (CONTINUED)

Acct. #	Description	Amount
1 403	Depreciation Expense	\$ 3,356
2 406	Amortization, Utility Plant Aquisition Adj.	
3 407	Amortization Expenses - Other Utility Plant	
4 408.10	Regulatory Fees (PUC)	\$ 110
5 408.11	Property Taxes	\$ 323
6 408.12	Payroll Taxes	\$ 675
7 408.13	Other Taxes: DEQ Fees	\$ 735
8	Taxes Paid on CIAC	
9 409.10	Federal Income Taxes	
10 409.11	State Income Taxes	\$ 162
11 410.10	Provision for Deferred Income Tax - Federal	
12 410.11	Provision for Deferred Income Tax - State	
13 411	Provision for Deferred Utility Income Tax Credits	
14 412	Investment Tax Credits - Utility	
15	Total Expenses from operations before interest	
16	(add line 26 from page 6 and lines 1 thru 16)	\$ 83,121
17 413	Income From Utility Plant Leased to Others	
18 414	Gains (Losses) From Disposition of Utility Plant	
19	Net Operating Income (Add line 1 from page 6 and lines 17 & 18 less line 16)	\$ (33,181)
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	\$ 8
26 408.20	Other Taxes, Non-Utility Operations	
27 409-20	Income Taxes, Non-Utility Operations	
28 427.3	Interest Exp. on Long-Term Debt	
29 427.5	Other Interest Charges	

Name: Bitterroot Water Company

BALANCE SHEET

For Year Ended 2015

LIABILITIES & CAPITAL

ACCT #	DESCRIPTION	Balance Beginning of Year	Balance End of Year	Increase or (Decrease)
1	201-3 Common Stock			\$ -
2	204-6 Preferred Stock			\$ -
3	207-13 Miscellaneous Capital Accounts			\$ -
4	214 Appropriated Retained Earnings	\$ (79,723)	\$ (112,912)	\$ (33,190)
5	215 Unappropriated Retained Earnings	\$ 1,800	\$ 1,800	\$ (0)
6	216 Reacquired Capital Stock			\$ -
7	218 Proprietary Capital			\$ -
8	Total Equity Capital (Add Lines 1-5+7 less line 6)	\$ (77,922)	\$ (111,112)	\$ (33,190)
9	221-2 Bonds			\$ -
10	223 Advances from Associated Companies			\$ -
11	224 Other Long - Term Debt			\$ -
12	231 Accounts Payable	\$ 2,660	\$ 16,117	\$ 13,457
13	232 Notes Payable	\$ -	\$ -	\$ -
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	\$ 63,693	\$ 103,580	\$ 39,887
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	\$ 28,913	\$ 25,089	\$ (3,824)
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)	\$ 95,266	\$ 144,785	\$ 49,519
31	TOTAL LIAB & CAPITAL (Add lines 8 & 30)	\$ 17,344	\$ 33,673	\$ 16,329

**** Only if Commission Approved**

Name: Bitterroot Water Company

STATEMENT OF RETAINED EARNINGS
For Year Ended 2015

1	Retained Earnings Balance @ Beginning of Year	\$	(79,723)
2	Amount Added from Current Year Income (From Pg 4, Line 32)	\$	(33,189)
3	Other Credits to Account	\$	-
4	Dividends Paid or Appropriated	\$	-
5	Other Distributions of Retained Earnings	\$	-
6	Retained Earnings Balance @ End of Year	\$	(112,912)

CAPITAL STOCK DETAIL

		No. Shares Authorized	No. Shares Outstanding	Dividends Paid
7	Description (Class, Par Value etc.)			
	Common, \$1 Par Value	50,000	50,000	0

DETAIL OF LONG-TERM DEBT

	Description	Interest Rate	Year-end Balance	Interest Paid	Interest Accrued
8					

Name: Bitterroot Water Company

SYSTEM ENGINEERING DATA

For Year Ended 2015

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)
Corner of Brunner & Clagstone Road	120	Chlorine	28,766	Well

