

General Metered Service

United Water Idaho bills each current customer every two (2) months. There are two components to the water billing: a bi-monthly Customer Charge based on the size of the meter as shown below and the Volume Charge for consumption determined by the meter reading. The customer charge will only change if the meter size is increased or decreased. The volume charge is applied to each 100 cubic feet (1 CCF) of water used.* These rates are effective February 1, 2012.

Meter Size	Customer Charge
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3/4" and smaller	\$20.10
1"	\$25.70
1-1/4" - 1-1/2"	\$44.00
2"	\$68.20
3"	\$133.10

(or multiple meters of equivalent capacity)

4"	\$248.20
6"	\$414.50
8"	\$542.20
10"	\$780.30

*(100 cubic feet = approximately 748 gallons)

Volume charges are seasonal. One rate is charged during the summer season and one during the winter season. The summer season is May 1 through September 30. The rates are:

Winter	Summer
\$1.4388 per ccf	\$1.4388 for 1st 3 CCF
	\$1.7985 above 3 CCF

For example:

If there is a 3/4" meter and the billing states the consumption is 18 ccf, the usage during the last two month billing period was 1,800 cubic feet. The bill would include the customer charge for a 3/4" meter plus the volume charge per 100 cubic feet. The billing would be calculated as follows:

Winter	
Customer charge	= \$20.10
18 CCF @ \$1.4388	= \$25.90
Total	= \$46.00

Summer	
Customer charge	= \$20.10
3 CCF @ \$1.4388	= \$ 4.32
15 CCF @ \$1.7985	= \$26.98
Total	= \$51.40

(These total charges do not include taxes, state fees, or charges for any other types of service.)

When the billing period encompasses both seasonal periods, the water billing will be prorated. Bills will be prorated twice each year. If there are any questions concerning the billing, we will be happy to discuss this process with you step by step.

Miscellaneous Charges

United Water Idaho 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 or weekend service are some examples of special services. These miscellaneous charges are as follows:

- Returned Checks: \$20.00
- Reconnection for non-payment:
 - Regular hours \$20.00
 - After hours \$30.00
- New service connections:
 - Regular hours No Charge
 - After hours \$25.00
- Field collection: \$15.00

In most cases, these fees must be paid prior to service being granted or restored.

Payment Options

There are several ways to pay your bill:

- Try our new Budget Billing Plan. Call 362.7304 to enroll
- Direct debit from either your checking or savings account
- * On-line at www.unitedwater.com/idaho
- * 24-hour automated payment line: 1.888.608.6690
- * Visa, MasterCard or check-by-phone: 362.7304
- * Pay stations (see website for locations)
- At our payment center at the U.S. Bank on 10th and Idaho (checks or money orders only)
- Use the envelope provided with your bill
- At our office at 8248 W. Victory Road

*Convenience or service fees apply

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To Our Customers:

This is a summary of the rules for deposit and termination of service for all United Water Idaho 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:

United Water Idaho
Customer Service
P.O. Box 190420
Boise, ID 83719
208.362.7304
uwid@unitedwater.com
or

IPUC
Consumer Assistance
P.O. Box 83720
Boise, ID 83720 0074
208.334.0369

United Water Idaho

Deposits/Payment Guarantees

The IPUC service rules allow utilities to ask for deposits or payment guarantees under specific conditions. At this time, United Water Idaho does not require deposits or payment guarantees.

Rules For Termination of Service

Termination With Prior Notice

With proper customer notification, United Water Idaho 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. Denying or willfully preventing access to the water meter;
5. Willfully wasting service through improper equipment or otherwise;
6. The applicant or customer is a minor.

Termination Without Prior Notice

United Water Idaho 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 United Water Idaho;
4. United Water Idaho 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

1. If service is not terminated within twenty-one (21) calendar days after the proposed termination date, United 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. Call customer service at 208.362.7304.

If the customer cannot pay the billing and a member of the household is seriously ill or there is a medical emergency, United Water Idaho 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.

Restrictions 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, Saturday, Sunday, legal holidays recognized by the state of Idaho, or on any day immediately preceding any legal holiday. Service may be terminated only between the hours of 8:00 a.m. and 4:00 p.m.

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, United Water Idaho 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 United Water Idaho 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.

Rate Schedule Information

Most United Water Idaho customers are billed under the enclosed rate schedule. However, some customers may be billed under a special temporary tariff. Please call customer service if there are any questions about the rate schedule used for your billing.

UW Cares

United Water Idaho has established UW Cares, a program to help low-income residents and customers who have experienced temporary financial hardship pay their water bills. United Water matches contributions made to the program by our customers. Your donation to UW Cares is tax deductible, and 100 percent of your donation goes to helping families meet their most essential need – water. Donations can be mailed to UW Cares, P.O. Box 190420, Boise, ID 83719-0420.

UW Cares is administered by the El-Ada Community Action Agency. To get more information on the program and eligibility requirements, please call El-Ada at 377.0700, or toll-free at 1.866.375.7382.