RES-W

ANNUAL REPORT

OF

Beart Water Co. Inc. NAME

RECEIVED 2016 MAR 14 AM 8:57 JTILITIES COMMISSION

165 Village Lance Ste A. Sandpoint, ID

TO THE

IDAHO PUBLIC

UTILITIES COMMISSION

FOR THE

YEAR ENDED 2015

ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION

FOR THE YEAR ENDING 2015

.

т

COMPANY INFORMATION					
1	Give full name of utility Resort Water Company, INC.				
2	Date of Organization	11/19/1998			
3	Organized under the laws of the state of	Minnesota			
4	Address of Principal Office (number & street)	165 Village Lane, Suite A.			
5	P.O. Box (if applicable)				
6	City	Sandpoint			
7	State	Idaho			
8	Zip Code	83864			
9	Organization (proprietor, partnership, corp.)	corporation			
10	Towns, Counties served	Schweitzer mountain-a porti	on of township		
		58N2W section 20 Bonner	County		
11	Are there any affiliated companies? (yes or no)	Yes			
12	Contact Information	Name	Phone No.		
	President (Owner)				
	Vice President				
	Secretary				
	General Manager/Director	Thomas Trulock	208-255-3046		
	Complaints or Billing	Debra A. Harpeı	208-255-3042		
	Engineering	Third party			
	Emergency Service	Thomas Trulock	208-255-3046		
	Accounting	Debra A. Harpeı	208-255-3042		
13	Were any water systems acquired during the ye	ar or any additions/deletions	made		
	to the service area during the year?	No			
14	Where are the Company's books and records ke	pt?			
	Street Address	165 Village Lane, Suite A.			
	City	Sandpoint			
	State	Id			
	Zip	83864			

_ _ _ _

.

.

COMPANY INFORMATION (Cont.)		For the Yea	r Ended	2015		
15 16	Is the sy If yes:	stem operated or maintained under a s With whom is the contract?	service contract?	,	NO	
		When does the contract expire? What services and rates are included?				
17 18	Is water If yes:	purchased for resale through the system Name of Organization	<u>m?</u>	-		
		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 De	partment of Environmental Quality?	No	-		
If ye	s, attach f	full explanation				
20	Has the I	daho Department of Environmental Qu	ality			
	recomme	ended any improvements?				
If ye	s, attach f	full explanation				
21	Number	of Complaints received during year con-	0			
	Quality o	f Service	0	-		
	High Bills	5	0			
	Disconne	ction	0			
22	Number o	of Customers involuntarily disconnected	0			
23	Date cust	tomers last received a copy of the Sum	mary			
	of Rules I	required by IDAPA 31.21.01.701?	2/1/2015			
Attac	ch a copy o	of the Summary				
24	Did signif	ficant additions or retirements from the				
	Plant Acc	ounts occur during the year?	None			
If ye	s, attach f	ull explanation and an updated system	map			

.

.

	ENUE & EX SUB ACCT	CPENSE DETAIL DESCRIPTION	For the Year Ended	2015
		400 REVENUES		
1	460	Unmetered Water Revenue	233316.67	
2	461.1	Metered Sales - Residential		
3	461.2	Metered Sales - Commercial, Industrial		
4	462	Fire Protection Revenue	<i>p</i>	
5	464	Other Water Sales Revenue		
6	465	Irrigation Sales Revenue		
7	466	Sales for Resale		
8	400	Total Revenue (Add Lines 1 - 7)	233316	.67
		(also enter result on Page 4, line 1)	Booked to Acct #	
9	* DEQ F	ees Billed separately to customers	Booked to Acct #	
10	** Hook	up or Connection Fees Collected	Booked to Acct #	
11	***Com	mission Approved Surcharges Collected		
		401 OPERATING EXPENSES		
12	601.1-6	Labor - Operation & Maintenance	36306.95	
13	601.7	Labor - Customer Accounts	6351.04	
14	601.8	Labor - Administrative & General	6351.04	
15	603	Salaries, Officers & Directors	27654.48	
16	604	Employee Pensions & Benefits	5981.65	
17	610	Purchased Water		
18	615-16	Purchased Power & Fuel for Power	1986.1	
19	618	Chemicals	2527.32	
20	620.1-6	Materials & Supplies - Operation & Maint.	15981.16	
21	620.7-8	Materials & Supplies - Administrative & General	621.29	
22	631-34	Contract Services - Professional	11479.54	
23	635	Contract Services - Water Testing	3000.48	
24	636	Contract Services - Other	850	
25	641-42	Rentals - Property & Equipment		
26	650	Transportation Expense	6931.51	
27	656-59	Insurance	5042.78	
28	660	Advertising		
29	666	Rate Case Expense (Amortization)		
30	667	Regulatory Comm. Exp. (Other except taxes)		
31	670	Bad Debt Expense	-3	
32	675	Miscellaneous	832.47	

