

RES-W

ANNUAL REPORT

OF

NAME

TOM TRULOCK/DEBBIE HARPER
RESORT WATER CO
165 VILLAGE LANE STE A
SANDPOINT ID 83864

IDAHO PUBLIC
UTILITIES COMMISSION

2012 APR - 9 AM 8:44

RECEIVED

TO THE

IDAHO PUBLIC

UTILITIES COMMISSION

FOR THE

YEAR ENDED 2011

**ANNUAL REPORT FOR WATER UTILITIES TO THE IDAHO PUBLIC UTILITIES COMMISSION
FOR THE YEAR ENDING 2011**

COMPANY INFORMATION

1 Give full name of utility Resort Water Company, Inc.
 2 Date of Organization 11/19/98
 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 portion of township 58N section 20

11 Are there any affiliated companies? (yes or no) 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)		
Vice President		
Secretary		
General Manager/Director	Thomas Trulock	208-255-3046
Complaints or Billing	Debra A. Harper	208-255-3042
Engineering	Third Party	
Emergency Service	James Lackey	208-255-3045
Accounting	Debra A. Harper	208-255-3042

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 165 Village Lane, Suite A
 City Sandpoint
 State Idaho
 Zip 83864

NAME: Resort Water Company, Inc.

COMPANY INFORMATION (Cont.) For the Year Ended 2011

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 sy: 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 Department of Environmental Quality? _____
 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 c 0
- 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? February-11

Attach a copy of the Summary Exhibit B

- 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: Resort Water Company, Inc.

REVENUE & EXPENSE DETAIL

For the Year Ended 2011

SUB ACCT	DESCRIPTION		
400 REVENUES			
1 460	Unmetered Water Revenue	225,379.44	
2 461.1	Metered Sales - Residential		
3 461.2	Metered Sales - Commercial, Industrial		
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)		225,379.44
	(also enter result on Page 4, line 1)		
9	* DEQ Fees Billed separately to customers		Booked to Acct #
10	** Hookup or Connection Fees Collected		Booked to Acct #
11	***Commission Approved Surcharges Collected		
401 OPERATING EXPENSES			
12 601.1-	Labor - Operation & Maintenance	42,524.44	
13 601.7	Labor - Customer Accounts	5,666.00	
14 602	Labor - Administrative & General	5,666.00	
15 603	Salaries, Officers & Directors	20,307.72	
16 604	Employee Pensions & Benefits	8,063.67	
17 610	Purchased Water		
18 615-1	Purchased Power & Fuel for Power	2,531.01	
19 618	Chemicals	1,192.21	
20 620.1-	Materials & Supplies - Operation & Maint.	13,581.03	
21 620.7-	Materials & Supplies - Administrative & General		
22 631-3	Contract Services - Professional	7,763.40	
23 635	Contract Services - Water Testing	1,639.41	
24 636	Contract Services - Other	3,875.00	
25 641-4	Rentals - Property & Equipment	150.02	
26 650	Transportation Expense	5,713.99	
27 656-5	Insurance	8,317.81	
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	72.20	
33	Total Operating Expenses (Add lines 12 - 32, also enter on Pg 4, line 2)		127,063.91

NAME: Resort Water Company, Inc.

INCOME STATEMENT

For the Year Ended 2011

SUB ACCT	DESCRIPTION		
1	Revenue (From Page 3, line 8)		225,379.44
2	Operating Expenses (From Page 3, line 33)	127,063.91	

3	403	Depreciation Expense	26,283.72		
4	406	Amortization, Utility Plant Aquisition Adj.			
5	407	Amortization Exp. - Other			
6	408.10	Regulatory Fees (PUC)	323.59		
7	408.11	Property Taxes	4,621.80		
8	408.12	Payroll Taxes	8,243.18		
9A	408.13	Other Taxes (list)	-		
9B			-		
9C					
9D					
10	409.10	Federal Income Taxes	6,900.00		
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)	173,436.20		
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)			51,943.24
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)			51,943.24
30	427	Interest Exp. on Long-Term Debt			
31	428	Other Interest Charges			37.28
32		NET INCOME (Line 29 less lines 30 & 31), (Also Enter on Pg 9, Line 2)			51,905.96

