

**Teton Water & Sewer Company**  
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**2023**  
**Annual Rules and Information**

**Company History**

Teton Water and Sewer Company has operated and provided domestic water and sewer service to the Teton Springs Community since 2002. These services are provided for within the Master Declaration of Covenants. The Company is an Idaho Regulated Utility. The Company is locally privately-owned.

**Water Source – Domestic “Drinking” Water**

The domestic (aka drinking water) is supplied from two 800+ foot wells located within Teton Springs. Water is drawn from these wells and pumped to a 500,000 gallon steel water tank from which it is gravity fed to the community. A third well is currently under construction.

The water is tested frequently based on a schedule from the EPA and Idaho DEQ, with samples analyzed by an independent laboratory to ensure that it meets all state and federal water quality standards. The water is chlorinated for safety.

Every property in Teton Springs has a single connection for domestic water service. Under no circumstances may water from one property be used for any purpose for another property, including irrigating adjacent lots. Please read below under “Penalties and Fines”.

**Water Source – Irrigation Water**

Irrigation Water for any and all landscaping purposes is also provided for within the Master Declaration of Covenants. It is provided by the owner of the golf club and comes from their Water Rights as members of Trail Creek Irrigation. Users are billed by the HOA. This water is for irrigation purposes for yards, landscaping, common areas, the golf course, etc.

The exception to the above is for homes in Mountain Meadows (hereafter referred to as “MM”).

**Water Rates & Billing Period**

The Idaho Public Utilities Commission approved rate structure for water for residential, multi-family residential and commercial users is as follows. It is currently based on a “Flat Rate” as opposed to a “Metered Rate”:

|                      |                                       |
|----------------------|---------------------------------------|
| Residential          | \$118.00/Quarter                      |
| Multi-Family (Condo) | \$118.00/Quarter                      |
| Commercial           | Rate dependent upon service line size |

The Billing Period is quarterly. **Sewer fees are in addition to the above water rates and are also billed at a flat rate on a quarterly billing period.**

**Water Meters**

Most homes built after 2006 have meters installed and all new construction requires meters and/or meter pits to be installed. While meters are not currently used or read, this may change in the future. The greatest barrier is the cost of retrofitting homes that did not have meters installed during construction. Generally, meters are located in crawl spaces or basements on homes constructed prior to 2013. After January 1, 2013, meters are in meter pits adjacent to the curb stop near the street.

### **Curb Stops**

The curb stop is the on/off valve for the water service that is located on the customers property, typically near the property line. It is a metal pipe with a 4" metal cap on top.

The curb stop must not be blocked or covered by landscaping, turf, trees or shrubs. Utility personnel must be able to easily access this valve for utility turn on/off. If the Company finds that a curb stop has been covered with landscaping, it will be exposed for future locating.

### **Other Fees**

Below is a list of certain other fees that may be incurred by a customer, this list is not all inclusive:

1. Reconnection charges of \$20 during normal business hours and \$40 for other than normal business hours if disconnected 30 days or less, or to restore service disconnected for non-payment of a delinquent bill for a period of less than 30 days.
2. Reconnection after Seasonal Disconnect charge equal to two billing quarters of the customer's applicable tariff rate., currently \$236.00 (2 quarters x \$118/quarter). Seasonal disconnect is defined as a requested disconnect for non-maintenance reasons exceeding 30 days in duration.
3. Field collection charge of \$20 is assessed when payment for a delinquent bill is collected in the field to prevent disconnect.
4. Shut-off charge for maintenance at the customer's request of \$20 per visit during normal business hours and \$40 after normal business hours.
5. After hours service connection charge of \$40 when the Company is asked to connect service after normal business hours.
6. Where services are provided for a period of less than the Billing Period, the amount charged shall be equivalent to the actual number of months and days in which service is provided during that current Billing Period.

### **Penalties and Fines**

#### **For Willful Waste of Water, Unauthorized Connections, Use, Diversion or Cross-Connection**

In the event of any willful waste of water, unauthorized connection, unauthorized use, diversion of water or unauthorized cross connection to or with the domestic water system and/or water provided by the Company, a fine may be levied against the property owner and corrections to meet compliance must be made by the property owner at the property owner's expense within 24 hours after receiving written notification of the noncompliance or unauthorized activity. If conditions are not met, water service shall be terminated immediately per the Idaho Utilities Customer Relations Rules (aka UCRR) and until such time as compliance with the Company has been met.