INCOME STATEMENT

DESCRIPTION SUB ACCT 1 Revenue (From Page 3, line 8) 233316.67 Operating Expenses (From Page 3, line 33) 2 131894.81 403 3 **Depreciation Expense** 26283.64 406 4 Amortization, Utility Plant Aquisition Adj. 5 407 Amortization Exp. - Other 6 Regulatory Fees (PUC) 408.10 563.85 7 408.11 **Property Taxes** 8159.92 8 408.12 Payroll Taxes 6388.46 9A 408.13 Other Taxes (list) **DEQ** Fees 560 9B 9C 9D 10 409.10 Federal Income Taxes 14201 11 409.11 State Income Taxes 12 410.10 Provision for Deferred Income Tax - Federal 410.11 Provision for Deferred Income Tax - State 13 14 411 Provision for Deferred Utility Income Tax Credits 412 Investment Tax Credits - Utility 15 Total Expenses from operations before interest (add lines 2-15) 16 188051.68 Income From Utility Plant Leased to Others 17 413 414 Gains (Losses) From Disposition of Utility Plant 18 Net Operating Income (Add lines 1, 17 &18 less line 16) 19 45264.99 20 415 Revenues, Merchandizing Jobbing and Contract Work Expenses, Merchandizing, Jobbing & Contracts 21 416 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 Other Taxes, Non-Utility Operations 26 408.20 Income Taxes, Non-Utility Operations 27 409-20 28 Net Non-Utility Income (Add lines 20,22,23 & 24 less lines 21,25,26, & 27) 0 Gross Income (add lines 19 & 28) 45264.99 29 30 427.3 Interest Exp. on Long-Term Debt 31 427.5 Other Interest Charges NET INCOME (Line 29 less lines 30 & 31), (Also Enter on Pg 9, Line 2) 32 45264.99

For the Year Ended

2015

.

.

ACC	OUNT 101	PLANT IN SERVICE DETAIL		For the Year	Ended	2015
			Balance	Added	Removed	Balance
			Beginning	During	During	End of
	SUB ACCT	DESCRIPTION	of Year	Year	Year	Year
1	301	Organization				0
2	302	Franchises and Consents				0
3	303	Land & Land Rights				0
4	304	Structures and Improvements	202291.82	0		202291.82
5	305	Collecting & Impounding Reservoirs	1035599.49			1035599.5
6	306	Lake, River & Other Intakes				0
7	307	Wells				0
8	308	Infiltration Galleries & Tunnels				0
9	309	- Supply Mains	20954.51			20954.51
10	310	- Power Generation Equipment				0
11	311	Power Pumping Equipment				0
12	320	- Purification Systems	16613.01			16613.01
13	330	- Distribution Reservoirs & Standpipes				0
14	331	- Trans. & Distrib. Mains & Accessories				0
15	333	Services				0
16	334	- Meters and Meter Installations				0
17	335	Hydrants	3941.91			3941.91
18	336	- Backflow Prevention Devices				0
19	339	Other Plant & Misc. Equipment				0
20	340	Office Furniture and Equipment				0
21	341	Transportation Equipment	7741.65			7741.65
22	342	Stores Equipment				0
23	343	Tools, Shop and Garage Equipment				0
24	344	Laboratory Equipment				0
25	345	Power Operated Equipment				0
26	346	Communications Equipment				0
27	347	Miscellaneous Equipment				0
28	348	Other Tangible Property -				0
29		- TOTAL PLANT IN SERVICE	1287142.39	0	(0 1287142.4

(Add lines 1 - 28) Enter beginning & end of year totals on Pg 7, Line 1

•

.

