

**PUBLIC UTILITY COMMISSION OF OREGON  
STAFF REPORT  
PUBLIC MEETING DATE: June 11, 2024**

**REGULAR** \_\_\_\_\_ **CONSENT**   X   **EFFECTIVE DATE**         June 24, 2024        

**DATE:** May 30, 2024

**TO:** Public Utility Commission

**FROM:** Scott Shearer

**THROUGH:** Bryan Conway, Russ Beitzel, and Charla Wolf **SIGNED**

**SUBJECT:** CROOKED RIVER RANCH WATER COMPANY:  
(Docket Nos. UW 194 and ADV 1608/Advice No. 24-03)  
Requests Acceptance of Financial Audit, with Conditions, Approval of  
Revised Tariff Rule No. 10, and other Compliance Audit Conditions.

**STAFF RECOMMENDATION:**

Staff recommends that the Public Utility Commission of Oregon (Commission) accept Crooked River Ranch Water Company's (CRR or Company) Financial Audit, with conditions; approve the revised Tariff Rule No. 10, to become effective for service rendered on and after June 28, 2024; and accept the Company's documentation as demonstrating compliance with Compliance Audit Conditions from Order 24-077.

**DISCUSSION:**

Issues

Whether the Commission should:

1. Accept CRR Financial Audit, subject to conditions;
2. Allow CRR's filed tariff sheets to become effective June 24, 2024; and
3. Accept CRR's Compliance Audit Conditions as being met.

Applicable Rule or Law

Under ORS 757.205(1)-(2), a rate-regulated water utility must file schedules showing all rates, tolls, and charges for any service performed by it within the state and all rules and regulations that in any manner affect its rates.

Pursuant to ORS 757.210, the Commission may approve tariff changes if they are deemed to be fair, just, and reasonable. Tariff revisions may be made by filing revised sheets with the information required under the Commission's administrative rules, including OAR 860-036-2010.

Pursuant to ORS 757.220, filings that propose any change in rates, tolls, charges, rules, or regulations must be filed with the Commission at least 30 days before the effective date of the change.

Order No. 23-338 adopted a Settlement Agreement and Stipulation resolving all issues in Docket No. UW 194, which required that the Company have two different audits completed: 1) an independent financial audit to review and confirm the Company's financial standing and adherence to generally accepted accounting principles; and 2) a compliance audit conducted by one of the Commission's Consumer Services Compliance Specialists, to review and confirm the Company's compliance with Oregon statutes, Commission Rules, and Company Tariffs.

In Order No. 24-077, the Commission ordered CRR to 1) ensure the annual fee statement is submitted and paid by the appropriate deadline and 2a) inform customers of their rights related to notice; and 2b) revise the language of Tariff Rule 10, CRR's Main Line Extension policy.

## Analysis

### *Background*

CRR is a rate and service-regulated water utility serving approximately 1,700 customers in the vicinity of Terrebonne, Oregon. The stipulation resolving the Company's 2023 rate case included requirements for CRR to have a financial audit and a compliance audit performed and report the results to the Commission.<sup>1</sup> The Commission accepted CRR's compliance audit with conditions, including revision of Tariff Rule No. 10.

With these filings, CRR submits the final documents required for compliance with the UW 194 Stipulation including: the financial audit, revised Tariff Rule No. 10, and appropriate documentation of the corrections required by Commission Order No. 24-077.

### **Item 1 – Financial Audit**

In Order No. 23-338, the Commission required CRR to have a financial audit completed and submitted to the Commission for review. On May 2, 2024, CRR filed the required financial audit report in Docket No. UW 194.

---

<sup>1</sup> See Docket No UW 194, Order No. 23-332, Appendix A, p.2, September 20, 2023.

CRR contracted Pauley, Rogers, and Co., P.C. (Auditor), to conduct the independent financial audit. The Auditor determined:

(...) the modified cash basis basic financial statements referred to above present fairly, in all material respects, the financial position of Crooked River Ranch Water Company, as of December 31, 2023 and the changes in net assets, and cash flows for the year then ended in conformity with the modified cash basis of accounting as described.(...) <sup>2</sup>

The Auditor did identify several best practices, which while not considered significant deficiencies, would more fully protect CRR operations. Staff agrees with the Auditor's assessment and recommends the Commission direct CRR to incorporate the six best practices identified by the Auditor, described below, into the Company's operations and report on them as a part of the Company's next rate proceeding.

