

New Renter Application

PO Box 2319
 13845 SW Commercial Loop
 Terrebonne, Or 97760

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



Renter Information	Official Use Only
	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: _____
Owner's Name: _____	Daytime Phone: _____

Note: All Renters are required to pay a \$50 deposit before service can be placed into the renter's name. This deposit is refundable after one year of good payment history. Enclosed is a copy of our establishment of credit and deposit policy.

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

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.

Crooked River Ranch Water Company

Rule 5: Establishment of Credit and Deposits (OAR 860-036-0040, 0045, 0050, and 0055)

In accordance with the Commission’s rules for credit establishment and deposits, an applicant for new service or a customer seeking continued service may be required to make a deposit to secure payment of bills for service. The deposit shall not exceed one-sixth the amount of reasonable estimated billings for one year’s use of service at the premises during the prior year or upon the type and size of the customer’s equipment that will use the service. (OAR 860-036-0040 and 0045)

The Utility shall pay interest on deposits at the rate established by the Commission. After the customer has paid its water service bills for 12 consecutive months without having had service discontinued for nonpayment, and did not have more than two occasions in which a shut-off notice was issued, and the customer is not then delinquent in the payment of bills, CRRWC shall promptly and automatically refund the deposit plus accrued interest by (check one) (OAR 860-036-0050 and 0055):

- 1. Issuing the customer a refund check, or
- 2. Crediting the customer’s account.
(The customer is entitled to a refund check upon request.)

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

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