3 System Storage:

Storage Designation or Location	Total Capacity 000's Gal.	Usable Capacity 000's Gal.	Type of Reservoir (Elevated, Pressurized, Boosted)	Construction (Wood, Steel Concrete)
Corner of Brunner & Clagstone Road	100	90	Boosted	Concrete

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

Name: Bitterroot Water Company

SYSTEM ENGINEERING DATA
(continued)
 For Year Ended 2015

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

Designation or Location & Type of Pump**	Horse Power	Rated Capacity (gpm)	Discharge Pressure (psi)	Energy Used This Year
1) Well-Submersible	20	120	20	194,447 KW
2) Booster Pump #1	15			
3) Booster Pump #2	30			
4) 6 Pressure Tanks			45	

**** 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? 28,765,554
 - What was the total amount pumped during peak month? 4,726,120
 - What was the total amount pumped on the peak day? N/A
- 6 If customers are metered, what was the total amount sold in peak month? 6,790,300
- 7 Was your system designed to supply fire flows? Yes
If Yes: What is current system rating? Residential
- 8 How many times were meters read this year? 6
 During which months? April, May, June, July,
August, September
- 9 How many additional customers could be served with no system improvements except a service line and meter? 90
 How many of those potential additions are vacant lots? 90
- 10 Are backbone plant additions anticipated during the coming year? NO
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: Bitterroot Water Company

**SYSTEM ENGINEERING DATA
(continued)**

For Year Ended 2015

FEET OF MAINS

1	Pipe Size	In Use Beginning Of Year	Installed During Year	Abandoned During Year	In Use End of Year
	8"	32,000	0	0	32,000
	6"	3,500	0	0	3,500

CUSTOMER STATISTICS

	<u>Number of Customers</u>		<u>Thousands of Gallons Sold</u>	
	<u>This Year</u>	<u>Last Year</u>	<u>This Year</u>	<u>Last Year</u>
2 Metered:				
2A Residential	116	116	32,990	19,443
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	1	1	1,643	1,830
TOTALS (Add lines 2 through 8)	117	117	34,633	21,273

CERTIFICATE

State of Idaho)
County of Kootenai) ss

WE, the undersigned, Kenneth W. Rickel and Catherine L. Rickel, of the BITTERROOT WATER COMPANY 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.

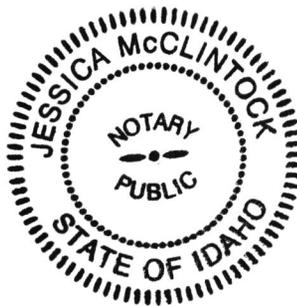
Kenneth W. Rickel
(Chief Officer)

Catherine L. Rickel
(Officer in Charge of Accounts)

Subscribed and Sworn to Before Me

this 04 day of May, 2010

Jessica McClintock
NOTARY PUBLIC



My Commission Expires 05-04-21

gdk/excel/jnelson/anulrpts/wtrannualrpt

BITTERROOT WATER CO., INC.

**P.O. Box 2306
Hayden Lake, ID 83835**

**Ken Rickel, General Manager
Phone: 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 Bitterroot Water Company customers as determined by the Idaho Public Utilities Commission (IPUC), as of March 1, 1997. These rules cover the rights and responsibilities of the Customer and the Water Utility. An explanation of our rate schedule, other fees and landscaping restrictions has also been included.

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

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

RULES FOR TERMINATION OF SERVICE

TERMINATION WITH PRIOR NOTICE

With proper customer notice Bitterroot Water Company may deny or terminate water service for one of the following reasons:

1. Non-payment of a past due bill or payment of a past due bill with an 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 or shut off valve.
5. Willfully wasting service through improper equipment or otherwise.
6. Failure to apply for service.

TERMINATION WITHOUT PRIOR NOTICE

Bitterroot Water Co. 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 Bitterroot Water Co.
4. Bitterroot Water Co. has diligently attempted to notify you of termination and has been unable to contact you.
5. If ordered by any court, The IPUC or any other duly authorized public authority.