NAME: Resort Water Company, Inc.
ACCOUNT 101 PLANT IN SERVICE DETAIL

SUB ACCT	DESCRIPTION	Balance Beginning of Year	For the Year Ended		2011
			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	\$ 202,291.82			202,291.82
5	305 Collecting & Impounding Reservoirs	\$ 1,035,599.49			1,035,599.49
6	306 Lake, River & Other Intakes	\$ -			-
7	307 Wells	\$ -			-
8	308 Infiltration Galleries & Tunnels	\$ -			-
9	309 Supply Mains	\$ 20,954.51			20,954.51
10	310 Power Generation Equipment	\$ -			-
11	311 Power Pumping Equipment	\$ -			-
12	320 Purification Systems	\$ 16,613.01			16,613.01
13	330 Distribution Reservoirs & Standpipes	\$ -			-
14	331 Trans. & Distrib. Mains & Accessories	\$ -			-
15	333 Services	\$ -			-
16	334 Meters and Meter Installations	\$ -			-
17	335 Hydrants	\$ 3,941.91			3,941.91
18	336 Backflow Prevention Devices	\$ -			-

19	339	Other Plant & Misc. Equipment	\$	-			-
20	340	Office Furniture and Equipment	\$	-			-
21	341	Transportation Equipment	\$	7,741.65			7,741.65
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	\$	-			1,287,142.39

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

NAME: Resort Water Company, Inc.

ACCUMULATED DEPRECIATION ACCOUNT 108.1 DETAIL

SUB ACCT	DESCRIPTION	Depreciation Rate %	For the Year Ended		2011
			Balance Beginning of Year	Balance End of Year	Increase or (Decrease)
1	304 Structures and Improvements	2.0%	42,895.83	46,445.83	3,550.00
2	305 Collecting & Impounding Reservoirs	2%,2.5%	140,880.01	162,451.26	21,571.25
3	306 Lake, River & Other Intakes				-
4	307 Wells				-
5	308 Infiltration Galleries & Tunnels				-
6	309 Supply Mains	2.0%	4,570.76	4,989.86	419.10
7	310 Power Generation Equipment				-
8	311 Power Pumping Equipment				-
9	320 Purification Systems	4.0%	6,755.95	7,420.47	664.52
10	330 Distribution Reservoirs & Standpipes				-
11	331 Trans. & Distrib. Mains & Accessories				-
12	333 Services				-
13	334 Meters and Meter Installations				-
14	335 Hydrants	2.0%	859.49	938.34	78.85
15	336 Backflow Prevention Devices				-
16	339 Other Plant & Misc. Equipment				-
17	340 Office Furniture and Equipment				-
18	341 Transportation Equipment	20.0%	-		-
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)		195,962.04	222,245.76	26,283.72

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

NAME: Resort Water Company, Inc.

BALANCE SHEET

SUB ACCT	DESCRIPTION	For the Year Ended		2011
		Balance Beginning of Year	Balance End of Year	Increase or (Decrease)
1	101 Utility Plant in Service (From Pg 5, Line 29)	1,287,142.39	1,287,142.39	-
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)	1,287,142.39	1,287,142.39	-
7	108	Accumulated Depreciation (From Pg 6, Line 26)	195,962.04	222,245.76	26,283.72
8	108	Accum. Depr. - Utility Plant Lease to Others			-
9	108	Accum. Depr. - Property Held for Future Use			-
10	110	Accum. Amort. - Utility Plant in Service			-
11	110	Accum. Amort. - Utility Plant Lease to Others			-
12	115	Accumulated Amortization - Aquisition Adj.			-
13		Net Utility Plant (Line 6 less lines 7 - 12)	1,091,180.35	1,064,896.63	(26,283.72)
14	123	Investment in Subsidiaries			-
15	125	Other Investments			-
16		Total Investments (Add lines 14 & 15)	-	-	-
17	131	Cash			-
18	135	Short Term Investments			-
19	141	Accts/Notes Receivable - Customers	13,911.46	18,680.48	4,769.02
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		Total Current (Add lines 17 - 24, less line 25)	13,911.46	18,680.48	4,769.02
27	181	Unamortized Debt Discount & Expense			-
28	183	Preliminary Survey & Investigation Charges			-
29	184	Deferred Rate Case Expenses	-	-	-
30	186	Other Deferred Charges			-
31		Total Assets (Add lines 13, 16 & 26 - 30)	1,105,091.81	1,083,577.11	(21,514.70)

NAME: Resort Water Company, Inc.

