BIT-W

# ANNUAL REPORT

**OF** 

PO Box 2306
Hayden Lake, ID 83835

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# IDAHO PUBLIC UTILITIES COMMISSION

**FOR THE** 

YEAR ENDED: DECEMBER 31, 2007

# ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION FOR THE YEAR ENDING 2007

# **COMPANY INFORMATION**

1 Give full name of utility	Bitterroot Water Company					
2 Date of Organization	6/16/1995	6/16/1995				
3 Organized under the laws of the state of	of Idaho					
4 Address of Principal Office (number & s	street) 24461 Old Highway 95 N, Athol, ID 8380	l (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, co	orp.) Corporation					
0 Towns, Counties served	Kootenai County					
1 Are there any affiliated companies?	No					
If yes, attach a list with names, addr	esses & descriptions. Explain any services					
provided to the utility.						
2 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	866-791-5656				
3 Were any water systems acquired durir	ng the year or any additions/deletions made					
to the service area during the year?	N	o				
If yes, attach a list with names, addressed to the utility.	esses & descriptions. Explain any services					
4 Where are the Company's books and re	ecords kept?					
Street Address	24461 Old Highway 95 N					
City	Athol					
State	Idaho					
Zip	83801					

# **COMPANY INFORMATION (Cont.)**

	For the Year Ended	2007	· · · · · · · · · · · · · · · · · · ·	<u>-</u>
15 Is the	system operated or maintained under a			
10 10 1110	service contract?		No	
16 If ves:	With whom is the contract?			_
,	When does the contract expire?			
	What services and rates are included?			
17 Is wate	er purchased for resale through the syste		Yes	
	Name of Organization	Rickel Water C		-
, , , , ,	Name of owner or operator	Ken Rickel	ompany	
	Mailing Address	PO Box 1261		
	City	Hayden Lake		
	State	Idaho		
	Zip	83835		
			Gallons/CCF	\$Amount
	Water Purchased		4,866,470	1
19 Has ar	ny system(s) been disapproved by the			
	Idaho Department of Environmental Qu	ualitv?	No	
If yes.	attach full explanation	<b>-</b>		-
•	e Idaho Department of Environmental Qu	uality		
	recommended any improvements?	,	No	
If yes,	attach full explanation			•• ·
-	er of Complaints received during year co	ncerning:		
	Quality of Service	J	0	
	High Bills		0	-
	Disconnection		0	<b>-</b>
22 Numbe	er of Customers involuntarily disconnecte	ed	0	<del>-</del>
23 Date c	ustomers last received a copy of the Sun	nmary		<del>-</del>
	of Rules required by IDAPA 31.21.01.7	01?	July-07	(All new customers receive
Attach	a copy of the Summary			a copy in their packet)
24 Did sig	inificant additions or retirements from the	•		· · · · · · · · · · · · · · · · · · ·
	Plant Accounts occur during the year?		No	
If yes,	attach full explanation			-
and ar	updated system map			

# **REVENUE & EXPENSE DETAIL**

		REVENUE & EXP		AIL		
	ACCT:		07			
	7.001	400 REVENUES				
1	460	Unmetered Water Revenue				
2	461.1	Metered Sales - Residential		50,941	 	
3	461.2	Metered Sales - Commercial, Industrial			<del></del>	
4	462	Fire Protection Revenue	<del></del>	<del></del>	<del></del>	
5	464	Other Water Sales Revenue	\$	275	_ 5	
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)	-	.,,	\$ 51,217	
9	* DEQ	Fees Billed separately to customers			Booked to Acct #	
10	** Hook	cup or Connection Fees Collected	_		Booked to Acct #	460
11	***Com	mission Approved Surcharges Collected			Booked to Acct #	460
		401 OPERATING EXPENSES				
12	601.1-6	S Labor - Operation & Maintenance	\$	8,674	L	
13	601.7	Labor - Customer Accounts	\$	1,452		
14	601.8	Labor - Administrative & General	\$	5,874	_	
15	603	Salaries, Officers & Directors		<u> </u>	<u></u>	
16	604	Employee Pensions & Benefits				
17	610	Purchased Water			_	
18	615-16	Purchased Power & Fuel for Power	\$	9,554	<del></del> !	
19	618	Chemicals	\$	1,684	****	
20	620.1-6	Materials & Supplies - Operation & Maint.	\$	1,979		
21		Materials & Supplies - Administrative & General	\$	1,114		
22		Contract Services - Professional	\$	2,882		
23	635	Contract Services - Water Testing	\$	238		
24	636	Contract Services - Other	\$	100	<del></del>	
25	641-42	Rentals - Property & Equipment			<del>_</del>	
26	650	Transportation Expense	\$	830	<del></del> 	
27	656-59	•	\$	2,250		
28	660	Advertising			<del></del>	
29	666	Rate Case Expense (Amortization)	\$	420	<del></del> 	
30	667	Regulatory Comm. Exp. (Other except taxes)			<del></del>	
31	670	Bad Debt Expense			<del></del>	
32	675	Miscellaneous	\$	1,402		
33	Total C	perating Expenses (Add lines 12 - 32, also ent				

