

HVW-W

# ***ANNUAL REPORT***

OF

**HAPPY VALLEY WATER SYSTEM INC**

PO Box 2306  
Hayden Lake, ID 83835

IDAHO PUBLIC  
UTILITIES COMMISSION

2015 APR 20 AM 9:01

RECEIVED

TO THE

**IDAHO PUBLIC**

**UTILITIES COMMISSION**

FOR THE

**YEAR ENDED: DECEMBER 31, 2014**

**ANNUAL REPORT FOR WATER UTILITIES TO  
THE IDAHO PUBLIC UTILITIES COMMISSION  
FOR THE YEAR ENDING 2014**

**COMPANY INFORMATION**

1 Give full name of utility Happy Valley Water System Inc  
 2 Date of Organization 6/1/2001  
 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  
 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: Happy Valley Water System Inc

**COMPANY INFORMATION (Cont.)**

For the Year Ended 2014

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? No

18 **If yes:** Name of Organization \_\_\_\_\_  
Name of owner or operator \_\_\_\_\_  
Mailing Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_  
Zip \_\_\_\_\_

	Gallons/CCF	\$Amount
Water Purchased	<u>-</u>	<u>\$ -</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-2014 (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: Happy Valley Water System Inc

**REVENUE & EXPENSE DETAIL**

For the Year Ended 2014

ACCT #	DESCRIPTION		
<b><u>400 REVENUES</u></b>			
1	460	Unmetered Water Revenue	
2	461.1	Metered Sales - Residential	\$ 10,107
3	461.2	Metered Sales - Commercial, Industrial	
4	462	Fire Protection Revenue	
5	464	Other Water Sales Revenue	
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)	\$ 10,107
9	* DEQ Fees Billed separately to customers		Booked to Acct #
10	** Hookup or Connection Fees Collected		Booked to Acct # 460
11	***Commission Approved Surcharges Collected		Booked to Acct # 460
<b><u>401 OPERATING EXPENSES</u></b>			
12	601.1-6	Labor - Operation & Maintenance	\$ 35,430
13	601.7	Labor - Customer Accounts	
14	601.8	Labor - Administrative & General	\$ 5,031
15	603	Salaries, Officers & Directors	
16	604	Employee Pensions & Benefits	
17	610	Purchased Water	
18	615-16	Purchased Power & Fuel for Power	\$ 2,755
19	618	Chemicals	
20	620.1-6	Materials & Supplies - Operation & Maint.	\$ 522
21	620.7-8	Materials & Supplies - Administrative & General	\$ 319
22	631-34	Contract Services - Professional	\$ 1,550
23	635	Contract Services - Water Testing	\$ 600
24	636	Contract Services - Other	\$ 1,503
25	641-42	Rentals - Property & Equipment	
26	650	Transportation Expense	
27	656-59	Insurance	
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	\$ 517
33	Total Operating Expenses (Add lines 12 - 32, also enter on Pg 4, line 2)		\$ 48,227

Name: **Happy Valley Water System Inc**

**INCOME STATEMENT**

For Year Ended **2014**

ACCT #	DESCRIPTION		
1	Revenue (From Page 3, line 8)		<b>\$ 10,107</b>
2	Operating Expenses (From Page 3, line 33)	<b>\$ 48,227</b>	
3	403 Depreciation Expense	<b>\$ 365</b>	
4	406 Amortization, Utility Plant Aquisition Adj.	<b>\$ 205</b>	
5	407 Amortization Exp. - Other		
6	408.10 Regulatory Fees (PUC)	<b>\$ 50</b>	
7	408.11 Property Taxes	<b>\$ 78</b>	
8	408.12 Payroll Taxes		
9A	408.13 Other Taxes (list) DEQ Fees	<b>\$ 125</b>	
9B			
9C			
9D			
10	409.10 Federal Income Taxes		
11	409.11 State Income Taxes	<b>\$ 20</b>	
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)	<b>\$ 49,070</b>	
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)		<b>\$ (38,963)</b>
20	415 Revenues, Merchandizing Jobbing and Contract Work		
21	416 Expenses, Merchandizing, Jobbing & Contracts		
22	419 Interest & Dividend Income	<b>\$ 2</b>	
23	420 Allowance for Funds used During Construction		
24	421 Miscellaneous Non-Utility Income		
25	426 Miscellaneous Non-Utility Expense		
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)		<b>\$ 2</b>
29	Gross Income (add lines 19 & 28)		<b>\$ (38,961)</b>
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)		<b>\$ (38,961)</b>

