

New Property Owner Application

PO Box 2319
13845 SW Commercial Loop
Terrebonne, Or 97760

Office: (541) 923-1041
Fax: (541) 923-5936
TTY: 711



Owner Information	<small>Official Use Only</small>
	Phase/Lot: _____ Account # _____
Name: _____	Effective Date: _____
Mailing Address: _____	
City: _____	State: _____ Zip: _____
Service Address: _____ Crooked River Ranch, Or 97760	
Phone: _____	Alt Phone: _____
Cell: _____	Email: _____
Emergency Contact	
Name: _____	Daytime Phone: _____

Note: All new property owners without a Backflow assembly in the meter box will be subject to a charge for having a unit placed in the meter box. There is a copy of the PUC Schedule No. 4 along with an agreement form attached. If we do not receive your backflow assembly installation agreement back within 30 days of the date of this application Crooked River Ranch Water Company will install the assembly "at cost" and you will be charged in full on your next month's bill.

E-mail Notification: We use e-mail notification as a way of communicating emergency concerns to the members. Please sign up for our e-mail notification program at www.crrwater.com on the left-hand side under current events or by checking the box below.

Yes, please add me to your E-mail notification system.

Account Holder's Signature

Signature Print Date

SCHEDULE NO. 4

BACKFLOW PREVENTION ASSEMBLIES INSTALLATION PROGRAM

Purpose: The Utility requires an approved double check valve assembly (DCVA) or a reduced-pressure backflow assembly (RPBA) be installed in the meter box on all service connections.

Available: To customers of the Utility in Crooked River Ranch, Oregon, and vicinity.

Applicable: To residential and commercial/industrial premises.

Requirements:

- 1) Oregon Administrative Rules (OAR) Chapter 333, Division 061, administered by the Oregon Health Authority, Drinking Water Section (DWS) require the Utility to develop and implement a Cross Connection Control Program (Program).
- 2) The Utility's Program requires a DCVA or RPBA (collectively referred to as device) be installed in the meter box on all service connections by the Utility or an employee contracted by the Utility. Any device installed by someone other than the Utility after April 10, 2013, will not qualify for the program outlined in section 8 of schedule No. 4 and the Utility will install a device in the meter box and assess the customer a reasonable, at-cost amount for the device and installation. A RPBA must be installed on property where there is a health hazard per OAR 333-061-0020.
- 3) The Utility will develop a plan to install an appropriate device in all meter boxes.
- 4) The Utility will publish notice of its installation plan and updates in its newsletter.
- 5) The customer will be assessed an "at-cost" charge for the device and installation.
- 6) The Utility will notify customers in writing 30 calendar days prior to installation of the device. The notice will include the estimated cost and advise tenants to contact their landlord regarding payment.

Issue Date / Filing Date	April 6, 2015	Effective for Service on or after	August 1, 2017
Issued By Utility	Crooked River Ranch Water Company		

Crooked River Ranch Water Company

- 7) The Utility will be responsible for the annual testing, maintenance, repair, and replacement of all the Utility-owned devices. The customer will not be billed for these services.
- 8) Property owners that have an approved device installed at the meter and is testable as per the Utility’s Cross Connection Control Program, may transfer ownership of the device to the Utility on January 1, 2014. At that time, the Utility will assume ownership and all responsibility for testing, maintenance, repair, and replacement at no cost. If the property owner has a backflow device that is not approved by the Utility or is not testable, the property owner will be required to make any changes needed at their cost before the Utility will assume ownership of the device. Otherwise, the Utility will install a device in the meter box and assess the customer a reasonable, at-cost amount for the device and installation.
- 9) When property is sold, if an approved device is not installed in the meter box, the Utility will install an approved device in the meter box and charge the new customer for the device and installation. This applies even if a pervious property owner participated in Section 8 of Schedule 4.

Issue Date / Filing Date	April 6, 2015	Effective for Service on or after	August 1, 2017
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General Information

Water Rates / Payment Options / Disconnection Policy

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Water Rates as of May 23rd, 2015:

Base Rate: \$34.59
Usage Rate: \$1.09 per 100 Cubic Feet

Payment Options: (All payments are due by the 15th of the month)

Currently we accept the following:

- Visa, Master Card, Discover Card (No American Express)
- Personal Check
- Automatic debit from your account using our ACH Program (see attached form)

Water Service Disconnection Policy for Cause:

All account balances are considered past due 15 days, from the bill date, and are subject to having the service discontinued. Any account that is 30 days past due will receive a 5 business-day disconnect notice by mail. They will also receive good-faith effort by phone or by door hanger on the day before the water company plans to disconnect service.

