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# ANNUAL REPORT

IDAHO PUBLIC  
UTILITIES COMMISSION

OF

CDS Stoneridge Utilities, LLC  
NAME

Stoneridge Resort, Blanchard, ID  
ADDRESS

TO THE

**IDAHO PUBLIC**

**UTILITIES COMMISSION**

FOR THE

YEAR ENDED December 31, 2003



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IDAHO PUBLIC  
UTILITIES COMMISSION

SWS-W

April 29, 2004

Idaho Public Utilities Commission  
P. O. Box 83720  
Boise, Idaho 83720-0074

Dear Idaho Public Utilities Commission:

Enclosed is the 2003 annual report for CDS Stoneridge Utilities, LLC in both hard copy and electronic versions. Thank-you for granting me an extra week or two to fully complete the report.

Please call me if you have any questions.

Sincerely,

Kevin Anderson  
CFO

Enc

**ANNUAL REPORT FOR WATER UTILITIES TO  
THE IDAHO PUBLIC UTILITIES COMMISSION  
FOR THE YEAR ENDING 31-Dec-03**

**COMPANY INFORMATION**

1 Give full name of utility CDS Stoneridge Utilities, LLC  
 2 Date of Organization Apr-01  
 3 Organized under the laws of the state of Utah  
 4 Address of Principal Office (number & street) 5295 South Commerce Drive, Suite 175  
 5 P.O. Box (if applicable) \_\_\_\_\_  
 6 City Murray  
 7 State Utah  
 8 Zip Code 84107  
 9 Organization (proprietor, partnership, corp.) partnership  
 10 Towns, Counties served Stoneridge resort and golf community  
Blanchard, Idaho  
 \_\_\_\_\_  
 \_\_\_\_\_  
 11 Are there any affiliated companies? yes

**If yes, attach a list with names, addresses & descriptions. Explain any services provided to the utility.**

12 Contact Information	Name	Phone No.
President (Owner)	<u>Dean Allara</u>	<u>(208) 437-3148</u>
Vice President	_____	_____
Secretary	_____	_____
General Manager	<u>Dean Allara</u>	<u>(208) 437-3148</u>
Complaints or Billing	<u>Nancy Jo Daniel</u>	<u>(208) 437-3148</u>
Engineering	<u>Wayne Benner</u>	<u>(208) 437-3148</u>
Emergency Service	<u>Keith Rusho</u>	<u>(208) 437-3148</u>
Accounting	<u>Kevin Anderson</u>	<u>(801) 284-2939</u>

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 5295 South Commerce Drive, Suite 175  
 City Murray  
 State Utah  
 Zip 84107  
 \_\_\_\_\_

NAME: CDS Stoneridge Utilities, LLC

**COMPANY INFORMATION (Cont.)**

For the Year Ended 31-Dec-03

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	_____	_____

19 Has any system(s) been disapproved by the Idaho Division of Environmental Quality? No  
**If yes, attach full explanation**

20 Has the Idaho Division 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? 1-May-02

**Attach a copy of the Summary** \* Every new customer receives a copy, as well

24 Did significant additions or retirements from the Plant Accounts occur during the year? None to water system  
**If yes, attach full explanation and an updated system map**

NAME: CDS Stoneridge Utilities, LLC

**REVENUE & EXPENSE DETAIL**

For the Year Ended 31-Dec-03

ACCT #	DESCRIPTION		
<b><u>400 REVENUES</u></b>			
1	460	Unmetered Water Revenue	15100
2	461.1	Metered Sales - Residential	20705.89
3	461.2	Metered Sales - Commercial, Industrial	38306.72
4	462	Fire Protection Revenue	
5	464	Other Water Sales Revenue	24000
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)	98112.61
9	* DEQ Fees Billed separately to customers		Booked to Acct # _____
10	** Hookup or Connection Fees Collected		15100 Booked to Acct # 323200/1
11	***Commission Approved Surcharges Collected		Booked to Acct # _____
<b><u>401 OPERATING EXPENSES</u></b>			
12	601.1-6	Labor - Operation & Maintenance	38270.82
13	601.7	Labor - Customer Accounts	
14	601.8	Labor - Administrative & General	5412.17
15	603	Salaries, Officers & Directors	
16	604	Employee Pensions & Benefits	2150.4
17	610	Purchased Water	
18	615-16	Purchased Power & Fuel for Power	13748.91
19	618	Chemicals	472.4
20	620.1-6	Materials & Supplies - Operation & Maint.	12206.89
21	620.7-8	Materials & Supplies - Administrative & General	2229.59
22	631-34	Contract Services - Professional	1760.44
23	635	Contract Services - Water Testing	3017.99
24	636	Contract Services - Other	
25	641-42	Rentals - Property & Equipment	
26	650	Transportation Expense	302.47
27	656-59	Insurance	3000
28	660	Advertising	
29	666	Rate Case Expense (Amortization)	
30	667	Regulatory Comm. Exp. (Other except taxes)	150
31	670	Bad Debt Expense	
32	675	Miscellaneous	
33	<b>Total Operating Expenses (Add lines 12 - 32, also enter on Pg 4, line 2)</b>		82722.08

