

## DEPOSIT

The IPUC rules allow utilities to ask for deposits or payment guarantees under specific conditions. Currently, the Company does not require deposits or payment guarantees.

## WATER RATES

### Customer Charge:

<u>Size</u>	<u>Min. Monthly</u>	<u>Reconnect 31 + Days</u>
0.75	\$28.85	\$86.55
1.00	\$28.85	\$86.55
1.50	\$115.50	\$346.50
2.00	\$205.00	\$615.00
2.50	\$320.75	\$962.25
3.00	\$462.00	\$1,386.00
4.00	\$821.25	\$2,463.75
6.00	\$1,847.50	\$5,542.50

### Commodity Charge:

\$.96 Per 1,000 Gallons

## MISCELLANEOUS CHARGES

- Reconnection Charge for Non-payment or Cross Connection Control:

Regular Hours (M-F non-holiday 8am-5pm) \$18.50  
After Hours \$33.50

- Late Payment Charge: 1%
- Returned Payment Charge: \$20.00
- Customer Service Request: \* Costs
- Meter Testing Charge: N/A

\*If Customer Requests Service for their side of meter then they will be billed for actual costs.

### New Service Hookup Charge-see below

Complete Installation \$4,200.00  
Tap Main & Install Service Line \$1,900.00  
Pit Setter and Meter Only \$3,000.00  
Install Meter and turn-on water only \$620.00

If boring is required, the customer must pay the higher of the actual costs or estimate.

## Emergency Contact

Contact Name: Bob Kuchenski  
Contact Number: (208)659-4197 cell  
Contact Email: bob@integritywater.net

## Third party operator information:

**Bob Kuchenski**  
208-659-4197 Cell

**Regular hours** are 8:00 am to 5:00 pm—Mon-Fri.  
**Contact hours:** are 10:00 am to 2:00 pm M-Th.

**REGULAR business hours** are defined as 8:00 a.m. to 5:00 p.m., except holidays recognized by the State of Idaho, and weekends.

**See the Company's Tariff #4 for details on charges, fees, and rates at <https://puc.idaho.gov/>**

# CDS StoneRidge Utilities, LLC.

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This is a summary of the rules as determined by Idaho Public Utilities Commission (IPUC). These rules cover the rights and responsibilities of the customer and the utility. An explanation of rate schedules has also been included.

Questions concerning this information may be directed to:

### **CDS StoneRidge Utilities, LLC.**

364 StoneRidge Road, Blanchard, ID 83804  
800-952-2948 Ext. 4  
Utilities@Stoneridgeidaho.com

OR

Idaho Public Utilities Commission  
Consumer Assistance  
PO Box 83720  
Boise, ID 83720-0074

208-334-0369  
800-432-0369

<https://puc.idaho.gov/>

## TERMINATION RULES

### Summary Of Rules And Regulations of the Idaho Public Utilities Commission (IPUC) Governing Customer Relations Of Natural Gas, Electric And Water Public Utilities

A utility may terminate service to a customer without his/her permission after adequate notice for the following reasons:

1. Failure to pay an undisputed past due bill, or when payment is made with a dishonored check or electronic payment.
2. Failure to make security deposit where it is required.
3. Failure to abide by terms of payment arrangement.
4. Customer or applicant misrepresented their identity for the purpose of obtaining utility service.
5. Customer or applicant denied or prevented the utility's access to the meter.
6. Willful waste of service through improper equipment or otherwise.
7. Customer or applicant is a minor not competent to contract as defined by Idaho Code.
8. Customer or applicant owes money on an existing account or from a previous account for service provided within the past four years.

A utility may deny or terminate service without prior notice to the customer or applicant and without his/her permission for one or more of the following reasons:

1. A situation exists that is immediately dangerous to life, physical safety, or property.
2. The utility is ordered to terminate service by any court, the Commission or other duly authorized public authority.
3. The service is obtained, diverted, or used without authorization or knowledge of the utility.
4. The utility has made a diligent attempt to notify the customer of termination but has been unable to make contact.

### 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 least seven (7) days before the proposed termination date. (Initial Notice)

2. At least twenty-four (24) hours before the service is terminated, another attempt shall be made to contact the customer in person or by telephone. (Final Notice)
3. If service is not terminated within twenty-one (21) calendar days after the proposed termination date, another initial and final notice are required.
4. No additional notice is required if, upon receipt of a termination notice, the customer makes a payment arrangement and fails to keep it, or when payment is made with a dishonored check or electronic payment.

### WHEN TERMINATION IS NOT ALLOWED

1. The unpaid bill totals less than fifty dollars (\$50) or two (2) months service, whichever is less.
2. The unpaid bill is for service to another customer.
3. The unpaid bill results from the purchase of non-utility goods or services.
4. Terminations are not allowed on Friday, Saturday, Sunday, legal holidays recognized by the State of Idaho, the day preceding legal holidays, or at any time when the company is not open for business.

### MEDICAL EMERGENCY

If the customer or a member of the customer's family is seriously ill or has a medical emergency, the utility will postpone termination of service for thirty (30) days if a written certificate signed by a licensed physician or public health official is received.

### PAYMENT ARRANGEMENTS

The Company may assist you by making payment arrangements not requiring immediate payment in full. Please contact us prior to the Final Date to arrange such a payment plan.

### COMPLAINT PROCEDURE

An informal or formal complaint concerning the termination of service, policies and practices, or any other matter may be filed directly with the utility. If the customer is dissatisfied with the proposed resolution of the complaint, they may contact the Consumer Assistance staff at:

**Idaho Public Utilities Commission**

**PO Box 83720**

**Boise, ID 83720-0074**

**800-432-0369 (toll free) or 208-334-0369**

**<https://puc.idaho.gov/>**

Termination of service is prohibited while a complaint is pending with the Commission or with a court in the State of Idaho.

The Commission's Utility Customer Relation Rules are available on the IPUC's website.

### IMPORTANT REMINDERS

- It is the customer's responsibility to repair any water leaks or damage to the service line from the meter to the home, in the home, or on the customer's premises. Preventing lines from freezing and making prompt repairs, if necessary, result in lower bills and conserves water.
- Make sure you know where the main water shutoff valve in your house is located in case you have a plumbing emergency.
- **Fire Hydrant**  
Any customer with a hydrant located on their property is responsible to make sure that access to the hydrant is not blocked by landscaping, trees, shrubs, or fences. Fire department personnel must be able to reach all sides of a hydrant.
- **Meter Access**  
Company personnel must be able to reach all sides of a meter easily. The customer must make sure that access to the meter is not blocked by landscaping, trees, shrubs, or fences. Typically, the meter cover is located near where the water line enters the property.
- **811 – Before You Dig**  
Idaho Code, Chapter 22, Sections 55-2201 to 55-2210 requires anyone digging, including homeowners, to contact Digline 2 to 10 business days before starting work. **Call nd811 .COM -866-242-5844.** or <https://www.bonnerboundary811.org/>

• **NOTE:** No one, except an authorized agent of CDS StoneRidge Utilities, LLC., shall tamper with, interfere with, repair, connect to, or replace any of the Company's property. Any damage to the meter or the Company's equipment by the Customer will be the financial responsibility of the Customer.