#### *1: Segregation of Duties*

Because of a limited number of available personnel, it is not always possible to adequately segregate certain incompatible duties so that no one employee has access to both physical assets and the related accounting records or to all phases of a transaction. Consequently, the possibility exists that unintentional or intentional errors or irregularities could exist and not be promptly detected. Specifically, the risk of theft of cash payments being dropped off and taken by employees who also have the ability to delete customers from the billing system to cover up the theft. The Auditor recommends that the Board of Directors continually monitor the financial activities to mitigate this risk and consider obtaining additional fidelity insurance coverage to compensate for this risk.

#### *2: FDIC Coverage*

During our review of cash, the Auditor noted bank balances exceed the amount insured by the FDIC. It is recommended that the Board of Directors examine this exposure risk and make a determination if multiple banks should be used to maximize FDIC insurance.

#### *3: QuickBooks Accounting Software*

QuickBooks accounting software is used. QuickBooks may allow users to delete transactions without any audit trail remaining. The Auditor recommends that CRR evaluate the risk of using this program and consider reviewing the audit tracker on a periodic basis for unusual transactions to ensure it had not been shut off. This review should be documented.

---

<sup>2</sup> Docket No. UW 194, Crooked River Ranch Water's Communication in Compliance with Order No. 23-338, May 2, 2024.

*4: IT Controls*

In reviewing IT Controls, the Auditor noted that the Company currently has no policy to change passwords in the accounting software. It is recommended that the Company implement procedures to require strong passwords with unique characters which are to be changed on a bi-annual basis.

*5: Bank Reconciliations*

During the Auditor's review of bank reconciliations, it was noted that all the bank reconciliations tested had no evidence of being reviewed timely. Even though evidence of review was documented by a signature, the date indicating when the review occurred was missing. We recommend that someone independent of the preparation process review the monthly bank reconciliations in a timely manner to ensure there are no discrepancies or unusual reconciling items (unintentional or intentional) and that they document that review and approval with a signature and date to enhance internal controls.

*6: Approval of Disbursements*

During the Auditor's testing of disbursements, it was noted that four items which had no evidence of approval from the General Manager and a member of the board despite this being the Company's policy. It is recommended that each invoice or disbursement be approved by the manager/board member.

**Item 2 – Tariff Rule No. 10**

CRR's Advice Filing No. 24-03 is submitted to meet the Condition 2b in Commission Order No. 24-077, specifically, the main line extension Tariff Rule No. 10 verbiage shall read:

For a period of 5 years after the construction of the requested main line extension, the Utility shall also collect from any additional applicants who connect to the main line extension an amount per foot equal to the new applicant's proportionate share of the main line extension cost for that previously shared the cost of said main line extension. Refunds shall not exceed the amount originally advanced.

The filing was submitted on May 7, 2024, with a proposed effective date of June 24, 2024. Staff noted that the change to Rule 10 is required because the prior Tariff sheet did not provide a time period for potential rebates for a portion of the costs customers pay for new service when another customer benefits from the service and required by OAR 860-036-12310(c). This filing meets the requirements of the condition from Order No. 24-077 and should be approved.

### **Item 3 – Other Compliance Audit Conditions**

CRR also met the other conditions adopted in Order No. 24-077.

Requirement 1 - Ensure annual fee statement is submitted and paid to the Commission in a manner to be received by the appropriate deadline. CRR submitted the 2024 form to the Commission on March 28, 2024, well before the April 1, deadline.<sup>3</sup>

Requirement 2a - Inform customers of their rights to receive electronic and written notices in the Important Message section of the bill. On May 7, 2024, CRR sent Staff a copy of the updated statement showing the corrected language.<sup>4</sup>

CRR has met the compliance conditions required of Order No. 23-077 and should be accepted as complete.

### Conclusion

Item 1: Staff finds that CRR's Financial Audit meets the requirements of the Stipulation in Order No. 23-338 and should be accepted with the conditions listed above.

Item 2: Staff finds that the replacement Tariff Rule No. 10 meets Commission requirements for main line extension policy should be approved.

Item 3: Staff Finds that CRR has meet the Compliance Audit conditions as directed in Order No. 24-077 and should be accepted.

The Company has reviewed a draft of this memo and has not noted any concerns.

### **PROPOSED COMMISSION MOTION:**

1. Accept Crooked River Ranch Water Company's Financial Audit, subject to the Conditions to a) incorporate the six best practices identified in the audit into the Company's operations and b) report on them as a part of the next rate proceeding;
2. Approve Crooked River Ranch Water Company's tariff sheets filed in ADV 1608; and
3. Accept Crooked River Ranch Water Company's documentation as meeting the Compliance Audit Conditions from Order No. 24-077.