Crooked River Ranch Water Company will not disconnect service for non-emergency reasons on a Friday, the day of a state or utility recognized holiday, or the day prior to such holiday (OAR 860-036-0220)

Crooked River Ranch Water Company will not disconnect service for nonpayment if a customer enters into a written time-payment plan. (OAR 860-036-0125) If the account holder fails to comply with the payment arrangement that was made, then Crooked River Ranch Water Company will take the appropriate actions to disconnect water services from the property.

All disconnected properties for non-payment will remain disconnected until all past due amounts along with disconnection fees and reconnect fees are paid in full or until a payment arrangement has been made.

Re-connection to the water system are done on business days between 9am and 4:00pm on the same day the payment is received. Someone must be on the property at the time of reconnect to ensure that there is not anything left on in the home. Any payments made after 4:00pm will be turned on the next business day. There will be a \$25 Re-connection charge for all work that is done due to a disconnection for non-payment.

Email Notification: We use email notification as a way of communicating emergency concerns to the members. Please sign up for our email notification program at www.crrwater.com on the left hand side under current events.

SCHEDULE NO. 6

MISCELLANEOUS SERVICE CHARGES

This schedule lists the miscellaneous charges included in the utility's Rules and Regulations; refer to the appropriate rules for an explanation of charges and conditions under which they apply.

<u>Connection Charge for New Service</u> (Rule Nos. 8 & 9)	
Standard ¾-inch service	At cost, including meter
Nonstandard ¾ inch service	At cost, including meter
Larger than ¾ inch	At cost, including meter
Irrigation hookup (if provided on separate system)	At cost, including meter
 DCVA/RPBA Installation	 At cost, including device
 <u>Meter Test</u> (Rule No. 21)	
First test within 12-month period	N/C
Second test within 12-month period	\$25
 <u>Pressure Test</u> (Rule No. 42)	
First test within 12-month period	N/C
Second test within 12-month period	\$25
 <u>Late-Payment Charge</u> (Rule No. 22)	 Pursuant to OAR 860-036-1400
 <u>Interest Rate on Deposit for Service</u> (Rule No. 5)	 Pursuant to OAR 860-036-1220
 <u>Returned Payment Charge</u> (Rule No. 23)	 \$27
 <u>Trouble-Call Charge</u> (Rule No. 38)	
During normal office hours	\$25
After normal office hours on special request	\$50
 <u>Disconnection/Reconnect Charge</u> (Rule Nos. 30 & 31)	
During normal office hours	\$25
After normal office hours on special request	\$40
 <u>Unauthorized Restoration of Service</u> (Rule No. 32)	 Reconnection charge plus costs
 <u>Damage/Tampering Charge</u> (Rule No. 36)	 At cost
 <u>Disconnect-Field-Visit Charge</u> (Rule No. 31)	 \$25

Issue Date / Filing Date	December , 2017	Effective for Service on or after	January 1, 2018
Issued By Utility	Crooked River Ranch Water Company		

CROOKED RIVER RANCH WATER COMPANY

AUTOMATIC ACH WITHDRAWAL FORM



CRRWC Account #: _____ Email: _____ Today's Date: _____
Name: _____ Phone: _____
Service Address: _____

Your Payment will be automatically deducted from your account on the 10th of every month, or the next available banking day if the 10th falls on a Saturday, Sunday, or Bank Holiday

Account Information

Name of Bank: _____ Bank Phone Number: _____
Account Number: _____ Routing Number: _____

Bank Account holder's information if different from above

Name: _____ Phone: _____
Address: _____ Email: _____

By signing below, I authorize Crooked River Ranch Water Company to charge the above account on a recurring basis for the amount due. The amount due will be drafted on or after the 10th of every month.

By signing below, I understand that it is my responsibility to have funds available on the 10th of every month. I understand that if for any reason my payment does not clear the bank there will be a \$27 service charge. If I have 3 or more payments that do not clear in a rolling 12-month period I will no longer be eligible for this program.

Account Holder's Signature

Signature

Print

Date