Name: Happy Valley Water System Inc

**ACCOUNT 101 PLANT IN SERVICE DETAIL**  
For Year Ended 2014

SUB ACCT #	DESCRIPTION	Balance Beginning of Year	Added During Year	Removed During Year	Balance End of Year
1 301	Organization	\$ 3,070			\$ 3,070
2 302	Franchises and Consents				\$ -
3 303	Land & Land Rights				\$ -
4 304	Structures and Improvements	\$ 1,444			\$ 1,444
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				\$ -
11 311	Power Pumping Equipment	\$ 7,447			\$ 7,447
12 320	Purification Systems				\$ -
13 330	Distribution Reservoirs & Standpipes				\$ -
14 331	Trans. & Distrib. Mains & Accessories				\$ -
15 333	Services				\$ -
16 334	Meters and Meter Installations	\$ 2,674			\$ 2,674
17 335	Hydrants				\$ -
18 336	Backflow Prevention Devices				\$ -
19 339	Other Plant & Misc. Equipment				\$ -
20 340	Office Furniture and Equipment				\$ -
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	<b>TOTAL PLANT IN SERVICE</b>	<b>\$ 14,634</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 14,634</b>

(Add lines 1 - 28)

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

Name: Happy Valley Water System Inc

**ACCUMULATED DEPRECIATION ACCOUNT 108.1 DETAIL**

For Year Ended 2014

SUB ACCT #	DESCRIPTION	Depreciation Rate %	Balance Beginning of Year	Balance End of Year	Increase or (Decrease)
1 304	Structures and Improvements				\$ -
2 305	Collecting & Impounding Reservoirs				\$ -
3 306	Lake, River & Other Intakes				\$ -
4 307	Wells				\$ -
5 308	Infiltration Galleries & Tunnels				\$ -
6 309	Supply Mains				\$ -
7 310	Power Generation Equipment				\$ -
8 311	Power Pumping Equipment	4.90%	\$ 11,200	\$ 11,565	\$ 365
9 320	Purification Systems				\$ -
10 330	Distribution Reservoirs & Standpipes				\$ -
11 331	Trans. & Distrib. Mains & Accessories				\$ -
12 333	Services				\$ -
13 334	Meters and Meter Installations				\$ -
14 335	Hydrants				\$ -
15 336	Backflow Prevention Devices				\$ -
16 339	Other Plant & Misc. Equipment				\$ -
17 340	Office Furniture and Equipment				\$ -
18 341	Transportation Equipment				\$ -
19 342	Stores Equipment				\$ -
20 343	Tools, Shop and Garage Equipment				\$ -
21 344	Laboratory Equipment				\$ -
22 345	Power Operated Equipment				\$ -
23 346	Communications Equipment				\$ -
24 347	Miscellaneous Equipment				\$ -
25 348	Other Tangible Property				\$ -
26	TOTALS (Add Lines 1 - 25)		\$ 11,200	\$ 11,565	\$ 365

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

Name: Happy Valley Water System Inc

**BALANCE SHEET**

For Year Ended 2014

<b>ASSETS</b>			Balance	Balance	Increase
ACCT #	DESCRIPTION		Beginning	End of	or
			of Year	Year	(Decrease)
1	101	Utility Plant in Service (From Pg 5, Line 29)	\$ 14,634	\$ 14,634	\$ -
2	102	Utility Plant Leased to Others			\$ -
3	103	Plant Held for Future Use			\$ -
4	105	Construction Work in Progress			\$ -
5	114	Utility Plant Aquisition Adjustment			\$ -
6		Subtotal (Add Lines 1 - 5)	\$ 14,634	\$ 14,634	\$ -
7	108.1	Accumulated Depreciation (From Pg 6, Line 26)	\$ 11,200	\$ 11,565	\$ 365
8	108.2	Accum. Depr. - Utility Plant Lease to Others			\$ -
9	108.3	Accum. Depr. - Property Held for Future Use			\$ -
10	110.1	Accum. Amort. - Utility Plant in Service			\$ -
11	110.2	Accum. Amort. - Utility Plant Lease to Others			\$ -
12	115	Accumulated Amortization - Aquisition Adj.	\$ 1,964	\$ 2,784	\$ 820
13		<b>Net Utility Plant (Line 6 less lines 7 - 12)</b>	\$ 1,470	\$ 286	\$ (1,185)
14	123	Investment in Subsidiaries			\$ -
15	125	Other Investments			\$ -
16		<b>Total Investments (Add lines 14 &amp; 15)</b>			\$ -
17	131	Cash	\$ 4,277	\$ 5,866	\$ 1,589
18	135	Short Term Investments			\$ -
19	141	Accts/Notes Receivable - Customers	\$ (44)	\$ (439)	\$ (395)
20	142	Other Receivables	\$ 1,200	\$ 1,800	\$ 600
21	145	Receivables from Associated Companies			\$ -
22	151	Materials & Supplies Inventory			\$ -
23	162	Prepaid Expenses			\$ -
24	173	Unbilled (Accrued) Utility Revenue			\$ -
25	143	Provision for Uncollectable Accounts			\$ -
26		<b>Total Current (Add lines 17 -24 less line 25)</b>	\$ 5,433	\$ 7,228	\$ 1,795
27	181	Unamortized Debt Discount & Expense			\$ -
28	183	Preliminary Survey & Investigation Charges			\$ -
29	184	Deferred Rate Case Expenses	\$ -	\$ -	\$ -
30	186	Other Deferred Charges			\$ -
31		<b>Total Assets (Add lines 13, 16 &amp; 26 - 30)</b>	\$ 6,903	\$ 7,513	\$ 610

