

DESCHUTES RIVER IMPROVEMENT DISTRICT

41-01366

CUSTOMER POLICY

The Board of Directors of the Deschutes River Improvement District adopts the following policy:

The Board of Directors of the Deschutes River Improvement District "the Board" recognizes that through the course of business situations occur that require a consistent and non-discriminatory resolution. The following policy describes actions to be taken by Deschutes River Improvement District "the District" staff. The Board retains the right of Management to alter resolutions and actions listed in this policy so as to fit individual circumstances.

The business activities covered are, but not limited to, the following:

1. Deposits
2. Notice of Termination of Service
3. Late Payments
4. Collections and Termination of Service
5. Disconnection and Reconnection
6. Property Owner Responsibility for Payment
7. Illegal Connections
8. Cross Connections
9. New Construction

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1. DEPOSITS

A deposit equal to one billing cycle will be assessed to all new members of DRID as of June, 2014. The reserve deposit will be available for DRID to use for a water bill that is 90 days overdue. If money from this deposit is used, the member will be assessed the amount that was used to bring the deposit back up to the original amount. This deposit will be returned at the time the member terminates his membership due to no longer owning property in DRR. The full deposit will be returned assuming there are no unpaid water bills

2. NOTICE OF TERMINATION OF SERVICE

The District may refuse to supply any building, place or premises with water where the user fails after five days written notice to comply with the regulations as set forth below. The written Notice of Termination of Service shall be first-class mail or shall be posted in some conspicuous place on the building, place or premises to which the supply of water may be shut off. When the Notice of Termination of Service is mailed, it shall be deemed given when it is deposited in the United States Post Office properly addressed with postage paid.

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3. LATE PAYMENTS

After the tenth day of the month of January and the tenth day of the month of July, late payment notices shall be sent to all customers that are 31 days in arrears. The written notice shall be sent in accordance with the terms of the Notice of Termination of Service. The customer will have one calendar week from the date of notice to make a payment or make arrangements for payment. The customer will have five days from the date of notice to make the payment in full to avoid interruption of service.

4. COLLECTIONS AND TERMINATION OF SERVICE

A water service shall be disconnected for nonpayment on or after the date listed on the Final Notice of Termination of Service unless arrangements with the District have been made.

5. DISCONNECTION AND RECONNECTION

A water service may be disconnected from the District's system in accordance with the terms of the Notice Of Termination of Service for unsafe and/or unsanitary conditions that threaten the health and welfare of the customer, or other customers or the Integrity of the District System. Further, a water service may be disconnected if the water delivered is used for uses that the District's water rights will not allow. If a customer requests a reconnection of the water service, a \$45 fee and any water bill balance must be paid prior to reconnection and/or any condition that required the disconnection is remedied.

6. PROPERTY OWNER RESPONSIBILITY FOR PAYMENT

It is the owner's responsibility to make sure the District has the current owner's name and address. The owner of the premises to which water service is supplied is responsible for unpaid charges imposed with respect with that water service location, regardless of who incurs them. In the event of a change of ownership, it shall be the responsibility of the new owner to apply for service under their own name. A new service application will not be approved until all prior charges and fees have been paid. The property owner may consent to a billing change to another person, but that shall not change or eliminate the owner's responsibility for payment.

7. ILLEGAL CONNECTIONS

If a service is connected to the District's water system without a meter or without the District's approval, it is deemed illegal.

8. CROSS CONNECTIONS

333-061-0070 Cross Connection Control Requirements - Water suppliers shall undertake cross connection control programs to protect the public water systems from pollution and contamination. As of June 3, 2014 all new hook ups will be required to have installed a domestic backflow device at the water meter.