



# Falls WATER<sup>TM</sup>

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IDAHO PUBLIC  
UTILITIES COMMISSION

2180 N. Deborah Dr., Idaho Falls, Idaho 83401

Tel.: (208) 522-1300

Website: [www.fallswater.com](http://www.fallswater.com)

Fax: (208) 522-4099

January 10, 2021

Honey Bee Acres Water Customer,

The Idaho Public Utilities Commission (IPUC) is reviewing the proposed acquisition of the Honey Bee Acres Water system by Falls Water Co., Inc. The acquisition, if approved, will bring changes to how your water system will be operated. The change in ownership will bring better water service to you as the homes are connected to the Falls Water system.

The transition will affect the water charges. The current rate for Honey Bee Acres is a flat \$30.00 per month. This rate will change to the Falls Water Co. current tariff rate for  $\frac{3}{4}$ " meters once the homes are connected to Falls Water's system. The  $\frac{3}{4}$ " meter rate is currently \$18.75 per month and includes usage up to 12,000 gallons of water. Water use above 12,000 gallons in a billing cycle will incur an additional fee of \$0.917 per 1,000 gallons used. The average monthly bill for Falls Water residential customers with  $\frac{3}{4}$ " meters during 2021 was \$29.67. The billing cycle for Falls Water customers differs from the current calendar month cycle for Honey Bee Acres. Falls Water reads meters on or about the 15<sup>th</sup> of the month. The implication will be that until the homes are connected to Falls Water your billing charges and billing cycles will remain the same. Once the homes are connected to Falls Water, the new charges and billing cycle will take effect.

Enclosed with this notice is a copy of Falls Waters rules summary and explanation of rates. Please review the rules summary and provide comments to the IPUC about the proposed changes pending the approval from the IPUC.

You can contact the Idaho Public Utilities Commission with questions at:

Idaho Public Utilities Commission  
11331 W. Chinden Blvd. Building 8, Suite 201-A  
Boise, ID 83714  
Phone: 1-800-432-0369

Inquiries may also be directed to Falls Water Co., Inc. at:

Falls Water Co., Inc.  
2180 N. Deborah Dr.  
Idaho Falls, ID 83401  
Phone: 208-522-1300

Sincerely,

K. Scott Bruce  
General Manager

Enclosure

# THE SPOUT

Falls Water Co., Inc.  
Information Pipeline  
For 2022



2180 Deborah Dr., Idaho Falls, Idaho 83401  
Phone: (208) 522-1300 Fax: (208) 522-4099  
or on our website [www.fallswater.com](http://www.fallswater.com)

Falls Water Co., Inc. has operated since 1959 and currently serves over 6,000 homes in Bonneville County.

As your water provider, we would like you to become familiar with some of our policies.

## WATER SOURCE

Your water is supplied through a network of several inter-connected deep wells throughout the service area. The computer controlled pumps and distribution system automatically delivers water to meet the fluctuating demand.

The water is tested frequently according to testing schedules approved by The Idaho Department of Environmental Quality and by an independent laboratory to ensure that it meets all state and federal water quality standards. The water is chlorinated.

Falls Water Company operates in compliance with and is regulated by the Idaho Department of Environmental Quality and the Idaho Public Utilities Commission (IPUC).

## WATER RATES

The IPUC approved rate for residential, multi-family residential, and commercial rates is as follows:

Service Meter Size	Gallons included each billing cycle is less than or equal to	Minimum Charge
3/4" or less	12,000	\$18.75
1"	17,000	\$26.40
1 1/2"	22,000	\$34.05
2"	28,000	\$43.30
4"	49,000	\$77.35

If usage in a billing cycle or portion of a billing cycle exceeds the allowable gallons included in the minimum charge, the excess usage will be billed at \$0.917 per thousand gallons of water used.

The bills are calculated on water use between meter readings and are due by the 15<sup>th</sup> of the following month. Customers with outstanding balances, as of the billing date, will be charged a 1% per month late payment fee.

The one-time Hook-up Fee for newly constructed homes is \$500 for a 3/4" meter, \$600 for a 1" meter, \$930 for a 1 1/2" meter, and \$1,205 for a 2" meter.

Reconnect fees after involuntary disconnection are \$20 for reconnection during office hours, Monday through Friday 8:00 a.m. to 5:00 p.m., and \$40 if reconnected after office hours. This fee is due at the time of service restoration.

A \$15 field collection fee will be charged if our representative receives a partial or full payment on a customer's account while visiting the customer to terminate service for nonpayment. The fee will be waived

if payment is made to an employee restoring service after an involuntary disconnection for nonpayment.