ACCUMULATED DEPRECIATION ACCOUNT 108.1 DETAIL		For the Year Ended		2015		
			Depreciation	Balance	Balance	Increase
			Rate	Beginning	End of	or
	SUB ACCT	DESCRIPTION	%	of Year	Year	(Decrease)
1	304	Structures and Improvements	2%	57095.83	60645.79	3549.96
2	305	Collecting & Impounding Reservoirs	2% & 2.5%	227164.99	248736.23	21571.24
3	306	Lake, River & Other Intakes				0
4	307	Wells				0
5	308	Infiltration Galleries & Tunnels				0
6	309	Supply Mains	2%	6247.13	6666.17	419.04
7	310	Power Generation Equipment				0
8	311	Power Pumping Equipment				0
9	320	Purification Systems	4%	9414.03	10078.59	664.56
10	330	Distribution Reservoirs & Standpipes				0
11	331	Trans. & Distrib. Mains & Accessories				0
12	333	Services				0
13	334	Meters and Meter Installations				0
14	335	Hydrants	2%	1174.85	1253.69	78.84
15	336	Backflow Prevention Devices				0
16	339	Other Plant & Misc. Equipment				0
17 18	340 341	Office Furniture and Equipment Transportation Equipment				0
19	342	Stores Equipment				0
20	343	Tools, Shop and Garage Equipment				0
21	344	Laboratory Equipment				0
22	345	Power Operated Equipment				0
23	346	Communications Equipment				0
24	347	Miscellaneous Equipment				0
25	348	Other Tangible Property				0
26		TOTALS (Add Lines 1 - 25)		301096.83	327380.47	26283.64

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

Resort Water Company, INC. NAME:

BAL	ANCE SHE	ET	For the Year	Ended	2015
		ASSETS	Balance	Balance	Increase
	SUB ACCT	DESCRIPTION	Beginning of Year	End of Year	or (Decrease)
1	101	Utility Plant in Service (From Pg 5, Line 29)	1287142.4	1287142.39	
			120/142.4	120/142.39	
2	102	Utility Plant Leased to Others			0
3	103	Plant Held for Future Use			0
4	105	Construction Work in Progress			0
5	114	Utility Plant Aquisition Adjustment			0
6		Subtotal (Add Lines 1 - 5)	1287142.4	1287142.39	0
7	108.1	Accumulated Depreciation (From Pg 6, Line 26)	301096.83	327380.47	26283.64
8	108.2	Accum. Depr Utility Plant Lease to Others			0
9	108.3	Accum. Depr Property Held for Future Use			0
10	110.1	Accum. Amort Utility Plant in Service			0
11	110.2	Accum. Amort Utility Plant Lease to Others			0
12	115	Accumulated Amortization - Aquisition Adj.			0
13		Net Utility Plant (Line 6 less lines 7 - 12)	986045.56	959761.92	-26283.64
14	123	Investment in Subsidiaries			0
15	125	Other Investments			0
16		Total Investments (Add lines 14 & 15)	0	0	0
17	131	Cash			0
18	135	Short Term Investments			0
19	141	Accts/Notes Receivable - Customers	16545.4	24976	8430.6
20	142	Other Receivables			0
21	145	Receivables from Associated Companies			0
22	151	Materials & Supplies Inventory			0
23	162	Prepaid Expenses			0
24	173	Unbilled (Accrued) Utility Revenue			0
25	143	Provision for Uncollectable Accounts			0
26		Total Current (Add lines 17 - 24, less line 25)	16545.4	24976	8430.6
27	181	Unamortized Debt Discount & Expense			0
28	183	Preliminary Survey & Investigation Charges			0
29	184	Deferred Rate Case Expenses			0
30	186	Other Deferred Charges			0
31		Total Assets (Add lines 13, 16 & 26 - 30)	1002591	984737.92	-17853.04

. .