This fine and compliance requirement includes, but is not limited to:

- Domestic water being plumbed into or used for landscape or any irrigation purpose (excepting MM),
- Domestic water from an existing Company owned yard or frost hydrant being used without express written authorization of the Company,
- Domestic water from one home or property being used for another home or property, this includes irrigation of an adjacent vacant lot, even by way of hose and sprinkler (including MM),
- Any connection to the home or property domestic water system that has not been expressly permitted in writing by the Company and assurance of all engineering and cross-connection issues being addressed.

### **Normal Business Hours**

Monday through Friday (except Holidays) from 8:00 am to 4:30 pm

### **New Construction and Connections**

All new construction and connections shall abide by the rules and regulations guiding construction. These rules and regulations may be obtained by request from the Company.

### **Termination**

Below is a summary of some of the Regulations of the Idaho Public Utilities Commission governing customer relations of water public utilities. A complete list of "Utilities Customer Relations Rules" may be found at the website <https://adminrules.idaho.gov/rules/current/31/312101.pdf>.

A utility may terminate service to a customer without his/her permission after adequate notice for many reasons. Following is a list of some of those reasons:

1. Willful waste of water. The utility determines as prescribed by relevant State or other applicable standards that the customer is willfully wasting service.
2. Failure to pay an undisputed past due bill, or when payment is made with a written check or electronic payment drawn on an account with insufficient funds.
3. Failure to make security deposit where it is required.
4. Failure to abide by terms of a payment or service agreement.
5. Customer or applicant denied or prevented the utility's access to the meter.

A utility may deny or terminate service without prior notice to the customer or applicant and without his/her permission for one or more of the following reasons:

1. A situation exists that is immediately dangerous to life, physical safety or property.
2. The utility is ordered to terminate service by any court, the Commission or other duly authorized public authority.
3. The service is obtained, diverted or used without the authorization or knowledge of the utility.
4. The utility has made a diligent attempt to notify the customer of termination, but has been unable to make contact.

### **Termination 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 not terminated within twenty-one (21) calendar days after the proposed termination date, another seven (7) days and twenty-four (24) hour notice is required.
4. No additional notice is required if upon receipt of a termination notice the customer makes a payment arrangement and fails to keep it, or when payment is made with a written check or electronic payment drawn on an account with insufficient funds.

### **Termination and Medical Emergency**

If the customer or a member of the customer's family is seriously ill or has a medical emergency, the utility will postpone termination of service for thirty (30) days if a written certificate signed by a licensed physician or public health official is received.

An informal or formal complaint concerning the termination may be filed directly with the utility. If the customer is dissatisfied with the proposed resolution of the complaint, they may contact the Consumer Assistance staff by mail at the Idaho Public Utilities Commission, PO Box 83720, Boise, ID 83720-0074, or by telephone at 800-432-0369, or online at [www.puc.idaho.gov/](http://www.puc.idaho.gov/)

### **Frequently Asked Regulation Questions**

Provided below is a list of the most common regulation questions that are addressed within the Community. A complete set of Rules & Regulations are on file with the Idaho Public Utilities Commission and are titled "Utilities Customer Relations Rules" or UCRR, found at <https://adminrules.idaho.gov/rules/current/31/312101.pdf>.

#### **General**

- The Customer, in receiving water service, and the Company, in providing water service, shall both agree to abide by the rules and regulations.
- The Company reserves the right to place limitations on the amount and character of water service it will supply and to refuse service for many reasons. If the Company denies service for any reason, it shall immediately provide the customer with a written explanation of its decision in accordance with the UCRR (Utility Customer Relations Rules).
- The Company may turn off water within the water system when deemed necessary to maintain or repair the water system.
- In times of, or in anticipation of, scarcity of water or when the Company is unable to furnish a sufficient supply of water, the Company may limit the use of water to such extent as may be necessary for the public good.
- The Company shall not be liable for damages caused by interruptions of water supply, scarcity of water, accidents to water works or mains or during the time of alterations, additions or repairs or for any other unavoidable causes.
- All water users shall at their own expense keep their customer lines, connections and other apparatus in good repair and in a condition that avoids waste of water. Customer water lines that become frozen are the responsibility of the customer.

