

BIT-W

# ***ANNUAL REPORT***

OF

**BITTERROOT WATER COMPANY**

**PO Box 2306**

**Hayden Lake, ID 83835**

IDAHO PUBLIC  
UTILITIES COMMISSION

2017 MAY -4 AM 9:19

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TO THE

**IDAHO PUBLIC**

**UTILITIES COMMISSION**

FOR THE

**YEAR ENDED: DECEMBER 31, 2016**

**ANNUAL REPORT FOR WATER UTILITIES TO  
THE IDAHO PUBLIC UTILITIES COMMISSION  
FOR THE YEAR ENDING 2016**

**COMPANY INFORMATION**

1 Give full name of utility Bitterroot Water Company  
 2 Date of Organization 6/16/1995  
 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 Lake  
 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: Bitterroot Water Company

**COMPANY INFORMATION (Cont.)**

For the Year Ended 2016

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? Yes

18 If yes: Name of Organization Rickel Water Company  
Name of owner or operator Ken Rickel  
Mailing Address PO Box 1261  
City Hayden Lake  
State Idaho  
Zip 83835

	Gallons/CCF	\$Amount
Water Purchased	<u>1,792,730</u>	<u>\$ 537.82</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-2016 (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: Bitterroot Water Company

**REVENUE & EXPENSE DETAIL**

For the Year Ended 2016

ACCT #	DESCRIPTION		
<b><u>400 REVENUES</u></b>			
1	460	Unmetered Water Revenue	
2	461.1	Metered Sales - Residential	\$ 46,623
3	461.2	Metered Sales - Commercial, Industrial	\$ 778
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)	\$ 47,401
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	\$ 29,694
13	601.7	Labor - Customer Accounts	\$ 2,047
14	601.8	Labor - Administrative & General	\$ 10,848
15	603	Salaries, Officers & Directors	
16	604	Employee Pensions & Benefits	
17	610	Purchased Water	\$ 538
18	615-16	Purchased Power & Fuel for Power	\$ 11,576
19	618	Chemicals	\$ 36
20	620.1-6	Materials & Supplies - Operation & Maint.	\$ 3,358
21	620.7-8	Materials & Supplies - Administrative & General	\$ 1,115
22	631-34	Contract Services - Professional	\$ 3,043
23	635	Contract Services - Water Testing	\$ 620
24	636	Contract Services - Other	\$ 150
25	641-42	Rentals - Property & Equipment	
26	650	Transportation Expense	\$ 633
27	656-59	Insurance	\$ 2,544
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	\$ 2,136
33	Total Operating Expenses (Add lines 12 - 32, also enter on Pg 4, line 2)		\$ 68,338



Name: Bitterroot Water Company

**INCOME STATEMENT**

For Year Ended 2016

ACCT #	DESCRIPTION		
1	Revenue (From Page 3, line 8)		<u>\$ 47,401</u>
2	Operating Expenses (From Page 3, line 33)	<u>\$ 68,338</u>	
3 403	Depreciation Expense	<u>\$ 8,259</u>	
4 406	Amortization, Utility Plant Aquisition Adj.		
5 407	Amortization Exp. - Other		
6 408.10	Regulatory Fees (PUC)	<u>\$ 94</u>	
7 408.11	Property Taxes	<u>\$ 325</u>	
8 408.12	Payroll Taxes	<u>\$ 323</u>	
9A 408.13	Other Taxes (list)      DEQ Fees		
9B			
9C			
9D			
10 409.10	Federal Income Taxes		
11 409.11	State Income Taxes	<u>\$ 30</u>	
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>\$ 77,368</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>\$ (29,967)</u>
20 415	Revenues, Merchandizing Jobbing and Contract Work		
21 416	Expenses, Merchandizing, Jobbing & Contracts		
22 419	Interest & Dividend Income	<u>\$ -</u>	
23 420	Allowance for Funds used During Construction		
24 421	Miscellaneous Non-Utility Income		
25 426	Miscellaneous Non-Utility Expense	<u>\$ 2,387</u>	
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)		<u>\$ (2,387)</u>
29	Gross Income (add lines 19 & 28)		<u>\$ (32,354)</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><u>\$ (32,354)</u></u>