Name: Bitterroot Water Company

# **INCOME STATEMENT**

		For Year Ended 2007				
	ACCT #		_			
1		Revenue (From Page 3, line 8)		51,217	-	
2		Operating Expenses (From Page 3, line 33) \$ 38,453	_			
3	403	Depreciation Expense \$ 5,340	<del></del>			
4	406	Amortization, Utility Plant Aquisition Adj.				
5	407	Amortization Exp Other	_			
6	408.10	Regulatory Fees (PUC) \$ 120	_			
7	408.11		_			
8		Payroll Taxes \$ 1,841	_			
9A	408.13	Other Taxes (list) DEQ Fees \$ 560	_			
9B			_			
9C			_			
9D	100.10		<del>-</del> ,.			
10		Federal Income Taxes	-			
11		State Income Taxes \$ 30				
12		Provision for Deferred Income Tax - Federal	_			
13		Provision for Deferred Income Tax - State	_			
14	411	Provision for Deferred Utility Income Tax Credits	_			
15	412	Investment Tax Credits - Utility				
16	440	Total Expenses from operations before interest (add lines 2-15)	<u>\$</u>	46,374	-	
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>\$</u>	4,843
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	\$	169	-	
26		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	)		\$	(169)
29		Gross Income (add lines 19 & 28)			<u>\$</u>	4,673
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>\$</u>	4,673

# **ACCOUNT 101 PLANT IN SERVICE DETAIL**

For Year Ended 2007

	SUB ACCT#	# DESCRIPTION	Bala Begin of Y	ning		Added During Year	Removed During Year	alance End of Year
1	301	Organization						\$ <u> </u>
2	302	Franchises and Consents						\$ 
3	303	Land & Land Rights						\$ -
4	304	Structures and Improvements						\$ 
5	305	Collecting & Impounding Reservoirs						\$ 
6	306	Lake, River & Other Intakes						\$ <u></u>
7	307	Wells			<u> </u>			\$ . =
8	308	Infiltration Galleries & Tunnels						\$ 
9	309	Supply Mains						\$
10	310	Power Generation Equipment	\$	-	\$	20,013		\$ 20,013
11	311	Power Pumping Equipment	\$	3,139				\$ 3,139
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	\$	280				\$ 280
21	341	Transportation Equipment						\$ <u>-</u>
22	342	Stores Equipment						\$ <u>-</u>
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	\$	3,535	\$	20,013	\$ -	\$ 23,548

(Add lines 1 - 28)

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

# **ACCUMULATED DEPRECIATION ACCOUNT 108.1 DETAIL**

For Year Ended 2007

	SUB ACCT#	# DESCRIPTION	Depreciation Rate %	Balance Beginning of Year		Balance End of Year	 crease or crease)
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	0.27%	\$ -	\$	54	\$ 54_
8	311	Power Pumping Equipment	11.76%	\$ 1,218	\$	1,587	\$ 369_
9	320	Purification Systems					\$ -
10	330	Distribution Reservoirs & Standpipes					\$ 
11	331	Trans. & Distrib. Mains & Accessories					\$ -
12	333	Services					\$ 
13	334	Meters and Meter Installations	14.66%	\$ 17	\$	. 34	\$ 17
14	335	Hydrants					\$ 
15	336	Backflow Prevention Devices					\$ _
16	339	Other Plant & Misc. Equipment				·	\$ 
17	340	Office Furniture and Equipment	58.21%	\$ 146	\$	309	\$ 163
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)		\$ 1,381	\$	1,984	\$ 603