#### **Metering**

Although residential meters have not been read in the past, spot-reading may begin in 2023.

- Meters will be installed by the Company (or by the property owner by a licensed plumber in the case of new construction) near the Customer's property line or at any other reasonable location on the Customer's premises that is mutually agreed upon. The Company will provide the meters and any associated appurtenances or equipment utilized by the Customer at the Customer's expense to insure uniformity. Meters remain the property of the Company.
- The Company's representative shall be given access to the Customer's premises at all reasonable hours for the purpose of obtaining meter readings or to service meters or reading equipment. In the event of recurring inaccessibility the Company may, at its option and after notifying the customer, relocate its metering equipment at the Customer's expense.
- At the Company's discretion, un-metered Customers may be converted to metered service if such transition occurs in a planned, systematic manner without unreasonable discriminations and if the Company has an approved metered rate.
- The Company will have the right to set meters or other devices without notice to the Customer for the detection and prevention of fraud.

- In any building where the meter is to be installed in the basement or crawl-space, the incoming water pipe must enter the building at least (16) inches from the riser in order that a meter set can be set in a horizontal position. All pipes to the different parts of the building or grounds must lead from the riser at least (1) foot above the elbow.
- The Company shall maintain and repair all meters. Where replacement, repair or adjustment is rendered necessary by the act, neglect or carelessness of the owner or occupant of any premises, any expense incurred by the Company shall be charged against and collected from the customer. Water meter damage from freezing will be repaired at the user's expense.

### **Customer Plumbing and Appliances**

- All plumbing, piping, fixtures and appliances on the Customer's side of the service connection will be installed and maintained under the responsibility and at the expense of the Customer or owner of the premises.
- The Company is not obligated to perform any service whatever in locating leaks or other trouble with the customer's piping.
- Property owners will not be allowed to connect the water service of different properties together. This includes providing irrigation or landscape water from one property to another.
- All of the Customer's service pipes and fixtures must be kept in repair and protected from freezing at his or her expense. When there are leaking or defective pipes or fixtures, the water may be turned off at the option of the Company until the proper repairs are made.

### **Installation of Service Connections**

- The Company reserves the right to designate the size and location of the service line, curb stop, meter (if applicable) and meter or valve box and the amount of space which must be left unobstructed for the installation and future maintenance and operation thereof.
- Where a service connection is desired for premises on which there is no permanent structure, the Company will install a service connection to said premises only upon payment by the applicant of the estimated cost of the said service connection. If within a period of five (5) years from the installation of said service connection a permanent structure is erected on the premises, the Company will refund, with interest, the difference between any approved new customer charges in effect at the time of connection, and the applicant's advance.

### **Disconnection and Reconnection of Service**

- When a customer desires to discontinue service they shall give notice to the Company at least two (2) days in advance and be responsible for all water consumed for the two (2) days after the date of such notice.
- The Company shall discontinue a Customer's service on an involuntary basis only in accordance with the Utilities Customer Relations Rules for the State of Idaho.
- When it becomes necessary for the Company to involuntarily discontinue water service to a Customer, service shall be reconnected only after all bills for service then due have been paid or satisfactory payment arrangements have been made.

- A reconnection fee may be charged each time a Customer is disconnected, either voluntarily or involuntarily, and reconnected at the same premises. The reconnection fee will be paid before service is restored.
- The Company reserves the right at any time, upon notice, to shut off the water for maintenance or expansion and, in emergencies, may do so without notice.

#### **Before You Dig**

Idaho Law requires that you call Dig Line utility locating service prior to any excavating in an easement or digging deeper than 18 inches anywhere on or off your property. Call 811 or 1-800-342-1585 three days before digging.

#### **Important Reminders**

1. It is the owner's responsibility to repair any water leaks in the service line from the curb stop to the home, and any leaks in the home or under the home. Prompt repairs of leaks conserves water and avoids damage to homes and landscaping.
2. During severe cold weather, be sure to keep a pencil-sized stream of water running to prevent costly and inconvenient freeze-ups. You will be responsible for repairing any freeze –up beyond the curb stop.
3. Make sure you know where the main water shutoff valve in your home is located in case you have a "plumbing emergency".