BAL	ANCE SHE	ET	For the Year E	nded	2015
		LIABILITIES & CAPITAL	Balance	Balance	Increase
			Beginning	End of	or
	SUB ACCT		of Year	Year	(Decrease)
1	201-3	Common Stock	433926.46	433926.46	
2	204-6	Preferred Stock			
3	207-13	Miscellaneous Capital Accounts			
4 5	214 215	Appropriated Retained Earnings Unappropriated Retained Earnings			
6	215	Reacquired Capital Stock			
7	218	Proprietary Capital			
8		Total Equity Capital (Add Lines 1-5+7 less line 6)	433926.46	433926.46	0
9	221-2	Bonds			
10	223	Advances from Associated Companies			
11	224	Other Long - Term Debt			
12	231	Accounts Payable			
13	232	Notes Payable			
14	233	Accounts Payable - Associated Companies	1232.11	36486.35	35254.24
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			
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) TOTAL LIABILITIES & CAPITAL (Add lines 8 & 30)	1232.11	36486.35	35254.24
31		** Only if Commission Approved	435158.57	470412.81	35254.24

STAT	STATEMENT OF RETAINED EARNINGS Fo		For the Year Ended	
1	Retained Earnings Balance @ Beginning of Year		422855.22	
2	Amount Added from Current Year Income (From Pg 4, Line 32)		45264.99	
3	Other Credits to Account			
4	Dividends Paid or Appropriated			
5	Other Distributions of Retained Earnings			
6	Retained Earnings Balance @ End of Year		468120.21	

CAPITAL STOCK DETAIL

,

.

		No. Shares	No. Shares	Dividends
7	Description (Class, Par Value etc.)	Authorized	Outstanding	Paid
		100		
				0

DETAIL OF LONG-TERM DEBT

	Interest	Year-end	Interest	Interest
Description	Rate	Balance	Paid	Accrued
Totals		0	0	0

Resort Water Company, INC. NAME:

1

2

For the Year Ended SYSTEM ENGINEERING DATA 2015 Provide an updated system map if significant changes have been made to the system during the year. Type of Water Supply: Water Treatment: Supply Rated None, Chlorine Annual Source

	Capacity	Fluoride	Production	(Well, Spring,
Pump Designation or location	(gpm)	Filter etc.)	(000's Gal.)	Surface Wtr)
Well #4	60	CL2 Soda Ash	4,299,300	Well
Well #5	150	CL2 Soda Ash	8,226,100	Well
Well #6	70	CL2 Soda Ash	6,331,100	Well
TOTALS			18856500	

3 System Storage:

			Type of	
	Total	Usable	Reservoir	Construction
	Capacity	Capacity	(Elevated	(Wood,
	000's	000's	Pressurized	Steel
Storage Designation or Location	Gal.	Gal.	Boosted)	Concrete)
Reservoir #1	45,000.00	45,000.00		concrete
Reservoir #2	60,000.00	60,000.00		concrete
Reservoir #3	200,000.00	200,000.00		concrete

SYSTEM ENGINEERING DATA Continued

For the Year Ended 2015

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

	Rated	Rated	Discharge	Energy used
	Horse power	Capacity	Pressure	this Year
Designation or Location & Type of Pump**	(hp)	(gpm)	(psi)	(Kwh)
Well #4	5HP	60		
Well #5	5HP	150		
Well #6	2HP	70		
	1			

5 If Wells are metered:

	What was the total amount pumped this year? 000's gal.		
	What was the total amount pumped during peak month? 000's gal. January -		
	What was the total amount pumped on the peak day? gal. 11/30/2015	252,352	
6	If customers are metered, what was the total amount sold in peak month? 000's gal.	N/A	
7	Was your system designed to supply fire flows?	yes	
	If Yes: What is current system rating?	Class 5	
8	How many times were meters read this year?	N/A	
	During which months?	N/A	

