



2/29/2024

RE: Sun Country Water

My name is Jason Wick, president of Avion Water Company. As you may have heard, Avion has reached an agreement to purchase the Sun Country Water system and that transition is in full effect.

For those unfamiliar with us, let me provide some background on who we are. Avion has been in operation since 1968 and we currently provide over 16,000 homes and businesses in Central Oregon with award winning water. Our service territory includes both Deschutes and Crook Counties including Bend, La Pine, Redmond, Sisters, and Powell Butte. You can find our one and only office locally at the south end of Bend, with customer service hours of 7am and 4pm Monday through Friday.

Between 2013 and 2018 Avion was the regent for Sun Country Water. During the time we operated the system, Avion discovered and repaired multiple large leaks and addressed many general maintenance issues that were causing regular service interruptions. More recently, in July we were approached by the Public Utility Commission to repair an ongoing leak at a fire hydrant that had been brought to their attention. Early the next morning our team was able to stop the leak and upon receipt of the necessary parts returned the hydrant to working order.

Going forward Avion is responsible for all general questions, account billing, service requests, and system maintenance. Any previous correspondence sent by Butch Rodgers or Sun Country Water is not connected with Avion and we cannot assist you with those matters. If you any have questions regarding historical items, please contact Butch Rogers at 541-382-5103 or the Oregon Public Utility Commission's (PUC) Consumer Services Section at 1-800-522-2404 for resolution.

We have enclosed our customer welcome letter for additional information. Avion has proposed incorporating Sun Country into our approved rate structure. It is possible that the PUC may require that Sun Country customers continue to be billed at their current rates until a general rate case is completed.

I want to re-assure you that, as an Avion customer, you will be provided with the same great service that has made us one of the best utilities in Oregon.

Thank you,

Jason Wick, PE  
President  
Avion Water Company



From all our employees, welcome to Avion Water Company, Inc. The enclosed information communicates our current rates, important information about us, terms and conditions of your service agreement, and what your rights and responsibilities are as an Oregon utility customer.

If you encounter water emergencies outside of our normal business hours of 7am - 4pm Monday through Friday call 541-382-5342 and our answering service will dispatch a technician. Non-emergency service calls placed after business hours will be subject to fees as allowed by the Oregon Public Utility Commission.

Options for bill payment include:

- Cash and check payments: Accepted in person, in our drop box on the Avion site, or mailed to our processing center PO Box 3936 Seattle, WA 98124.
- One time or autopay credit or debit card transactions: Accepted in person, over the phone, or on our website [www.avionwater.com](http://www.avionwater.com).
- ACH direct debits (Checking or Savings accounts): A form with signature is required as well as a voided check. For ease an enrollment form is attached or you can find it on our website [www.avionwater.com](http://www.avionwater.com) under forms and can return it in person, by mail, or via email to [avion@avionwater.com](mailto:avion@avionwater.com).
- Payments can also be set up directly through your financial institutions' online bill pay program.

Avion Water Company, Inc. has set billing cycles based on geographic areas and they cannot be adjusted. Your statement will be issued mid-month and payments are due at the end of the month. It is your responsibility to ensure that a bill is received and reviewed each month. Paperless statements are available after registering for web access by selecting the pay online option on our website [www.avionwater.com](http://www.avionwater.com).

Meter reads will be conducted in all months, weather dependent. When unable to read the meters, usage will be estimated at 700 cubic feet. All meter reads are rounded to the nearest 100 cubic feet except for any final readings.

You are financially responsible for the account until you have contacted Avion Water Company, Inc. to end the services. Avion Water Company, Inc. is unable to backdate the date of the request.

As of your service start date the rates for Avion Water Company, Inc. can be found below. The meter size for your property was decided on by either the developer or builder of your home and is only changed under extraordinary circumstances.

Meter Size	Monthly Base Rate
5/8 Inch	\$28.52
¾ Inch	\$42.77
1 Inch	\$71.29
1 ½ Inch	\$142.58
2 inches	\$228.12
3 inches	\$427.73
4 inches	\$712.88
6 inches	\$1425.77
8 Inches	\$2281.23

Commodity Rate	Per	Number of Units	Unit of Measure
\$1.01	Per	100	Cubic Feet

Commodity Power Cost Adjustment Rate
\$0.05 per 100 Cubic Feet

If applicable, accounts are subject to the City of Bend Franchise Fee of **6%**, a cross connection program fee of **\$2.76** per month, monthly irrigation district assessments, fire service and/or fire hydrant charges.

For payments over 30 days delinquent, a late payment penalty is charged at **2.3%** of the total amount past due.

Again, welcome to Avion Water Company, Inc. We look forward to providing you with the best tasting water in Oregon, as awarded to us by the Oregon Association of Water Utilities most recently in 2022 and 2023.

**Avion Water Company, Inc. Water Service Agreement Terms and Conditions**

The applicant verbally agrees to the terms and conditions of the AVION WATER COMPANY, INC water service agreement found below. At the time the applicant requested that utility personnel create an account for a property in the applicant’s name.