BALANCE SHEET

LIABILITIES & CAPITAL

SUB ACCT		DESCRIPTION	For the Year Ended		2011
			Balance	Balance	Increase
			Beginning	End of	or
			of Year	Year	(Decrease)
1	201-3	Common Stock	433,926.46	433,926.46	-
2	204-6	Preferred Stock			
3	207-1	Miscellaneous Capital Accounts			
4	214	Appropriated Retained Earnings			
5	215	Unappropriated Retained Earnings			
6	216	Reacquired Capital Stock			
7	218	Proprietary Capital			
8		Total Equity Capital (Add Lines 1-5+7 less line 6)	433,926.46	433,926.46	-
9	221-2	Bonds			
10	223	Advances from Associated Companies			
11	224	Other Long - Term Debt			
12	231	Accounts Payable	11,569.16	7,543.72	(4,025.44)
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	Accrued Taxes - Non-Utility			
19	237-4	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	Accumulated Investment Tax Credits - Utility			
25	255	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)
- 31 TOTAL LIABILITIES & CAPITAL (Add lines 8 & 30)

11,569.16	7,543.72	(4,025.44)
445,495.62	441,470.18	(4,025.44)

** Only if Commission Approved

NAME: Resort Water Company, Inc.

STATEMENT OF RETAINED EARNINGS

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

For the Year Ended		2011
	224,822.67	
	51,905.96	
	276,728.63	

CAPITAL STOCK DETAIL

- 7 Description (Class, Par Value etc.)
- common, 1 class
-
-
-
-

No. Shares	No. Shares	Dividends
Authorized	Outstanding	Paid
100.00		

DETAIL OF LONG-TERM DEBT

- 8 Description
- None
-
-
-
-
-
-
-
-
- Totals

Interest Rate

Year-end	Interest	Interest
Balance	Paid	Accrued

NAME: Resort Water Company, Inc.

SYSTEM ENGINEERING DATA

- 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
- Well #4
- Well #5
- Well #6
-
-
-
-
-
- TOTALS

Rated Capacity (gpm) (hp)

For the Year Ended		2011
Type of		Water
Treatment:		Supply
(None, Chlorine	Annual	Source
Fluoride	Production	(Well, Spring,
Filter etc.)	(000's Gal.)	Surface Wtr)
(gpm)		well
5	CL2 soda ash	well
5	CL2 soda ash	well
2	CL2 soda ash	

- 3 System Storage:

Total

	Type of	
Usable	Reservoir	Construction

Storage Designation or Location	Capacity 000's Gal.	Capacity	(Elevated	(Wood,
		000's Gal.	Pressurized Boosted)	Steel 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

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

NAME: Resort Water Company, Inc.

SYSTEM ENGINEERING DATA Continued

For the Year Ended 2011

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

Designation or Location & Type of Pump**	Rated Horse power (hp)	Rated	Discharge	Energy used
		Capacity (gpm)	Pressure (psi)	this Year (Kwh)
Well #4	5hp	60.00	n/a	
Well #5	5hp	120.00	n/a	
Well #6	2hp	70.00	n/a	

Attach additional sheets if inadequate space is available on this page.

5 If Wells are metered:

What was the total amount pumped this year? 000's gal.		11,169,552.00
What was the total amount pumped during peak month? 000's gal.		1,397,464.00
What was the total amount pumped on the peak day? gal.		125,800.00

6 If customers are metered, what was the total amount sold in peak month? 000's gal.

7 Was your system designed to supply fire flows?
If Yes: What is current system rating?

	Yes
	Class 5

8 How many times were meters read this year?
During which months?

9 How many additional customers could be served with no system improvements except a service line and meter?

	52.00
--	-------

How many of those potential additions are vacant lots?

	all
--	-----

10 Are backbone plant additions anticipated during the coming year?

	none
--	------

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?

NAME: Resort Water Company, Inc.

SYSTEM ENGINEERING DATA Continued

For the Year Ended 2011

FEET OF MAINS

	In Use Beginning Of Year	Installed During Year	Abandoned During Year	In Use End of Year
1 Pipe Size				

8	and other size	25475	0	0	25475.00 feet

CUSTOMER STATISTICS

	Number of Customers		Thousands of Gallons Sold	
	This Year	Last Year	This Year	Last Year
2 Metered:				
2A Residential				
2B Commercial				
2C Industrial				
3 Flat Rate:				
3A Residential	281	280		
3B Commercial	126	126		
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)	407	406	0	0

CERTIFICATE

State of Idaho)
) SS
 County of Bonneville)

WE, the undersigned Tom Trulock
 and Reed Engel
 of the Resort Water Co, 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 therein set forth, to the best of our knowledge, information and belief.