# **BALANCE SHEET**

For Year Ended 2007

		<u>ASSETS</u>	Ве	salance eginning	Balance End of	or or
	ACCT:			of Year	Year	 ecrease)
1	101	Utility Plant in Service (From Pg 5, Line 29)	_\$	3,535	\$ 23,548	\$ 20,013
2	102	Utility Plant Leased to Others			 	\$ -
3	103	Plant Held for Future Use	<del></del>			\$ -
4	105	Construction Work in Progress			 	\$ -
5	114	Utility Plant Aquisition Adjustment				\$
6		Subtotal (Add Lines 1 - 5)	\$	3,535	\$ 23,548	\$ 20,013
7	108.1	Accumulated Depreciation (From Pg 6, Line 26)	\$	1,381	\$ 1,984	\$ 603
8	108.2	Accum. Depr Utility Plant Lease to Others				\$ <u> </u>
9	108.3	Accum. Depr Property Held for Future Use			 	\$ _
10	110.1	Accum. Amort Utility Plant in Service		<u> </u>		\$ -
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)	\$	2,154	\$ 21,564	\$ 19,410
14	123	Investment in Subsidiaries				\$ -
15	125	Other Investments				\$ 
16		Total Investments (Add lines 14 & 15)				\$ •
17	131	Cash	\$	8,560	\$ 18,813	\$ 10,253
18	135	Short Term Investments				\$ 
19	141	Accts/Notes Receivable - Customers	\$	(513)	\$ (86)	\$ 427
20	142	Other Receivables				\$ 
21	145	Receivables from Associated Companies				\$ -
22	151	Materials & Supplies Inventory				\$ -
23	162	Prepaid Expenses				\$ _
24	173	Unbilled (Accrued) Utility Revenue	<u> </u>			\$ -
25	143	Provision for Uncollectable Accounts				\$ -
26		Total Current (Add lines 17 -24 less line 25)	\$	8,047	\$ 18,728	\$ 10,681
27	181	Unamortized Debt Discount & Expense				\$
28	183	Preliminary Survey & Investigation Charges				\$ -
29	184	Deferred Rate Case Expenses	\$	844	\$ 424	\$ (420)
30	186	Other Deferred Charges				\$ -
31		Total Assets (Add lines 13, 16 & 26 - 30)	\$	11,045	\$ 40,716	\$ 29,671

# **BALANCE SHEET**

For Year Ended 2007

		LIABILITIES & CAPITAL	Balance		Balance	Ir	ncrease
	ACCT#	DESCRIPTION	eginning of Year		End of Year	(D	or ecrease)
1	201-3	Common Stock	· · · · · · · · · · · · · · · · · · ·			\$	-
2	204-6	Preferred Stock				\$	
3	207-13	Miscellaneous Capital Accounts				\$	_
4	214	Appropriated Retained Earnings	\$ (2,496)	\$	2,178	\$	4,674
5	215	Unappropriated Retained Earnings	\$ 1,800	\$	1,800	\$	-
6	216	Reacquired Capital Stock				\$	-
7	218	Proprietary Capital				\$	-
8		Total Equity Capital (Add Lines 1-5+7 less line 6)	\$ (696)	\$	3,978	\$	4,674
9	221-2	Bonds				\$	-
10	223	Advances from Associated Companies				\$	_
11	224	Other Long - Term Debt				\$	-
12	231	Accounts Payable	\$ -	\$	21,092	\$	21,092
13	232	Notes Payable	\$ 2,000	\$	2,000	\$	-
14	233	Accounts Payable - Associated Companies				\$	-
15	235	Customer Deposits (Refundable)				\$	
16	236.11	Accrued Other Taxes Payable	\$ 66	\$	653	\$	587
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		ļ <u></u>		\$	
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	\$ 4,425	\$	7,743	\$	3,318
27	271	Contributions in Aid of Construction	\$ 5,250	\$	5,250	\$	-
28	272	Accum. Amort. of Contrib. in Aid of Const. **				\$	_
29	281-3	Accumulated Deferred Income Taxes				\$	-
30		Total Liabilities (Add lines 9 - 29	\$ 11,741	\$	36,738	\$	24,997
31	TOTAL	LIAB & CAPITAL ( Add lines 8 & 30)	\$ 11,045	\$	40,716	\$	29,671
		** Only if Commission Approved					

	Name: Bitterroot Water Company			_		
	STATEMENT	FOF RETAINED	EARNINGS			
	For Year Ended	2007		_		
1	Retained Earnings Balance @ Beginning of Yea	ar		\$	(2,496)	
2	Amount Added from Current Year Income (From		\$	4,673		
3	Other Credits to Account					
4	Dividends Paid or Appropriated			\$	_	
5	Other Distributions of Retained Earnings					
6	Retained Earnings Balance @ End of Y	'ear		\$	2,178	
•	Totalis and Tankings Data 100 (g) Elic of 1					
	CADI	TAL STOCK DE	TAU			
	OAFI	TAL STOCK DE	No. Shares	No	Shares	Dividondo
7	Description (Class Per Value etc.)					Dividends
′	Description (Class, Par Value etc.)	-	Authorized	T	standing T	Paid
	Common, no par value	-		-		
		-				
		-		ļ		
		•				· · · · · · · · · · · · · · · · · · ·
	DETA	IL OF LONG-TE	RM DEBT			
		Interest	Year-end	ln	terest	Interest
8	Description	Rate	Balance		Paid	Accrued
						-
				1		
	* .			-		
	4.47					