(continued on next page)

Bitterroot Water Company

Customer Rules

NOTIFICATION AND BILLING

1. Meters will be read between the end of the month to the fifth of each month (weather providing). Bills will be sent out by the fifth with payment due 20 days from the billing date. The monthly water rate is \$21.00 for the first 15,000 gallons and \$1.73 per 1,000 gallons after the first 15,000 gallons. These rates went into effect February 1, 2006.
2. A billing may be considered past due 25 days after the billing date. A written notice of termination must be mailed to the customer at least (7) seven days before the proposed termination date.
3. 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.
4. When the twenty-four hour period has ended, another attempt will be made to contact you in person or by phone before service is terminated.
5. No additional notice of termination is required if upon receipt of a termination notice
 - The customer makes a payment arrangement and subsequently fails to keep that arrangement,
 - The customer tenders payment with a dishonored check, either at a Water Company collection visit to terminate service or by mail.

PAYMENT ARRANGEMENTS AND SPECIAL CIRCUMSTANCES

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

Payment arrangements can be made to avoid termination of service

Termination of service will be postponed thirty (30) days from the date of 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. The certification must show the name, title and signature of the person certifying that the termination of service will aggravate or create a medical emergency for a permanent resident of your household.

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 Bitterroot Water Company, in person, or by telephone or in writing. Your complaint will be investigated promptly and thoroughly. You will be notified orally or in writing the results of the investigation and we will make every effort to resolve the complaint.

If you are dissatisfied with the proposed resolution of your complaint, you may ask the IPUC to review the matter. Your request may be done orally or in writing. Your service will not be disconnected while the complaint is being investigated by the Bitterroot Water Company or the IPUC.

(continued on next page)

Bitterroot Water Company

Customer Rules

RESTRICTION OF TERMINATION OF SERVICE

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

HOOK-UP

The Bitterroot Water Company reserves the right to deny hook-ups during the winter months due to adverse weather conditions. New hook-ups will be scheduled as soon as weather conditions permit.

HOOK-UP CHARGES & MONTHLY FEES

A one-time hook-up charge of \$750.00 will be paid in advance for any new service hook-up. The extra costs of any out of the ordinary circumstances requiring additional equipment or special construction techniques involved in the installation of a new service connection will be agreed to in advance and put into writing by the customer and the company. **Only one residence per hook-up is allowed, one stock tank will also be permitted. No irrigation of property will be permitted.**

The monthly water rate is \$21.00 for the first 15,000 gallons of usage and \$1.73 per 1,000 gallons after the first 15,000 gallons. These rates went into effect February 1, 2006. Meters will be read between the 1st and the 5th of the month. Payment is due in full (20) twenty days after the billing date and a bill may be considered delinquent (25) twenty-five days after the billing date. Arrangement can be made to pay in advance monthly, quarterly, semi-annually or annually.

Any customer check returned to Bitterroot Water Company due to insufficient funds will be subject to a \$20.00 NSF fee, which will be added to the customer's account. The customer will be contacted by Bitterroot Water Company staff to make payment arrangements, as the current balance and the NSF fee are due immediately.

RECONNECTION FEE

If water service has been terminated, any balance due plus a reconnection fee of (\$25.00) twenty-five dollars must be paid in full before service can be restored.

LANDSCAPING AROUND METERS

Any landscaping to be placed within 6 feet in all directions of your water meter is required to have prior approval from the General Manager before the landscaping can be completed. Any landscaping completed prior to June 1, 2008, is exempt, with the understanding that if the current landscaping does interfere with future water meter maintenance, it may have to be altered by the property owner to comply with this rule.

NO ONE EXCEPT AN AUTHORIZED AGENT OF THE BITTERROOT WATER COMPANY SHALL TAMPER WITH, INTERFERE WITH, REPAIR, CONNECT TO OR REPLACE ANY OF THE BITTERROOT WATER COMPANY'S PROPERTY, EXCEPT IN THE CASE OF
EXTREME EMERGENCY