Name: Happy Valley Water System Inc

**BALANCE SHEET**

For Year Ended 2014

<b><u>LIABILITIES &amp; CAPITAL</u></b>		Balance	Balance	Increase
ACCT #	DESCRIPTION	Beginning of Year	End of Year	or (Decrease)
1	201-3 Common Stock	\$ 10,000	\$ 10,000	\$ -
2	204-6 Preferred Stock			\$ -
3	207-13 Miscellaneous Capital Accounts	\$ 500	\$ 500	\$ -
4	214 Appropriated Retained Earnings	\$ (53,039)	\$ (86,916)	\$ (33,877)
5	215 Unappropriated Retained Earnings			\$ -
6	216 Reacquired Capital Stock			\$ -
7	218 Proprietary Capital			\$ -
8	Total Equity Capital (Add Lines 1-5+7 less line 6)	\$ (42,539)	\$ (76,416)	\$ (33,877)
9	221-2 Bonds			\$ -
10	223 Advances from Associated Companies			\$ -
11	224 Other Long - Term Debt			\$ -
12	231 Accounts Payable	\$ 2,332	\$ 2,507	\$ 176
13	232 Notes Payable	\$ 1,400	\$ 1,400	\$ -
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	\$ 45,711	\$ 80,022	\$ 34,312
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			\$ -
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)	\$ 49,442	\$ 83,929	\$ 34,487
31	<b>TOTAL LIAB &amp; CAPITAL ( Add lines 8 &amp; 30)</b>	<b>\$ 6,903</b>	<b>\$ 7,513</b>	<b>\$ 610</b>

**\*\* Only if Commission Approved**

Name: Happy Valley Water System Inc

**STATEMENT OF RETAINED EARNINGS**

For Year Ended 2014

1	Retained Earnings Balance @ Beginning of Year	\$ (47,955)
2	Amount Added from Current Year Income (From Pg 4, Line 32)	\$ (38,961)
3	Other Credits to Account	_____
4	Dividends Paid or Appropriated	\$ -
5	Other Distributions of Retained Earnings	_____
6	Retained Earnings Balance @ End of Year	<u>\$ (86,916)</u>

**CAPITAL STOCK DETAIL**

7	Description (Class, Par Value etc.)	No. Shares Authorized	No. Shares Outstanding	Dividends Paid
	Common, no par value	10,000	10,000	0
	_____			
	_____			
	_____			
	_____			

**DETAIL OF LONG-TERM DEBT**

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

Name: Happy Valley Water System Inc

**SYSTEM ENGINEERING DATA**

For Year Ended 2014

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)
10025 N Happy Trail	100	None	8,513	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)
10025 N Happy Trail				

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

Name: Happy Valley Water System Inc

**SYSTEM ENGINEERING DATA**  
(continued)

For Year Ended 2014

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	100	20	24,874 KW

**\*\* 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?         | <u>8,513,000</u> |
| What was the total amount pumped during peak month? | <u>1,842,000</u> |
| What was the total amount pumped on the peak day?   | <u>N/A</u>       |
- 6 If customers are metered, what was the total amount sold in peak month? 1,545,030
- 7 Was your system designed to supply fire flows? No  
**If Yes:** What is current system rating?
- 8 How many times were meters read this year? 7  
 During which months? May, June, July, August  
September, October, November
- 9 How many additional customers could be served with no system improvements except a service line and meter? 0  
 How many of those potential additions are vacant lots?
- 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: Happy Valley Water System Inc

**SYSTEM ENGINEERING DATA**  
(continued)

For Year Ended 2014

**FEET OF MAINS**

1	Pipe Size	In Use Beginning Of Year	Installed During Year	Abandoned During Year	In Use End of Year
	4"	6,500	0	0	6,500
	2"	10,000	0	0	10,000

**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	27	27	7,099	6,448	
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					
	<b>TOTALS (Add lines 2 through 8)</b>	<b>27</b>	<b>27</b>	<b>7,099</b>	<b>6,448</b>

# CERTIFICATE

State of Idaho            )  
  ) ss  
County of \_\_\_\_\_)

WE, the undersigned, Kenneth W. Rickel and Catherine L. Rickel, of the Happy Valley Water System Inc, 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)