•	Name: Bitterroot Water Company			-	
	SYSTEM	1 ENGINEERING	G DATA		
	For Year Ended	2007		<u>.</u>	
1	Provide an updated system map if significant ch	anges have bee	n made to the sys	tem during the yea	ar.
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	20,592	Well
	emvelous.				
	**************************************				
3	System Storage:		<u></u>		
		Total Capacity 000's	Usable Capacity 000's	Type of Reservoir (Elevated,Pres-	Construction (Wood, Steel
	Storage Designation or Location	Gal.	Gal.	urized, Boosted)	Concrete)
	Corner of Brunner & Clagstone Road	100	90	Boosted	Concrete
		-			
					<del></del>

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

Name:	Bitterroot Water Company	

# SYSTEM ENGINEERING DATA

(continued)

	-	=
For Voor Endad	2007	
For Year Ended	2007	

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

Horse Power	Capacity (gpm)	Discharge Pressure (psi)	Energy Used This Year
20	120	20	125,612 KW
15			
30			
		45	
	20 15 30	20 120 15 30	20 120 20 15 30 45

	Attach additional sheets if inadequate space	e is available on this page.	
5	If Wells are metered:  What was the total amount pumped the	nis vear?	22,647,657
	What was the total amount pumped d	•	3,852,554
	What was the total amount pumped or		N/A
6	If customers are metered, what was the total a	amount sold in peak month?	6,214,554
7	Was your system designed to supply fire flows	97	Yes
	If Yes: What is current system rating?		Residential
8	How many times were meters read this year?		7
	During which months?	March, April, May, June,	
		July, August, September	
9	How many additional customers could be served with no system improvements		90
	except a service line and meter?  How many of those potential additions	s are vacant lots?	90
10	O Are backbone plant additions anticipated during the coming year?  If Yes, attach an explanation of projects and anticipated costs!		NO
11	In what year do you anticipate that the system will have to be expanded?	capacity (supply, storage or distribution)	Unknown

Name:	Bitterroot Water Company	

# SYSTEM ENGINEERING DATA

(continued)

For Year Ended 2007

# 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**

		Number of Customers Thousands of		sands of Gallons	Gallons Sold	
		This	Last	This	Last	
		Year	Year	Year	Year	
2	Metered:					
2A	Residential	116	116	25,056	25,667	
2B	Commercial					
2C	Industrial					
3	Flat Rate:					
ЗА	Residential					
3B	Commercial					
3C	Industrial					
4	Private Fire Protection			. *		
4	Filvate File Flotection					
5	Public Fire Protection					
6	Street Sprinkling					
7	Municipal, Other					
8	Other Water Utilities	1	1	2,458	1,715	
	TOTALS (Add lines 2 through 8)	117	117	27,514	27,382	

# **CERTIFICATE**

	County of Spokane )	
	WE, the undersigned, Kenneth W. Rickel and Catherine L. Rickel, of the BITTERROOT WATI	ER COMPAN
	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 therin set forth, to the best of our	
	knowledge, information and belief.	
	Ken D'Skell	
	(Čhief Officer)	$\overline{\Omega}$
	Cacheine	Kulst
	(Officer in Charge of Accou	ints)
Su	abscribed and Sworn to Before Me	
thi	s_21 day of	
	(Reg Crus)	
	NOTARY PUBLIC	
Му	Commission Expires 1214 2011	

gdk/excel/jnelson/anulrpts/wtrannualrpt

State of Washington

# **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 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)

# **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, \$20.00 for the first 15,000 gallons and .75 cents per 1000 gallons after the first 15,000 gallons. This rate went into effect September 1, 1999.
- 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.

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# **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 \$20.00 for the first 15,000 gallons of usage and .75 cents per 1000 gallons after the first 15,000 gallons. Meters will be read between the 1<sup>st</sup> and the 5<sup>th</sup> 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 \$25.00 NSF fee, which will be added to the customer's account. The customer will be contacted by Rickel 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.

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.