

CUSTOMER-SERVICE POLICY

Rules and Regulations of the Teton Reserve Master Association, herein referred to as the “utility.”

Issue date: May 31, 2018
Revision date: August 8, 2021

Definitions. The following terms when used in this policy mean:

1. *Applicant:* Teton Reserve Master Association, Inc.
2. *Board:* The governing body of the utility is a sub committee of the Teton Reserve Homeowners Association Board of Directors. The Board of Directors may also appoint a member or employee of the association to serve on the board. Current Water Board members are Mike Fortier, Brian Johnson, and Chuck Rudolph.
3. *Customer:* Our customers are the dues paying home and lots owners within the association. These currently number 194 lots.
4. *Point of delivery:* Water of sourced from on-site wells (DEQ# 16-02-41; SRF WW 1103) and delivered to the edge of a customer’s lot.
5. *Point of use:* Water is used in the residential homes that make up our community, and in the associated amenities such as our golf course and clubhouse.
6. *Service:* The availability for use by the customers of water adequate to meet the customer’s requirements. Service shall be considered “available” when the utility maintains the water supply at normal pressure at the point of delivery in readiness for the customer’s use, whether or not the customer makes use of it.
7. *Service area:* The geographic area served by the utility, described generally as Teton Reserve PUD.
8. *Service line:* The water line that extends from the point of delivery to the point of use for each customer.
9. *Utility Manager:* The point of contact for all customer water needs. Mike Fortier is the current utility manager.
10. *Water use agreement:* The agreement or contract between the customer and the utility, pursuant to which water service is supplied and accepted.

11. *Water service connection:* Each connection is required to have a meter vault with a back-flow valve that the utility will inspect. (See Idaho DEQ code IDAPA 58.01.08.) Representatives of the utility shall have the right at any reasonable hour to enter customer's property in order to perform the inspection.

General

1. The purpose of the utility is to provide a safe supply of water to customers within its service area. Water supply and use shall be in conformance with these rules and regulations and the applicable rate schedule of the utility.
2. Each customer of the utility shall be eligible to receive service from the utility only after a Water Use Agreement has been executed between the customer and the utility. If a customer requires service at more than one point of use, a separate Water Use Agreement shall be executed for each point of use.
3. The utility agrees to provide service to the point of delivery based on a valid Water Use Agreement.
4. The customer will install and maintain at his/her own expense service lines from the point of delivery to the point of use. The customer will make repairs on a timely basis as necessary.
5. A service connection is for the sole use of the applicant or customer. Customers shall not permit the extension of pipes for the purpose of transferring water from one property to another, from one point of use to another, nor share or resell water to any other person or entity.
6. The water district has set an annual rate of \$400 per connection. The board will adjust this rate as needed.
7. At no time shall any customer or individual connect a non-system water source to any service line or water line that is also connected to the system. Representatives of the utility shall have the right to enter the customer's premises for the purpose of inspection and enforcement of this policy at reasonable hours. Violations of this policy shall constitute cause for immediate disconnection of service.
8. It is the responsibility of each customer to anticipate changes in occupancy and to have service transferred to the new customer in accordance with the policy for obtaining service. Until service is formally transferred, the original customer shall be responsible for payment of service. The board may refuse to transfer service until all past-due bills and charges have been paid.
9. Customers agree to pay the established fee for water service in accordance with applicable rate schedules at the time service is provided by the utility.

10. The utility will make reasonable efforts to supply continuous, uninterrupted service. However, it shall have the right to interrupt service for the purpose of making repairs, connections, extensions, or for other necessary work. Efforts will be made to notify customers who may be affected by such interruptions, but the utility will not accept responsibility for losses which might occur due to such necessary interruptions. The utility does not accept responsibility for losses due to interruptions of service caused by storms, floods, or other events beyond the utility's control.

Obtaining water service

1. Applications for water service shall be accepted at the HOA office and are part of being set up as an association member.
2. Before installing a service connection and providing water available for use, the utility may require the applicant to pipe his/her home and be ready to accept service.
3. Customers will arrange for a licensed plumber to make connections between the service line and the meter. The system operator will inspect plumbing work prior to completion of the work.