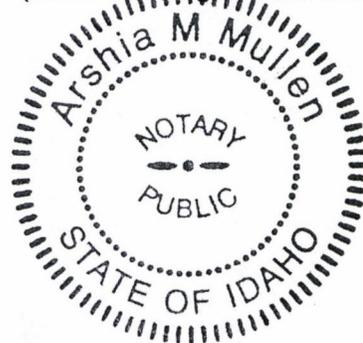
Catherine L. Rickel  
(Officer in Charge of Accounts)

Subscribed and Sworn to Before Me

this 15<sup>th</sup> day of April, 2015

Arshia M. Mullen  
NOTARY PUBLIC

My Commission Expires May 29, 2019



gdk/excel/jnelson/anuirpts/wtrannualrpt

# HAPPY VALLEY WATER SYSTEM INC

PO BOX 2306  
HAYDEN LAKE, ID 83835

**Ken Rickel, General Manager**

**Telephone: 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 Happy Valley Water System Inc customers as determined by the Idaho Public Utilities Commission (IPUC). These rules cover the rights and responsibilities of the Customer and the Utility. An explanation of our rate schedule has also been included.

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

Happy Valley Water System Inc  
PO Box 2306  
Hayden Lake, ID 83835  
208-683-8105 or 208-660-2560  
208-683-4315 (fax)

OR

IPUC  
PO Box 83720  
Boise, ID 83720-0074  
208-334-0300  
800-432-0369

## **RULES FOR TERMINATION OF SERVICE**

### **TERMINATION WITH PRIOR NOTICE**

With proper customer notice Happy Valley Water System Inc may deny or terminate water service for one of the following reasons:

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

### **TERMINATION WITHOUT PRIOR NOTICE**

Happy Valley Water System Inc 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 Happy Valley Water System Inc.
4. Happy Valley Water System Inc has diligently attempted to notify you of termination and has been unable to contact you.
5. If ordered by any court, The Commission, or any other duly authorized public authority.

(continued on next page)

## **Happy Valley Water System Inc**

### **Customer Rules**

#### **NOTIFICATION AND BILLING**

1. Meters will be read between the first and 5th of each month (weather permitting). Invoices will be sent out by the 10<sup>th</sup> of the month following with payment due by the 25<sup>th</sup> of each month. The basic monthly fee is \$27.00 per month at this time.
2. A billing is considered past due (25) twenty-five days after the invoice date. A 1% late fee may be applied to past due accounts.
3. A written notice of termination must be mailed at least (7) seven days before the proposed termination date.
4. 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.
5. Only a (24) twenty-four hour notice is required if you do not keep a payment arrangement or the payment is not honored by the bank.

#### **PAYMENT ARRANGEMENTS AND SPECIAL CIRCUMSTANCES**

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

**Payment arrangements can be made to avoid termination of service.**

If you cannot pay your bill and a member of your household is seriously ill or there is a medical emergency, Happy Valley Water System Inc will postpone termination of service for (30) days. 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 and the name, title and signature of the person certifying the serious illness or medical emergency.

#### **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 Happy Valley Water System Inc in person, by telephone or in writing. Your complaint will be investigated promptly and thoroughly. You will be notified orally or in writing. Your service will not be disconnected while the complaint is being investigated by the utility or the IPUC.

#### **RESTRICTION OF TERMINATION OF SERVICE**

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

(continued on next page)

**Happy Valley Water System Inc**

**Customer Rules**

**HOOKUP**

The Happy Valley Water System Inc reserves the right to deny hookups during the winter months due to adverse weather conditions. New hookups will be scheduled as soon as weather conditions permit.

**HOOKUP CHARGES AND FEES**

A one-time hookup charge of \$500.00 will be paid in advance for any new service hookup. The extra costs of an out of the ordinary circumstances requiring additional equipment or special construction techniques involved in the installation of a new service connection will be agree to in advance and put into writing by the customer and the Happy Valley Water System Inc. One residence per hookup is allowed.

The monthly rate is \$27.00 per month, which includes 20,000 gallons. There is a commodity charge of \$0.70/1,000 gallons for all consumption in excess of 20,000 gallons. Payment is due in full by the 25<sup>th</sup> of the month and is considered delinquent 25 days after the invoice date. A 1% (one percent) per month service charge may be added to all past due amounts. Arrangements can be made to pay in advance monthly, quarterly, semi-annually or annually.

**RECONNECTION FEE**

If water service has been terminated, any balance due plus a reconnection fee of (\$20.00) twenty dollars is due.

**NO ONE EXCEPT AN AUTHORIZED AGENT OF THE RICKEL WATER COMPANY SHALL TAMPER WITH, INTERFERE WITH, MAKE REPAIRS, CONNECTIONS OR REPLACEMENTS OF OR TO ANY OF THE COMPANY'S PROPERTY, EXCEPT IN THE CASE OF**  
**EXTREME EMERGENCY**