Name: CDS Stoneridge Utilities, LLC

**INCOME STATEMENT**

For Year Ended 31-Dec-03

ACCT #	DESCRIPTION		
1	Revenue (From Page 3, line 8)		<u>98112.61</u>
2	Operating Expenses (From Page 3, line 33)	<u>82722.08</u>	
3	403 Depreciation Expense	<u>236780</u>	
4	406 Amortization, Utility Plant Aquisition Adj.		
5	407 Amortization Exp. - Other		
6	408.10 Regulatory Fees (PUC)	<u>302.46</u>	
7	408.11 Property Taxes		
8	408.12 Payroll Taxes	<u>2665.51</u>	
9A	408.13 Other Taxes (list)      DEQ Fees		
9B			
9C			
9D			
10	409.10 Federal Income Taxes		
11	409.11 State Income Taxes		
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>322470.05</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>-224357.44</u>
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		
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)		
29	Gross Income (add lines 19 & 28)		<u>-224357.44</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>-224357.44</u>

Name: CDS Stoneridge Utilities, LLC

**ACCOUNT 101 PLANT IN SERVICE DETAIL**  
 For Year Ended 31-Dec-03

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	557551	412373.25	969924.25
5	305	Collecting & Impounding Reservoirs			
6	306	Lake, River & Other Intakes			
7	307	Wells			
8	308	Infiltration Galleries & Tunnels			
9	309	Supply Mains	45206	0	45206
10	310	Power Generation Equipment			
11	311	Power Pumping Equipment	84780	706.15	85486.15
12	320	Purification Systems			
13	330	Distribution Reservoirs & Standpipes			
14	331	Trans. & Distrib. Mains & Accessories			
15	333	Services			
16	334	Meters and Meter Installations		289.35	289.35
17	335	Hydrants			
18	336	Backflow Prevention Devices			
19	339	Other Plant & Misc. Equipment			
20	340	Office Furniture and Equipment			
21	341	Transportation Equipment		971.07	971.07
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	<b>687537</b>	<b>414339.82</b>	<b>0</b>	<b>1101876.82</b>

(Add lines 1 - 28)

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

**ACCUMULATED DEPRECIATION ACCOUNT 108.1 DETAIL**

For Year Ended 31-Dec-03

SUB ACCT #	DESCRIPTION	Depreciation Rate %	Balance Beginning of Year	Balance End of Year	Increase or (Decrease)
1 304	Structures and Improvements		175062	398458	223396
2 305	Collecting & Impounding Reservoirs				
3 306	Lake, River & Other Intakes				
4 307	Wells				
5 308	Infiltration Galleries & Tunnels				
6 309	Supply Mains		14205	18571	4366
7 310	Power Generation Equipment				
8 311	Power Pumping Equipment		26619	35119	8500
9 320	Purification Systems				
10 330	Distribution Reservoirs & Standpipes				
11 331	Trans. & Distrib. Mains & Accessories				
12 333	Services				
13 334	Meters and Meter Installations			119	119
14 335	Hydrants				
15 336	Backflow Prevention Devices				
16 339	Other Plant & Misc. Equipment				
17 340	Office Furniture and Equipment				
18 341	Transportation Equipment			399	399
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)		215886	452666	236780

