



**Gem State**  
WATER™

## ANNUAL NEWSLETTER

Dear valued customer,

We are pleased to announce that on 08/1/19 and 10/1/19 Spirit Lake East Water Company, Lynnwood Water, Bar Circle S and Diamond Bar Water were acquired by Gem State Water, a wholly-owned subsidiary of NW Natural Water.

Under our new ownership, your previous water utility will continue to operate as it does today. You can find your account number just below your name and above your address starting with SLE, LW, DB or BCS followed by numbers. Please make sure you are sending your payments to

**Gem State Water**  
P.O. Box 3388 Coeur d'Alene,  
ID 83816

Importantly, there will be no adjustment to current water rates from the change in ownership as approved by the Idaho Public Utility Commission.

Any future rate modifications will also need approval by the Commission. Gem State Water remains committed to operating a safe, reliable and affordable water system. With new ownership in place, we plan to make infrastructure improvements in the future to help make a good system even better.

We're excited to be part of the NW Natural Water family and look forward to serving you for many years to come. Please contact us if you have any questions.

### Winter Water Usage Aggregation

Due to not being able to read the meters in the winter months, we only bill the monthly minimum for each system while there is snow covering the meter boxes.

We will aggregate your winter usage on the first spring billing once we can read the meters. This means if you have overages each month, you could see a larger bill in the Spring. You are allowed to pay extra on your account and the credit balance will stay on your account until it is used up! Feel free to call our office or email us if you have any questions 877.755.9287 or [info@gemstate-water.com](mailto:info@gemstate-water.com)

### Winter Check List

- **Locate the water shut off valve on your house** in the event of frozen pipes. Do **NOT** turn off the meter. The account holder is financially responsible for damages caused by anyone outside of water district employees. In the case of a water leak call our emergency line at 877.755.9287 and select option 2.
- **Leave snow over the meter box.** It is a natural insulation that prevents the meter from freezing. Keep house insulation and yard waste out of the meter boxes to prevent ice from forming on the meter.
- **Update any contact information that has changed in the past year.** New phone numbers, email addresses, and expired credit cards used in autopay are common items in need of updating. Without current contact information, we may not be able to reach you in an emergency!

Available by phone: Monday through Thursday 8:30 a.m. to 4:30 p.m & in office by appointment. Closed on Fridays and Holidays

## **Rates and Non-Recurring Charges**

The IPUC approved rate is as follows:

### **Spirit Lake East Charges:**

\$25.55 for usage 0 - 10.7 CCF

\$1.74 for each 1.0 CCF over 10.7 CCF

CCF-Centum Cubic Feet

1 CCF = 748 Gallons

(CCF = 100 cubic feet; 1 CCF = 748 gallons)

### **Fees:**

Returned Check \$20

Reconnection \$16/32

Late Payment 1% Monthly

### **Lynnwood Water Charges:**

\$35 for usage 0 - 20,000 gallons

\$1 per 1k gallons 20k-100k

\$2 per 1k gallons 100k-200k

\$3 per 1k gallons 200k+

### **Fees:**

Returned Check \$20

Reconnection \$95

Late Payment 1% Monthly

### **Diamond Bar Charges:**

\$41 for 0-5,500 gallons

\$1.16 per 1,000 gallons over 5,500

### **Fees:**

Reconnection: \$15/30

Returned check: \$20

Late payment 1% monthly

### **Bar Circle S Charges:**

\$27.43 0-7,500 gallons

\$1.74 per 1,000 over 7,500

### **Fees:**

Reconnection: \$20/40

Service calls outside of normal business hours:  
\$20

Returned check: \$20

Meter readings are done at the end of each month, except when conditions make the meter inaccessible. In the event the Company cannot read a customer's meter for a billing period, the customer will only be billed the minimum monthly charge as set forth above. The Company aggregates the 8,000 gallon/10.7 CCF monthly allowance for each month that no meter reading is taken and bills for all usage exceeding the total aggregated allowance on the next bill issued after a meter reading is taken.

*Example: If the customer has used more than the monthly allowance over a six (6) month winter period when no meters can be read, he or she will be billed for usage exceeding the aggregated monthly allowance (48,000 gallons or 64.2 CCF) on the first bill issued after a meter reading is taken.*

Most meters in district are cubic foot meters, but the tariff required billing in centum cubic feet. In this case the difference of the current reading and the prior reading is divided by 100. This centum cubic sum is then applied as usage and billed accordingly.

## **TERMINATION RULES**

SUMMARY OF RULES AND REGULATIONS OF THE IDAHO PUBLIC UTILITIES COMMISSION GOVERNING CUSTOMER RELATIONS OF NATURAL GAS, ELECTRIC AND WATER PUBLIC UTILITIES

A utility may terminate service to a customer without his/her permission after adequate notice for the following reasons:

1. Failure to pay an undisputed past bill, or when payment is made with a written check or electronic payment drawn on an account with insufficient funds,
2. Failure to make security deposit where it is required.
3. Failure to abide by terms of a payment arrangement.
4. Customer or applicant misrepresented their identity for the purpose of obtaining utility service.
5. Customer or applicant denies or prevented the utilities access to the meter.

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6. Willful waste of service through improper equipment or otherwise.
7. Customer or applicant is a minor not competent to contract as defined by Idaho Code.
8. Customer or applicant owes money on an existing account or from a previous account for service provided within the past four years.

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 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.

#### NOTIFICATION OF TERMINATION

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.
3. If service is not terminated within twenty-one (21) calendar days after the proposed termination date, another seven (7) day 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.

#### WHEN TERMINATION IS NOT ALLOWED

1. The unpaid bill totals less than fifty dollars (\$50) or two (2) months service, whichever is less.
2. The unpaid bill is for service to another customer.
3. The unpaid bill results from the purchase of non-utility goods or services.
4. Terminations are not allowed on Friday, Saturday or Sunday, legal holidays recognized by the State of Idaho, the day proceeding legal holidays, or at any time when the company is not open for business.

### **BILLING AND PAYMENT OPTIONS**

- Billing is available through statements delivered by USPS or electronically to your email; both have the same issuance and due dates.
- Payments may be received by check, money order, through the PayPal Network (online via [www.gemstate-water.com](http://www.gemstate-water.com)), or scheduled through the Office.
- Electronic Statements contain a link directly to the website for your convenience. If you would like to change your billing method please email [info@gemstate-water.com](mailto:info@gemstate-water.com) with your request.
- *Bank Bill Pay may take 7-10 business days to reach our office* after the financial institution has debited your account. It is the account holder's responsibility to consider this when sending payments. Rates and fees apply per the billing schedule. *Payments received are applied prior to any charges.*

### **CONTACT US**

Visit [www.gemstate-water.com](http://www.gemstate-water.com) for the most current news

**Call** 1.877.755.9287, extension 1 for Customer Service, extension 2 for Emergency Water Operator.

**Text** 208.501.8276. Remember to include your name and account number or physical address.

**Fax** 1.208.501.8285

**Email** [info@gemstate-water.com](mailto:info@gemstate-water.com)

**Mail** Gem State Water, PO Box 3388, Coeur d' Alene, ID 83816

**Visit** 250 Northwest Blvd. Ste 111, Coeur d' Alene, ID 83814 by *appointment only*.

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PO Box 3388

Coeur d' Alene, ID 83816

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