9	How many additional customers could be served with no system improvements	
	except a service line and meter?	37
	How many of those potential additions are vacant lots?	
10	Are backbone plant additions anticipated during the coming year?	Yes
If Ye	es, attach an explanation of projects and anticipated costs! New Well ***	60,000.00
11	In what year do you anticipate that the system capacity (supply, storage or distribution)	
	will have to be expanded?	unknown

SYSTEM ENGINEERING DATA Continued For the Year Ended 2015 FEET OF MAINS In Use Installed Abandoned In Use 1

Pipe	Beginning	During	During	End of
Size	Of Year	Year	Year	Year
8 plus others	25,457 FT.			25,457 FT.
	Pipe Size 8 plus others	Size Of Year	Size Of Year Year	Size Of Year Year Year

CUSTOMER STATISTICS

		Number of Customers		Thousands of Gallons Sold	
		This	Last	This	Last
		Year	Year	Year	Year
2	Metered:				
2A	Residential	296	291		
2B	Commercial	126	126		
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)	422	417	0	0

CERTIFICATE

State of Idaho)) ss County of)

WE, the undersigned______Thomas Trulock_____

and_____ Rod Engel

of the_____ Resort Water Company, 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 therin 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_____day of_____, _____,

NOTARY PUBLIC

My Commission Expires ____10/7/2018_____

CERTIFICATE

State of Idaho)) ss County of)

WE, the undersigned ______Thomas Trulock_____

and_____ Rod Engel

of the_____ Resort Water Company, 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 therin 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

NOTARY PUBLIC



gdk/excel/jnelson/anulrpts/wtrannualrpt

My Commission Expires ____10/7/2018___

Affiliate

Schweitzer Utility Company LLC 165 Village Lane, Suite A Sandpoint, ID 83864

Schweitzer Mountain Properties LLC 10000 Schweitzer Mt. Road Sandpoint, Idaho 83864

Services Provided

This company provides sewer, main road snowplowing as well as parking lots and cable TV services to Schweitzer Mountain. All employees who do work for the Company are employees of this company. The Company is operated from the offices of the Schweitzer Utility Company, and costs in common are allocated between the 4 operations (sewer, water, cable TV and roads).

This company owns the land that the Company operates it's wells and reservoirs on.

Schweitzer Mountain Ski Operations LLC 10000 Schweitzer Mt. Road Sandpoint, Idaho 83864

Schweitzer Mountain LLC 10000 Schweitzer Mt. Road Sandpoint, Idaho 83864

Schweitzer Mountain Facilities LLC 10000 Schweitzer Mt. Road Sandpoint, Idaho 83864 This company provides the company's offices, office phones, tech services, human resources services and the CFO oversees the finances of the Company.

This is the Parent Company

_ This company owns land and does not provide a service to the Company.

MOUNTAIN UTILITY COMPANY WATER - WASTEWATER - CABLE TV - ROADS

1-Feb-15

To Our Customers:

This is a summary of the rules for deposit and termination of service for all Resort Water Company customers as determined by the Idaho Public Commission (IPUC). These rules cover the rights and responsibilities of the customer and the utility. An explanation of our rate schedule has al been included.

Questions concerning this information may be directed to:

Resort Water Company

165 Village Lane , Suite A Sandpoint, Idaho 83864 (208) 255-3042

or

IPUC

Consumer Assistance Post Office Box 83720 Boise, Idaho 83720-0074 (208) 334-0369 1-800-432-0369

Rate Schedule Information

Most Resort Water Company customers are billed under the following flat rate schedule. However, some customers may be billed under other s tariffs. Please call the Resort Water Company if there are any questions about the rate used for your billing. **General Flat Rate Service**

Resort Water Company bills each current customer each month. The bill is a flat rate of \$44.80 per Equivalent Residential Unit (ERU).