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

**BALANCE SHEET**

For Year Ended 31-Dec-03

<b>ASSETS</b>			Balance	Balance	Increase
ACCT #	DESCRIPTION		Beginning of Year	End of Year	or (Decrease)
1	101	Utility Plant in Service (From Pg 5, Line 29)	687536	1101876	414340
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)	687536	1101876	414340
7	108.1	Accumulated Depreciation (From Pg 6, Line 26)	215886	452666	236780
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.			
13		Net Utility Plant (Line 6 less lines 7 - 12)	471650	649210	177560
14	123	Investment in Subsidiaries			
15	125	Other Investments			
16		Total Investments (Add lines 14 & 15)			
17	131	Cash	4989	62268	57279
18	135	Short Term Investments			
19	141	Accts/Notes Receivable - Customers			
20	142	Other Receivables	126	93291	93165
21	145	Receivables from Associated Companies			
22	151	Materials & Supplies Inventory			
23	162	Prepaid Expenses	0	425	425
24	173	Unbilled (Accrued) Utility Revenue			
25	143	Provision for Uncollectable Accounts			
26		Total Current (Add lines 17 -24 less line 25)	5115		
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>	<b>476765</b>	<b>805194</b>	<b>328429</b>

Name: CDS Stoneridge Utilities, LLC

**BALANCE SHEET**

For Year Ended 31-Dec-03

**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	688963	246446	-442517
4	214 Appropriated Retained Earnings			
5	215 Unappropriated Retained Earnings	-243069	-467426	-224357
6	216 Reacquired Capital Stock			
7	218 Proprietary Capital			
8	Total Equity Capital (Add Lines 1-5+7 less line 6)	445894	-220980	-666874
9	221-2 Bonds			
10	223 Advances from Associated Companies			
11	224 Other Long - Term Debt			
12	231 Accounts Payable	30544	1025618	995074
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			
21	251 Unamortized Debt Premium			
22	252 Advances for Construction			
23	253 Other Deferred Liabilities	327	556	229
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)	30871	1026174	995303
31	<b>TOTAL LIAB &amp; CAPITAL ( Add lines 8 &amp; 30)</b>	<b>476765</b>	<b>805194</b>	<b>328429</b>

\*\* Only if Commission Approved

Name: CDS Stoneridge Utilities, LLC

**STATEMENT OF RETAINED EARNINGS**

For Year Ended 31-Dec-03

1	Retained Earnings Balance @ Beginning of Year	-243069
2	Amount Added from Current Year Income (From Pg 4, Line 32)	-224357
3	Other Credits to Account	
4	Dividends Paid or Appropriated	
5	Other Distributions of Retained Earnings	
6	Retained Earnings Balance @ End of Year	-467426

**CAPITAL STOCK DETAIL**

7	Description (Class, Par Value etc.)	No. Shares Authorized	No. Shares Outstanding	Dividends Paid

**DETAIL OF LONG-TERM DEBT**

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



Name: CDS Stoneridge Utilities, LLC

**SYSTEM ENGINEERING DATA**  
(continued)

For Year Ended 31-Dec-03

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
Pump #1 line shaft turbine	125	1000	115	
Pump #2 line shaft turbine	75	115	115	
				8355

**\*\* 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? 73.72 million  
     What was the total amount pumped during peak month? 21.43 million  
     What was the total amount pumped on the peak day? .82 million
- 6 If customers are metered, what was the total amount sold in peak month? 3.03 million
- 7 Was your system designed to supply fire flows? yes  
**If Yes:** What is current system rating? 5
- 8 How many times were meters read this year? 12  
     During which months? all months
- 9 How many additional customers could be served with no system improvements  
     except a service line and meter? 1000+  
     How many of those potential additions are vacant lots? 700+
- 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? 2008/2009

Name: CDS Stoneridge Utilities, LLC

**SYSTEM ENGINEERING DATA**  
**(continued)**  
 For Year Ended 31-Dec-03

**FEET OF MAINS**

1	Pipe Size	In Use Beginning Of Year	Installed During Year	Abandoned During Year	In Use End of Year
	10"	1355'			1355'
	8"	5850'	2000		7850'
	6"	7950'			7950'
	4"	7900'			7900'
	3"	1400'			1400'
	2"	400'			400'
	12"	100'			100'

**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	41	36	8864023	8599482
2B Commercial	13	13	4633281	4479073
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				
TOTALS (Add lines 2 through 8)	54	49	13497304	13078555

# CERTIFICATE

State of Idaho )  
 ) SS  
County of \_\_\_\_\_ )

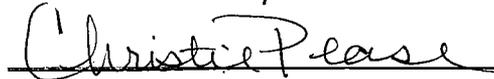
WE, the undersigned Dean Allara  
and Kevin Anderson  
of the CDS Stoneridge Utilities, LLC  
utility, on our oath do severally say that the foregoing report has been prepared under our direction  
from the original books, papers and records of said utility; that we have carefully examined same, and  
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.