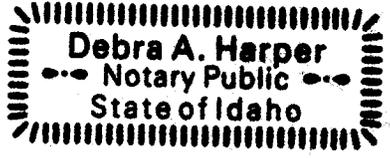
Tom Trulock
 (Chief Officer)

Reed Engel
 (Officer in Charge of Accounts)

Subscribed and Sworn to Before Me

this 1st day of April, 2012

Debra A. Harper
NOTARY PUBLIC



My Commission Expires 10/7/2012

gdk/excel/jnelson/anulrpts/wtrannualrpt

Resort Water Co., Inc
2011 Annual Report

EXHIBIT A: AFFILIATED COMPANIES

Affiliate

Services Provided

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

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).

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

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

This company provides the company's offices, office phones, tech services, human resources services and the CFO oversees the finances of the Company.

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

This company owns the shares of the Company.

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

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

Mountain Utility Company
Schweitzer Mountain Resort
Water Production Summary
PWS-1090123

Month	1997	1998	1999	2000	2001	2002	2003	2004
January	1,774,478	2,397,836	2,231,701	2,345,602	2,035,015	1,656,879	1,689,310	1,782,552
February	1,585,973	2,709,946	1,791,536	3,811,633	1,832,661	1,428,115	1,433,386	1,561,746
March	1,644,187	2,136,610	1,794,193	1,805,904	1,844,999	1,409,596	1,350,499	1,404,054
April	897,960	1,170,626	828,105	1,032,984	1,154,339	858,902	695,256	812,494
May	920,907	1,191,149	1,461,767	697,500	1,105,749	477,471	540,320	542,199
June	1,038,634	1,186,532	970,568	730,286	803,459	710,795	541,978	665,026
July	1,547,588	1,599,330	1,138,930	1,103,338	802,984	2,095,741	1,333,519	1,065,221
August	1,793,036	2,015,326	1,327,305	1,362,970	864,352	2,489,739	1,217,132	1,133,629
September	1,221,595	2,313,454	1,187,414	968,652	812,131	1,455,721	843,697	637,793
October	880,965	846,349	724,330	1,018,262	576,777	719,134	605,399	537,251
November	1,191,366	999,897	741,232	1,396,917	612,315	1,184,846	863,592	537,203
December	2,319,781	2,291,064	2,209,565	1,985,231	1,531,659	1,384,283	1,442,688	1,552,912
Totals:	16,816,490	20,858,088	16,406,696	18,259,279	13,976,440	15,871,222	12,556,776	12,232,080
MONTH	2005	2006	2007	2008	2009	2010	2011	2012
January	1,399,420	2,469,014	3,386,459	1,432,316	1,391,382	1,453,624	1,397,464	2994940
February	1,631,853	1,838,445	4,270,587	1,236,474	1,129,640	1,294,456	1,174,940	
March	467,500	1,678,038	1,916,596	1,316,672	1,131,264	1,197,332	1,109,648	
April	549,617	863,059	605,663	1,539,310	807,048	906,576	815,140	
May	527,873	610,136	564,425	665,122	721,360	802,924	460,624	
June	509,253	663,830	910,996	907,494	980,232	849,344	551,856	
July	1,134,947	1,279,697	1,763,741	1,373,954	1,350,196	1,146,244	714,528	
August	1,291,612	1,679,493	2,143,461	1,389,606	1,282,636	1,132,900	1,125,912	
September	1,019,502	1,495,461	1,025,053	813,028	932,272	832,564	902,248	
October	770,431	1,932,301	667,514	625,954	544,756	668,800	484,144	
November	1,484,599	2,235,927	1,714,369	1,254,082	1,309,396	996,332	1,315,792	
December	2,874,201	3,290,745	1,947,269	2,431,206	2,599,940	1,392,504	1,117,256	
Totals:	13,660,808	20,036,146	20,916,133	14,985,218	14,180,122	12,673,600	11,169,552	

MOUNTAIN UTILITY COMPANY

WATER - WASTEWATER - CABLE TV - ROADS

February 1, 2011

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 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.

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 specific 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 costs. The 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 tariff 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 does not 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 least 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 or 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 bank.

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 again 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 service. 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 2:00pm, on Saturday, Sunday, legal holidays recognized by the state of Idaho, or after 2:00 pm on any 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 employee is 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 corrected.

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 contact Resort Water in person, by telephone or in writing. The complaint will be investigated promptly and thoroughly. The customer will be notified orally or in 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.