A customer requesting that the company test the meter for their service will be charged a \$10 meter testing fee. If the meter tests outside the manufacturer's specifications of plus or minus 1.5%, the meter test charge will be waived, the meter replaced, and an adjustment made to the customer's bill.

A \$20 returned check fee will be charged when a customer's check is returned by the bank for insufficient funds.

## THE METER COVER

Our meter readers and service personnel must have access to the water meter located on your property. Please do not cover the meter with landscaping or other obstacles. If you fence your yard, be sure to leave the meter on the outside of the fence. You can identify the cover as a round cast iron lid near where the water line enters your property.

## TERMINATION RULES

### SUMMARY OF RULES AND REGULATIONS OF THE IDAHO PUBLIC UTILITIES COMMISSION GOVERNING CUSTOMER RELATIONS OF NATURAL GAS, ELECTRIC AND WATER PUBLIC UTILITIES

A utility may terminate service to a customer without his/her permission after adequate notice for the following reasons:

1. Failure to pay an undisputed past due bill, or when payment is made with a written check or electronic payment drawn on an account with insufficient funds.
2. Failure to make security deposit where it is required.
3. Failure to abide by terms of a payment arrangement.
4. Customer or applicant misrepresented their identity for the purpose of obtaining utility service.
5. Customer or applicant denied or prevented the utility's access to the meter.
6. Willful waste of service through improper equipment or otherwise.
7. Customer or applicant is a minor not competent to contract as defined by Idaho Code.
8. Customer or applicant owes money on an existing account or from a previous account for service provided within the past four years.



A utility may deny or terminate service without prior notice to the customer or applicant and without his/her permission for one or more of the following reasons:

1. A situation exists that is immediately dangerous to life, physical safety or property.
2. The utility is ordered to terminate service by any court, the Commission or other duly authorized public authority.
3. The service is obtained, diverted or used without the authorization or knowledge of the utility.
4. The utility has made a diligent attempt to notify the customer of termination but has been unable to make contact.

#### **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 not terminated within twenty-one (21) calendar days after the proposed termination date, another seven (7) day and twenty-four (24) hour notice is required.
4. No additional notice is required if upon receipt of a termination notice the customer makes a payment arrangement and fails to keep it, or when payment is made with a written check or electronic payment drawn on an account with insufficient funds

#### **WHEN TERMINATION IS NOT ALLOWED**

1. The unpaid bill totals less than fifty dollars (\$50) or two (2) months service, whichever is less.
2. The unpaid bill is for service to another customer.
3. The unpaid bill results from the purchase of non-utility goods or services.
4. Terminations are not allowed on Friday, Saturday or Sunday, legal holidays recognized by the State of Idaho, the day preceding legal holidays, or at any time when the company is not open for business.

#### **MEDICAL EMERGENCY**

If the customer or a member of the customer's family is seriously ill or has a medical emergency, the utility will postpone termination of service for thirty (30) days if a

written certificate signed by a licensed physician or public health official is received.

An informal or formal complaint concerning the termination may be filed directly with the utility. If the customer is dissatisfied with the proposed resolution of the complaint, they may contact the Consumer Assistance staff by mail at the Idaho Public Utilities Commission, PO Box 83720, Boise, ID 83720-0074, or by telephone at 800-432-0369, or online at <http://www.puc.idaho.gov/>

A complete set of customer Rules and Regulations are on file with the Idaho Public Utilities Commission and on the website.

#### **FIRE HYDRANTS**

Any customer with a fire hydrant located on their property is responsible to make sure that access to the hydrant is not blocked by landscaping, trees and shrubs, or by fences. Fire department personnel must be able to easily get to all sides of a hydrant in the case of a fire.

#### **SPRINKLING**

Falls Water may impose watering days and we urge you not to waste water. A nozzle or sprinkler must always be used when watering your lawn. Use of an "open" hose can result in termination of service.

#### **BEFORE YOU DIG**

Idaho Law requires that you call Dig Line utility locating service prior to any excavating in an easement or digging deeper than 18 inches anywhere on or off your property. Call 811 or 1-800-342-1585 three days before digging.

#### **IMPORTANT REMINDERS**

1. It is the owner's responsibility to repair any water leaks in the service line from the meter to the home, and any leaks in the home or under the home. Prompt repairs of leaks results in lower billings and conserves water.
2. During severe cold weather spells, be sure to keep a pencil-sized stream of water running to prevent costly and inconvenient freeze-ups. You will be responsible for repairing any freeze-up beyond the meter.
3. Make sure you know where the main water shutoff valve in your house is located in case you have a "plumbing emergency".

#### **Memberships**

American Water Works Association  
Idaho Rural Water Association

#### **Regulated by:**

Idaho Public Utilities Commission  
Idaho Department of Environmental Quality  
Idaho Department of Water Resources  
U.S. Environmental Protection Agency