The applicant agrees to allow AVION WATER COMPANY, INC. to enter upon their property as necessary to maintain, operate, or replace any existing Avion Water Company, Inc. facilities and to read meters. Prior to converting a single-family premise to a commercial use premise, the applicant agrees to request approval from the utility. If required by the utility the applicant is responsible for any and all changes related to the installation of a larger meter. The applicant further agrees not to extend their service line from the structure herein applied for to any additional structures, without prior consent from the utility.

Water services for the property address given at time of application will remain in the name of the applicant until the applicant requests the closure of the account or a future owner, tenant, or agent request to take financial responsibility for the property. The applicant is responsible for verifying the closure and full payment of the water service account. The applicant is responsible for any and all charges assessed to the account if failing to notify the utility of the intent to close the account.

The applicant agrees to pay the rates and abide by the rules and regulations established as a condition for the use of water. Also, the applicant agrees that the meter box and contents within said box and the pipe leading from the mainline to the meter box is the sole property of AVION WATER COMPANY, INC and the applicant will refrain from tampering with said facilities. AVION WATER COMPANY, INC. has been granted service rates, rules, and regulations by the Public Utility Commission of the State of Oregon.

# RIGHTS AND RESPONSIBILITIES SUMMARY FOR OREGON UTILITY CONSUMERS

If you are applying for service or have service with a utility company in Oregon, you have certain rights and obligations. The following is a summary of those rights and obligations prepared by the Consumer Services Division of the Public Utility Commission. The matters described here apply only to electricity, natural gas, telephone, and water services regulated by the PUC.

The utility company's main obligation is to provide you with reliable services at rates approved by the PUC. Your main obligations are to pay for the services you use to not damage or tamper with the company's facilities, and to notify the company if you move, if you wish to change your service or if you have a problem.

**DEPOSITS:** The utility may ask you to pay a deposit. If a deposit is required, you may have the right to pay it in several installments.

**THIRD-PARTY NOTICES:** You have the option to ask that another person receive your bills and notices if, for some reason, you are unable to receive or understand those bills and notices. Also, you may ask your utility company to furnish you with notices in another language if you do not understand English.

**FINANCIAL ASSISTANCE:** Several programs provide financial help, depending on your circumstances. The Low-income Energy Assistance Program (LIEAP) provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help their customers. The Oregon Telephone Assistance Program (OTAP) provides reduced phone bills for qualified low-income customers. The Link-Up America program provides financial help with telephone service installation charges for qualified persons.

**DISCONNECTION NOTICES:** Before a utility company can disconnect your service, the company must notify you. Electric and gas companies are required to give you a 15-day notice, another notice 5 days before disconnection, and must try to contact you the day the disconnection is scheduled. Telephone and water utilities must provide written notice at least 5 days before service is disconnected.

**MEDICAL CERTIFICATES:** If you or a member of your family has a serious health problem and your utility service is threatened, you may obtain a medical certificate from your doctor or other medical professional who provides your health care. A medical certificate will prevent immediate disconnection of your service and requires your utility to allow you to set up a payment plan to pay any overdue bill. *(Medical certificates do not apply to water utilities.)*

**PAYMENT PLANS:** You may take advantage of one of several special payment options designed to make it easier to pay your electricity or natural gas utility bills. You may pay your bills on an equal-payment plan which will spread out your payments over the year. If you are unable to pay your electricity or gas bills for a period of time and your utility intends to cut off your service, you may also enter into a special agreement to pay the overdue amount over a period of time.

**LATE CHARGES:** Customers are responsible for paying their utility bills on time. Under certain circumstances, utilities may add late-payment charges to bills not paid on time.

**TELEPHONE SOLICITATION:** The Federal government has in place a national "No Call" list for persons you do not want to receive unwanted phone calls from persons or companies trying to sell products and services. It replaced the program previously offered through the Oregon Department of Justice. If you signed up for Oregon's list, you need to register again with the Federal Trade Commission (FTC). After you register, your phone number will show up on the registry by the next day. Telemarketers will have up to three months to have your phone number removed. Your phone number will remain in the registry for five years from the date you sign up. More details are available at [www.ftc.gov](http://www.ftc.gov).

**RESOLVING DISPUTES:** If you have a dispute with your utility company that is not resolved by contacting the company, the PUC's Consumer Services Division is available to help you. You may contact the PUC by calling toll free 1-800-522-2404.

**CONSUMER ASSISTANCE ORGANIZATIONS:** Listings of consumer assistance organizations that participate in Commission proceedings, including addresses and telephone numbers, may be requested from the Commission's Consumer Services Division at 1-800-522-2404.

If you have questions about any of the matters described in this summary, please contact your local utility company or the PUC Consumer Services Division. If you do not speak English, please try to arrange in advance for an interpreter to help you. While utilities and the PUC are sensitive to special needs of persons who do not speak English, their offices may not have someone available who speaks your primary language.