

**United Water Idaho Complaints  
2002 - 2004**

	2002	2003	2004
Disconnection	12	28	16
Other Credit & Collection Issues	4	1	1
Line Extension/Installation	1	5	2
Low/High Water Pressure	1	2	1
Water Quality	2	5	4
Other Service Outage/Repair	1	3	0
High Bill	19	8	10
Customer Charge	3	6	1
Other Billing Issues	20	9	9
Rates & Policies	9	12	7
All Other	2	0	1
<b>Total</b>	<b>74</b>	<b>79</b>	<b>52</b>

**United Water Idaho Inquiries  
2002 - 2004**

	2002	2003	2004
Disconnection	1	2	2
Other Credit & Collection Issues	1	1	1
Line Extension/Installation	2	2	1
Low/High Water Pressure	1	1	0
Water Quality	0	1	0
Other Service Outage/Repair	0	0	1
High Bill	0	0	0
Customer Charge	1	0	2
Other Billing Issues	3	1	4
Rates & Policies	1	2	1
All Other	7	6	6
<b>Total</b>	<b>17</b>	<b>16</b>	<b>18</b>

**United Water Idaho Complaints & Inquiries  
2002 - 2004**

	2002	2003	2004
Complaints	74	79	52
Inquiries	17	16	18
<b>Total Contacts</b>	<b>91</b>	<b>95</b>	<b>70</b>

## COMPARISON OF LARGE WATER COMPANIES

### INQUIRIES & COMPLAINTS Per 1000 Customers 2002 - 2004

COMPANY	2002	2003	2004
Capitol Water	1.81	0.36	1.08
Eagle Water	0.88	1.15	8.46
Falls Water	none	0.46	none
United Water Idaho	1.29	1.35	0.94

SEP 9 - '99

SEP 3 - '99

UNITED WATER IDAHO INC.

*Theresa J. Walters* SECRETARY

RESIDENTIAL, MULTIPLE FAMILY HOUSING, COMMERCIAL, INDUSTRIAL, OR MUNICIPAL DEVELOPMENT WATER MAIN EXTENSION AGREEMENT (continued)

- (i) Bodily Injury & Property Damage: Single-Limit \$1,000,000
- (ii) Products and Completed Operations to be maintained for two (2) year(s) after final payment.
- (iii) Property Damage Liability Insurance shall provide X, C and U coverage.
- (iv) Railroad Protective Liability Coverage as applicable with \$5,000,000 aggregate limit.

c) Comprehensive Automobile Liability: Bodily Injury & Property Damage: Single-Limit \$1,000,000

d) Umbrella Excess Liability: \$2,000,000 over primary insurance

The Company shall be named as an additional insured on all policies except Workers' Compensation. All Certificates of Insurance shall include a sixty (60) day notice provision for cancellation or material change in coverage, except ten (10) days notice for non-payment of premium.

7. The amount of said "contributed cost for on-site " facilities shall be booked as a contribution in aid of construction.

8. The amount of said "contributed cost for off-site mains" shall be booked as a contribution in aid of construction. However, an applicant for service for which the service lateral (including laterals to a fire hydrant(s)) will be directly connected to said off-site main Extension within ten (10) years of the date of this Agreement shall deposit with the Company one half the cost per front foot of the main Extension times the Applicant(s) total front footage. The cost per front foot shall be the actual cost of the off-site main Extension divided by the total serviceable footage. This deposit will be forwarded to the Applicant without interest within thirty (30) days of receipt by the Company.

Issued: 8-3-99

Effective: 9-3-99

Under Authority of I.P.U.C. Order No. 26898

Issued by: UNITED WATER IDAHO INC.

By: *William C. Linam*  
William C. Linam, President

Exhibit No. 130  
Case No. UWI-W-04-4  
C.J. Cooper, Staff  
4/06/05 Page 1 of 2

**UNITED WATER IDAHO INC.**

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RESIDENTIAL, MULTIPLE FAMILY HOUSING, COMMERCIAL, INDUSTRIAL, OR  
MUNICIPAL DEVELOPMENT WATER MAIN EXTENSION AGREEMENT (continued)

a) Worker's Compensation with Statutory limits and any applicable Federal (e.g., Longshoremen's), and Employer's Liability of \$100,000.

b) General Liability, Comprehensive Form (including Premises-Operations; Independent Contractors' Protective; Products and Completed Operations; Broad Form Property Damage; Blanket Contractual Liability, Personal Injury with Employment Exclusion deleted) with the following limits and endorsements:

(i) Bodily Injury & Property Damage: Single-Limit \$1,000,000

(ii) Products and Completed Operations to be maintained for two (2) year(s) after final payment.

(iii) Property Damage Liability Insurance shall provide X, C and U coverage.

(iv) Railroad Protective Liability Coverage as applicable with \$5,000,000 aggregate limit.

c) Comprehensive Automobile Liability: Bodily Injury & Property Damage: Single-Limit \$1,000,000

d) Umbrella Excess Liability: \$5,000,000 over primary insurance

The Company shall be named as an additional insured on all policies except Workers' Compensation. All Certificates of Insurance shall include a thirty (30) day notice provision for cancellation or material change in coverage, except ten (10) days notice for non-payment of premium.

7. The amount of said "contributed cost for on-site " facilities shall be booked as a contribution in aid of construction.

8. The amount of said "contributed cost for off-site mains" shall be booked as a contribution in aid of construction. However, an applicant for service for which the service lateral (including laterals to a fire hydrant(s)) will be directly connected to said off-site main Extension within ten (10) years of the date of this Agreement shall deposit with the Company one half the cost per front foot of the main Extension times the Applicant(s) total front footage. The cost per front foot shall be the actual cost of the off-site main Extension divided by the total serviceable footage. This deposit will be forwarded to the Applicant without interest within thirty (30) days of receipt by the Company.

Exhibit No. 130  
Case No. UWI-W-04-4  
C.J. Cooper, Staff  
4/06/05 Page 2 of 2

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UNITED  
Issued Per IPUC Order No.  
Effective –

Issued by UNITED WATER IDAHO INC.  
Gregory P. Wyatt, Vice President  
8248 West Victory Road, Boise, Idaho

## CERTIFICATE OF SERVICE

I HEREBY CERTIFY THAT I HAVE THIS 6<sup>TH</sup> DAY OF APRIL 2005, SERVED THE FOREGOING **DIRECT TESTIMONY OF CAROL COOPER**, IN CASE NO. UWI-W-04-04, BY MAILING A COPY THEREOF, POSTAGE PREPAID, TO THE FOLLOWING:

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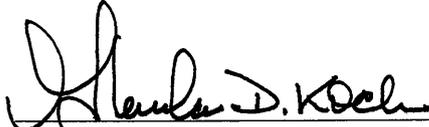
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