Name: Bitterroot Water Company

**ACCOUNT 101 PLANT IN SERVICE DETAIL**  
For Year Ended 2016

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	\$ 8,413			\$ 8,413
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	\$ 21,384			\$ 21,384
11 311	Power Pumping Equipment	\$ 21,313	\$ 29,024		\$ 50,337
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	\$ 715			\$ 715
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>\$ 51,941</b>	<b>\$ 29,024</b>	<b>\$ -</b>	<b>\$ 80,965</b>

(Add lines 1 - 28)

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

Name: Bitterroot Water Company

**ACCUMULATED DEPRECIATION ACCOUNT 108.1 DETAIL**

For Year Ended 2016

SUB ACCT #	DESCRIPTION	Depreciation Rate %	Balance Beginning of Year	Balance End of Year	Increase or (Decrease)
1 304	Structures and Improvements		\$ 7,405	\$ 7,431	\$ 26
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	0.00%	\$ 13,771	\$ 13,771	\$ -
8 311	Power Pumping Equipment	16.36%	\$ 7,017	\$ 15,250	\$ 8,233
9 320	Purification Systems				\$ -
10 330	Distribution Reservoirs & Standpipes				\$ -
11 331	Trans. & Distrib. Mains & Accessories				\$ -
12 333	Services				\$ -
13 334	Meters and Meter Installations	0.00%	\$ 116	\$ 116	\$ -
14 335	Hydrants				\$ -
15 336	Backflow Prevention Devices				\$ -
16 339	Other Plant & Misc. Equipment				\$ -
17 340	Office Furniture and Equipment	0.00%	\$ 715	\$ 715	\$ -
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)		\$ 29,024	\$ 37,283	\$ 8,259

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



Name: Bitterroot Water Company

**BALANCE SHEET**

For Year Ended 2016

		<b><u>ASSETS</u></b>		
ACCT #	DESCRIPTION	Balance Beginning of Year	Balance End of Year	Increase or (Decrease)
1	101 Utility Plant in Service (From Pg 5, Line 29)	\$ 51,941	\$ 80,965	\$ 29,024
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)	<b>\$ 51,941</b>	<b>\$ 80,965</b>	<b>\$ 29,024</b>
7	108.1 Accumulated Depreciation (From Pg 6, Line 26)	\$ 29,024	\$ 37,283	\$ 8,259
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	<b>Net Utility Plant (Line 6 less lines 7 - 12)</b>	<b>\$ 22,916</b>	<b>\$ 43,681</b>	<b>\$ 20,765</b>
14	123 Investment in Subsidiaries			\$ -
15	125 Other Investments			\$ -
16	<b>Total Investments (Add lines 14 &amp; 15)</b>			<b>\$ -</b>
17	131 Cash	\$ 11,131	\$ 13,392	\$ 2,260
18	135 Short Term Investments			\$ -
19	141 Accts/Notes Receivable - Customers	\$ (375)	\$ (1,023)	\$ (649)
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			\$ -
25	143 Provision for Uncollectable Accounts			\$ -
26	<b>Total Current (Add lines 17 -24 less line 25)</b>	<b>\$ 10,757</b>	<b>\$ 12,368</b>	<b>\$ 1,612</b>
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>\$ 33,673</b>	<b>\$ 56,050</b>	<b>\$ 22,377</b>

