

HONEYBEE ACRE WATER

CUSTOMER INFORMATION

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IDAHO PUBLIC
UTILITIES COMMISSION

Dear Customers,

FLS - W - 21-03

On March 31, 2022, the Idaho Public Utilities Commission (IPUC) approved Falls Water Co., Inc.'s, a subsidiary of NW Natural Water, application to acquire the water assets of Honeybee Acres Water.

The utility will continue to be operated locally with the oversight of Falls Water's team from the Idaho Falls area. The transition is expected to be seamless to the customers.

Falls Water will operate the Honeybee Acres system as a stand-alone system until the planned watermain is installed in the roadway later in 2022. The rates for the system will remain at a flat \$30.00 per month while the system remains a stand-alone system. You will receive your first billing from Falls Water in late April 2022. Honeybee Acres will collect the customer account balances owed as of the last billing sent in March 2022. The water rate will change once your home is physically connected to Falls Water's system.

The Idaho Public Utilities Commission has set Falls Water's rates as follows:

METERED CUSTOMERS

Minimum monthly charge is based on the size of the meter:

¾" Meter \$18.75 Minimum Monthly Charge includes usage allowance up to 12,000 gallons.

1" Meter \$26.40 Minimum Monthly Charge includes usage allowance up to 17,000 gallons.

The Usage Commodity Charge is calculated by multiplying metered water consumption (in excess of the usage allowance) during the billing period by \$0.917 per 1,000 gallons.

Reconnection Charge:

Applies when a Customer requests reconnection following disconnection of service for:

- non-payment
- a dangerous condition caused by the Customer (e.g., lack of certified cross connection control)

Does not apply to situations where the Customer requests disconnection to make repairs or prevent water damage to the Customer's property. Also does not apply when service was disconnected by the Company for its convenience.

Rates:

During regular office hours
(Monday through Friday 8 am to 5 pm)
After office hours

Each Occurrence

\$ 20.00

\$ 40.00

Late Payment Charge:

Applies to the past-due balance owed at the time of the next billing. One percent (1 %)

In 2021, the average monthly charge for Falls Water customers with ¾" Meters was \$29.67. This average monthly charge is similar to the \$30.00 monthly charge currently paid by Honeybee Acre customers. Metered water charges are lower in the winter when landscaping is not irrigated. Monthly charges are higher when water is used to irrigate landscapes.

About Falls Water and NW Natural Water

Falls Water has been providing water service to customer in Eastern Idaho since 1958 and currently serves approximately 5,966 customers. NW Natural Water, which acquired Falls Water in 2018, is a subsidiary of NW Natural Holding (NYSE:NWN) and is headquartered in Portland, Oregon.

More information

If you have questions about the transaction and transition to Falls Water, contact Falls Water Co., Inc., NW Natural Water, or the IPUC using the following information. Please contact Falls Water Co., Inc. with customer billing and service information.

Falls Water Co., Inc.

Attn: Scott Bruce
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Idaho Falls, Idaho 83401
fallswater@fallswater.com
208-522-1300

Idaho Public Utilities Commission

Attn: Adam Rush, Public Information Officer
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208-334-0339
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NW Natural Water

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