Customer billing

1. Customers will be billed quarterly as part of their association dues.

Payment terms

1. Payment is due within 30 days of receipt.

Termination of water service

1. Customers who fail to pay the entire amount they owe by the next billing cycle may be subject to termination of water service.
2. Customers with bills more than 90 days in arrears will be notified by certified mail that water service will be shut off in 30 days unless payment is made. This shutoff notice will be mailed no later than 30 days prior to termination of service.
3. Customers subject to termination of water service will be charged a disconnect fee of \$500.
4. Customers may avoid termination of service by either paying the amount in arrears at the utility office before the scheduled shutoff date or by receiving a hardship deferment and signing a deferred payment plan specifying payment terms before the scheduled shutoff date.

4. Customers may appeal a notice of termination of water service. The utility manager is designated as the utility representative for hearing customer appeals of notice of termination of water service. The representative is authorized to correct errors of the utility, adjust the amount due to the utility, receive payment to satisfy the amount in arrears, and to negotiate deferred payment plans. A written record of customer appeal will be prepared and maintained on file by the utility representative. The board will hear appeals at regularly scheduled board meetings ONLY AFTER the customer has followed the administrative procedure denoted above. Service will be shut off as scheduled regardless of a customer's intent to appeal to the board.

Deferred-payment plan for hardship

1. A customer may apply for deferred payment BEFORE the shutoff date by filing a claim for hardship with the utility manager. If the hardship qualifies, the customer will sign an agreement for a deferred-payment plan.
2. Hardships eligible for deferred payment plans include loss of job, medical emergency, and extraordinary financial difficulty.
3. The maximum length for a deferred payment plan shall be **90** days unless the approved plan specifies otherwise.
4. Minimum monthly payment amounts shall not be less than \$30, unless the approved plan specifies otherwise.
5. Deferred-payment amounts shall be in addition to the regular service bill amount.

Reconnection of water service after termination for non-payment

1. Customers desiring restoration of water service after termination for non-payment must pay debts in the full amount AND pay one year's fee AND pay the service fee for reconnection in accordance with the utility's fee schedule.

Main extensions

1. In extending a water main to serve an applicant, the utility may, at its discretion require the applicant bear the entire cost of the extension in addition to the charge of a connection fee.
2. Extending a water main beyond the 194 platted lots may require DEQ/IDWR approval and the costs associated with that will be borne by the applicant.
3. The connection fee for lots beyond the 194 platted lots will include the appropriate portion of the 2016 Water System Improvements.

Services

1. The utility believes that all 194 lots in the association have $\frac{3}{4}$ in pipes to each lot. In the event these pipes need to be upgraded or repaired the utility will meet with the affected landowners and derive a payment plan.

Applicants having excessive needs

1. In the event an applicant whose water requirements are found to exceed the utility's ability to supply them from the existing plant without adversely affecting service to other customers, the utility will not be obligated to render such service unless and until suitable self-liquidating financing is arranged to cover necessary investment to expand the plant.

Availability of records for public inspection

1. Utility records are available for inspection by the public during office hours.

Meetings of the Board

1. The Board meets regularly and at least annually. The Board member's will determine the method of notice. A quorum of 75% of the Board members is required for a meeting.
2. At the summer HOA meeting, the Board will discuss past year's operations and results. If a rate increase is being considered, a hearing will be held. Notice of a rate hearing will be provided in the same manner as HOA general and special meetings.


Changes to this policy

1. The customer service policy is subject to change as required and voted upon by the board. The board shall establish rates and fees for service as necessary to operate and maintain the utility.


Schedule of rates

1. Residential rate for each of the 194 customers is currently set at \$400 annually and will be adjusted by the Board as needed so that service is continued.
2. New connections for the 194 customers is \$250.00 each to cover the cost of inspection by the system operator.


Revision Approval:



Brian Johnson



Mike Fortnier



Chuck Rudolph