**BALANCE SHEET**For Year Ended 2016

<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				\$ -
2	204-6 Preferred Stock				\$ -
3	207-13 Miscellaneous Capital Accounts				\$ -
4	214 Appropriated Retained Earnings		\$ (112,912)	\$ (145,266)	\$ (32,354)
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)		\$ (111,112)	\$ (143,466)	\$ (32,354)
9	221-2 Bonds				\$ -
10	223 Advances from Associated Companies				\$ -
11	224 Other Long - Term Debt				\$ -
12	231 Accounts Payable		\$ 16,117	\$ 19,894	\$ 3,777
13	232 Notes Payable		\$ -	\$ 12,000	\$ 12,000
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		\$ 103,580	\$ 142,533	\$ 38,953
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		\$ 25,089	\$ 25,089	\$ 0
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)		\$ 144,785	\$ 199,516	\$ 54,731
31	<b>TOTAL LIAB &amp; CAPITAL ( Add lines 8 &amp; 30)</b>		<b>\$ 33,673</b>	<b>\$ 56,050</b>	<b>\$ 22,377</b>

\*\* Only if Commission Approved

Name: Bitterroot Water Company

**STATEMENT OF RETAINED EARNINGS**  
For Year Ended 2016

1	Retained Earnings Balance @ Beginning of Year	\$ (112,912)
2	Amount Added from Current Year Income (From Pg 4, Line 32)	\$ (32,354)
3	Other Credits to Account	\$ -
4	Dividends Paid or Appropriated	\$ -
5	Other Distributions of Retained Earnings	\$ -
6	Retained Earnings Balance @ End of Year	<u>\$ (145,266)</u>

**CAPITAL STOCK DETAIL**

		No. Shares Authorized	No. Shares Outstanding	Dividends Paid
7	Description (Class, Par Value etc.)			
	Common, \$1 Par Value	50,000	50,000	0

**DETAIL OF LONG-TERM DEBT**

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



Name: Bitterroot Water Company

**SYSTEM ENGINEERING DATA**  
For Year Ended 2016

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)
Corner of Brunner & Clagstone Road	120	Chlorine	28,766	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)
Corner of Brunner & Clagstone Road	100	90	Boosted	Concrete

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

Name: Bitterroot Water Company

**SYSTEM ENGINEERING DATA**  
(continued)  
For Year Ended 2016

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	120	20	194,447 KW
2) Booster Pump #1	15			
3) Booster Pump #2	30			
4) 6 Pressure Tanks			45	

**\*\* 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? 22,811,200
  - What was the total amount pumped during peak month? 5,932,100
  - What was the total amount pumped on the peak day? N/A
- 6 If customers are metered, what was the total amount sold in peak month? 5,343,500
- 7 Was your system designed to supply fire flows? Yes  
**If Yes:** What is current system rating? Residential
- 8 How many times were meters read this year? 6  
 During which months? April, May, June, July,  
August, September
- 9 How many additional customers could be served with no system improvements except a service line and meter? 90  
 How many of those potential additions are vacant lots? 90
- 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: Bitterroot Water Company

**SYSTEM ENGINEERING DATA**  
 (continued)  
 For Year Ended 2016

**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**

		<u>Number of Customers</u>		<u>Thousands of Gallons Sold</u>	
		This Year	Last Year	This Year	Last Year
2	Metered:				
2A	Residential	116	116	21,292	32,990
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	1	1	2,593	1,830
TOTALS (Add lines 2 through 8)		<b>117</b>	<b>117</b>	<b>23,885</b>	<b>34,820</b>





# **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, other fees and landscaping restrictions 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)

## **Bitterroot Water Company**

### **Customer Rules**

#### **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 \$21.00 for the first 15,000 gallons and \$1.73 per 1,000 gallons after the first 15,000 gallons. These rates went into effect February 1, 2006.
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.

(continued on next page)



## **Bitterroot Water Company**

### **Customer Rules**

#### **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 \$21.00 for the first 15,000 gallons of usage and \$1.73 per 1,000 gallons after the first 15,000 gallons. These rates went into effect February 1, 2006. 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 \$20.00 NSF fee, which will be added to the customer's account. The customer will be contacted by Bitterroot 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.

#### **LANDSCAPING AROUND METERS**

Any landscaping to be placed within 6 feet in all directions of your water meter is required to have prior approval from the General Manager before the landscaping can be completed. Any landscaping completed prior to June 1, 2008, is exempt, with the understanding that if the current landscaping does interfere with future water meter maintenance, it may have to be altered by the property owner to comply with this rule.

**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**