Miscellaneous Charges

Resort Water Company believes that the cost of providing special services should be borne by those customers responsible for incurring the cos handling of returned checks, accounts that are disconnected for non-payment and after hour service are some examples of special services. These miscellaneous charges are as follows:

- Returned checks will be assessed a \$15.00 handling fee.
- Reconnection of service due to termination for non-payment if the service is interrupted for less than 30 days is \$20.00 during normal business hours and \$60.00 if after hours.
- Reconnection of service due to any reason if the service is interrupted for greater than 30 days can be calculated based on the ta charged for four months during normal business hours and can be calculated based on the tariff charged for four months plus \$60.00 if after business hours.
 - Field collection trip charge is \$15.00

In most cases, these fees must be paid prior to service being granted or restored.

Deposits/Payment Guarantees

The IPUC service rules allow utilities to ask for deposits or payment guarantees under specific conditions. At this time, Resort Water Company or require deposits or payment guarantees.

Rules for Termination of Service

Termination with Prior Notice

.

With proper customer notification, Resort Water Company may deny or terminate water service for one of the following reasons:

- 1. Nonpayment of a past due billing, payment of a past due billing with any check not honored by the bank, or insufficient funds on an electronic payment;
- 2. Failure to abide by the terms of a payment arrangement;
- 3. Obtaining service by misrepresentation of identity;
- 4. Willfully wasting service through improper equipment or otherwise;
- 5. Failure to apply for service.

Termination without Prior Notice

Resort Water Company may deny or terminate water service without prior 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 Resort Water Company;
- 4. Resort Water Company has diligently attempted to notify the customer of termination and has been unable to make contact;
- 5. If ordered by any court, the Commission, or any other duly authorized public authority.

Notification

- 1. A billing may be considered past due fifteen (15) days after the billing date. A written notice of termination must be mailed at lease seven (7) days before the proposed termination date.
- 2. At least twenty-four (24) hours before the service is terminated, another attempt shall be made to contact the customer in person of by telephone
- 3. If service is terminated, a notice will be left at the property advising the customer of the necessary steps to have service restored. Only a twenty-four (24) hour notice is required if:
- 4. The initial payment of a payment arrangement is not made or the initial payment is made with a check not honored by the bank;
- 5. Payment is made by check to a company representative at the premises to prevent termination and the check is not honored by the

Additional Notice

If service is not terminated within twenty-one (21) calendar days after the proposed termination date, Resort Water will begin the notice process ; with the seven (7) day written notice.

Payment Arrangements and Special Circumstances

If the customer cannot pay the billing in full or receives a notice of termination, payment arrangements can be made to avoid termination of servi-Please call the Resort Water Company at (208) 255-3042

If the customer cannot pay the billing and a member of the household is seriously ill or there is a medical emergency, Resort Water will postpone termination of service for thirty (30) days. A written certificate is required from a licensed physician or public health official stating the name of the person who is ill and the name, title, and signature of the person certifying the serious illness or medical emergency. **Restriction on Termination of Service**

Service cannot be terminated if:

- 1. The past due billing is less than \$50.00 or two (2) months of service, whichever is less;
- 2. The unpaid billing is for service to another customer;
- 3. The billing is for charges other than water service.

Service cannot be disconnected on Friday after 2:00 pm, on Saturday, Sunday, legal holidays recognized by the state of Idaho, or after 2:00 pm c day immediately preceding any legal holiday. Service may be terminated only 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 the customer and state the purpose of the visit. This emple authorized to accept payment in full on the account.

If service is terminated for any one of the conditions listed, Resort Water has employees available for reconnection as soon as the situation is co

Complaint Procedure

If at any time there is a complaint concerning termination of service, policies and practices, or any other matter regarding our service, please cor Resort Water in person, by telephone or in writing. The complaint will be investigated promptly and thoroughly. The customer will be notified or writing of the results of the investigation, and we will make every effort to resolve the complaint.

If the customer is dissatisfied with the proposed resolution of the complaint, the IPUC may be asked to review the matter. The service will not be disconnected while the complaint is being investigated by the utility or the IPUC.