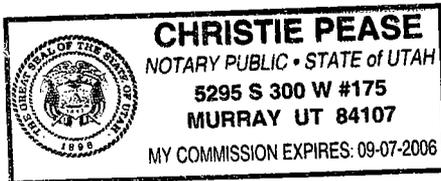
  
\_\_\_\_\_  
(Chief Officer)

  
\_\_\_\_\_  
(Officer in Charge of Accounts)

Subscribed and Sworn to Before Me

this 29 day of April, 2004

  
\_\_\_\_\_  
NOTARY PUBLIC



My Commission Expires 09-07-2004

gok/excel/nelson/vanuirpts/wtrannualrpt

**Addendum to item #11**

Stoneridge Capital Partners, LC owns Stoneridge Utilities, LC.

Stoneridge Capital Partners also owns Stoneridge Land, LC and Stoneridge Golf, LC.

The managing general partners in Stoneridge Capital Partners, LC are Dean Allara, Dan Stanger and Chris Young.

Bridge Investment Group is developing and managing the Stoneridge Resort.

# **DBA Stoneridge Water Company**



P.O. Box 280 ◆ Blanchard, Idaho 83804  
Phone (208) 437-3148 ◆ Fax (208) 437-3048

## **To Our Water Customers:**

**This is a summary of the rules for termination of service for all Stoneridge Water Company 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 us or you can directly contact the IPUC, P.O. Box 83720, Boise, Idaho 83720-0074, 1-800-432-0369.**

## **RULES FOR TERMINATION OF SERVICE.**

### TERMINATION WITH PRIOR NOTICE.

With proper customer notice Stoneridge 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.

Stoneridge Water Company 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 Stoneridge Water Company.
4. Stoneridge Water Company 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.

### NOTIFICATION AND BILLING

1. Meters will be read on the first day of each month (weather providing). Bills will be sent out on the first with payment due by the 15<sup>th</sup> of each month. The basic monthly fee is \$14.00 per month at this time, and .30 cents per 1000 gallons.
2. A billing may be considered past due (30) thirty days after the billing date. A written notice of termination must be mailed 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 (24) twenty-four hour period has ended, another attempt will be made to contact you in person or by the phone before service is terminated.
5. Only a (24) twenty-four hour notice is required if you do not make an initial payment according to the payment arrangement or the initial payment is not honored by the bank.

#### 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. If you cannot pay your bill and a member of your household is seriously ill or there is a medical emergency, Stoneridge Water Company will postpone termination of service for (30) thirty days. A written certification is required from a licensed physician or public health official stating the name of the person who is ill, the nature of the illness 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 Stoneridge Water Company, in person, 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 utility or the IPUC.

#### RESTRICTION OF TERMINATION OF SERVICE

Service cannot be disconnected on Friday after 12:00 noon or on a Saturday, Sunday, Legal Holidays recognized by the State of Idaho, or after 12:00 noon 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 himself/herself to you and state the purpose of the visit. This person is authorized to accept payment in full.

#### HOOKUP

The company 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 MONTHLY FEES

A one time hookup charge of \$(not determined yet) 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 agreed to in advance and put into writing by the customer and the company. Only one residence per hookup is allowed. Any irrigation usage will now be metered. The monthly rate is \$14.00 per month. Payment is due in full by the 15<sup>th</sup> of the month, bills will be considered delinquent by the 30<sup>th</sup> of the month. Arrangements can be made to pay in advance monthly, quarterly, semi-annual or annual.

#### RECONNECTION FEE

If water service is terminated, the balance in full, plus a reconnect fee of \$14.00 (during office hours) or \$28.00 (after office hours) is due.

**NO ONE EXCEPT AN AUTHORIZED AGENT OF THE COMPANY SHALL TAMPER WITH, INTERFERE WITH, MAKE REPAIRS, CONNECTIONS OR REPLACEMENTS OF OR ANY OF THE COMPANIES PROPERTY, EXCEPT IN THE CASE OF EXTREME EMERGENCY SITUATIONS.**