



**Oregon
Water Utilities**

A SouthWest Water Company

Customer Service: (877) 405-1760
www.swwc.com/oregon

October 13, 2020

«name»
«address»
«citystatezip»

Dear Valued Customer,

Oregon Water Utilities – Mountain Lakes, Inc. (OWU-ML) is committed to providing reliable, high-quality water to our customers and neighbors in Klamath County, Oregon. This is an unprecedented time filled with challenges and new opportunities. We are taking steps and making investments to ensure reliable and high-quality service to our customers.

Investments to Improve Reliability and Resiliency: We are proud of our ongoing infrastructure upgrades, including work on a new a reservoir and repairing leaks on the existing reservoir to improve storage reliability at Running Y that is necessary for emergency supply and firefighting. We have constructed a pipeline connecting the Ridgewater and Southview systems providing a backup source of supply to both systems. We have purchased 4x4 utility vehicles and a snowplow to ensure our team can access our facilities in severe winter weather conditions. We have deployed Supervisory Control and Data Acquisition (SCADA) technology at most plant sites to allow for 24/7 monitoring and control of the water levels in the reservoirs.

Enhanced Customer Service: We have enhanced our customer service offerings to make your experience hassle free. We have upgraded our online customer payment portal and Interactive Voice Response (IVR) phone portal to improve customers' online and phone experience. We have also increased your payment options for a hassle-free customer experience.

Investing in Our Team: We are committed to success of our local employees and have been investing in their development, training, and certification. Their evolving knowledge, skills and experience ensure safe and reliable service and high-quality customer service.

Rate Change: OWU-ML has combined Southview, Pinecrest, Ridgewater, and Running Y into a single water utility to increase economies of scale that benefit customers in each community. We have filed an application with the Oregon Public Utilities Commission for the first rate adjustment since 2009 that addresses changes in operating costs (labor, power, tools, inflation, financing, repair and maintenance, etc.) and system improvement investments made in the last decade. The rate change notice is attached to this letter.

COVID-19: OWU-ML is diligently working through the challenges presented by COVID-19 to ensure the health and safety of our customers, our personnel and their families, and our local communities. We are carefully monitoring local, state, and national advisories regarding COVID-19. We are also taking precautionary steps to protect the health of our employees and customers. Rest assured that our team of water professionals is working around the clock during this crisis to ensure that our customers have continued access to water.

We remain fully committed to our mission of providing customers with a reliable water supply that meets or exceeds all safe drinking water standards and regulations. We encourage customers experiencing financial hardship to contact our Customer Service team to discuss ways we can help during the virus crisis. We are here to work with you and our customers during this challenging time.

Sincerely,

Craig Gott
President - Oregon Water Utilities – Mountain Lakes

CUSTOMER NOTICE

ANNOUNCEMENT OF PROPOSED CHANGES TO WATER SERVICE RATE TARIFFS FILED WITH THE PUC

This notice is to inform customers that Oregon Water Utilities – Mountain Lakes, Inc. (OWU-ML) filed a general rate revision with the Public Utility Commission. This notice provides general information regarding the utility's proposed changes and the effect it will have on customers' bills if approved by the Commission. Customers may request to receive notice of the time and place of any hearing on the matter by contacting the OPUC, Administrative Hearings Division, at 503-378-6678. The calculations and statements contained in the water utility's filing and this notice are not binding on the Commission.

The general rate revision was filed on September 30, 2020 and requests an increase in annual revenues of \$186,238 above the \$580,211 collected in 2019, resulting in annual revenues of \$766,449. We are proposing to phase-in the increase over a three-year period. Rates have not been adjusted since early 2009, and we are requesting this increase in order to cover ongoing costs of providing safe, reliable, high-quality water service to our customers.

We anticipate the increase will change average monthly water service rates as follows:

Average Monthly Bill for 8,000 gallon usage				
Line Size	Current	Proposed Phase 1	Proposed Phase 2	Proposed Phase 3
Residential				
5/8" & 3/4"	\$45.34	\$48.25	\$53.14	\$58.45
Commercial				
5/8" & 3/4"	\$45.34	\$48.25	\$53.14	\$58.45
1"	\$94.84	\$100.95	\$111.13	\$122.24
1.5"	\$177.34	\$188.78	\$207.77	\$228.56
2"	\$276.34	\$294.17	\$323.75	\$356.14
3"	\$507.34	\$540.09	\$594.36	\$653.84
Irrigation (non-golf)				
5/8" & 3/4"	\$24.62	\$26.20	\$28.88	\$31.76
1"	\$42.77	\$45.52	\$50.14	\$55.15
1.5"	\$48.38	\$51.49	\$56.71	\$62.38
2"	\$90.62	\$96.46	\$106.19	\$116.81
3"	\$45.34	\$142.13	\$156.45	\$172.10
Irrigation (golf)				
12"	\$3,953.34	\$4,208.72	\$4,631.19	\$5,094.79

Copies of the application, testimony, and exhibits are available at OWU-ML's office at: 5391 Running Y Road, Klamath Falls, OR 97601. To make an appointment to pick up the application, please contact Mackay Burcher at (541-850-5566) or (cburcher@swwc.com).