---

<sup>3</sup> See Attachment A – Crooked River Ranch Annual Fee Statement 2024.

<sup>4</sup> See Attachment B – Crooked River Ranch Billing Statement.

**To submit ACH payment online contact Fee Coordinator**

Make check payable to: Public Utility Commission of Oregon or OPUC

Mail payment and statement to:

PUC FEE  
Public Utility Commission  
PO Box 2153  
Salem, OR 97308-2153

**Water Utility Form**

For instructions and information:

<https://www.oregon.gov/puc>

Select Water then Reports &amp; Forms

Or contact Holly Healey -Voice 971-239-6280

Fax 503-373-7950, email [holly.healey@puc.oregon.gov](mailto:holly.healey@puc.oregon.gov)☐ Please update Commission records for name or address changes included below.

Filing: (check) Original ☒ Revised ☐ PUC Adj. ☐  
(as appropriate)

ID NO.:

4549

Company Name

Crooked River Ranch Water

ATTENTION:

TAXES &amp; REGULATORY

Address

PO Box 2319

City, State, Zip

Terrebonne, OR 97760

**Annual Fee Statement**

For the Year Ended December 31,

**2023**

Public Utility Commission of Oregon

On February 22, 2024, Oregon Public Utility Commission (OPUC) issued Order No. 24-054 authorizing collection of annual regulatory fees from public utilities operating in Oregon subject to regulation by the Commission. The fee level is 0.0045% of gross operating revenues derived from operations in Oregon during the calendar year 2023. See "DEFINITION OF GROSS OPERATING REVENUES" on our website under Water - Instructions.

Your payment and a completed signed original of this statement must be received by OPUC at the above address on or before 5:00 p.m. on **Monday, April 1, 2024**. The minimum annual fee is \$10. See OAR 860-036-1050

**WATER UTILITY COMPANIES**

1. Water sales - Residential &amp; Multi-family

2. Water sales - Commercial

3. Water sales - Irrigation only

4. Water sales - All other

5. Wastewater (sewer) Revenue (if applicable)

6. Miscellaneous Service Revenues (Defined in Instructions - Do not include pass through payments).

7. Gross Operating Revenues (Add lines 1 through 6) (Total gross operating revenues, before uncollectible accounts, derived from operations in the State of Oregon in the calendar year 2023.)

8. Assessment Rate

9. Amount Due (Line 7 x Line 8, or \$10, whichever is greater)

\$ 4,834.97

10. For OPUC Use Only

11. Late Payment Penalty (2% applied per month to fees received by OPUC after Monday, April 1, 2024)

12. Late Statement Fee (\$40 1-time penalty for statements received by OPUC after Monday, April 8, 2024)

13. Total Amount Due (Add Line 9 + Line 10 + Line 11 + Line 12)

\$ 4,834.97

**MINIMUM FEE DUE IS \$10.** (An additional \$25 will be assessed for a payment returned for non-sufficient funds.To avoid the late payment penalty, please remit payment so that it is received by the OPUC on or before **Monday, April 1, 2024**

Required Information Below - Please PRINT Legibly of TYPE

14. Julie Rasor 541-923-1041

Preparer or Person to be contacted by OPUC Staff

Voice Telephone Number

Facsimile (fax) Number

Electronic Mail (e-mail) Address

**15 CERTIFICATION****ORIGINAL BLUE "Ink" Signature Required ~ No Photo copied signatures accepted!**

I hereby certify that the above statements are true and correct to the best of my knowledge and belief,  
and that the arithmetic accuracy of all numerical information has been verified.

Signature of Certifying Officer or Designated Agent

Frank Day

Title of Signee (please print legibly or type)

541-923-1041

Date Signed

frank@crrwater.com

(Typed or Printed) Name of Signee

Signee's Phone Number

Signee's e-mail address

For Commission Use Only: Reviewed: \_\_\_\_\_

Date: \_\_\_\_\_

Recorded: ent'd HH

Date: 3/19/2024





**Crooked River Ranch Water Company**  
 13845 SW Commercial Loop  
 Crooked River Ranch, OR 97760  
 PO Box 2319  
 Crooked River Ranch, OR 97760  
 Phone: (541) 923-1041 • Fax: (541) 923-5936  
 Web: www.crrwater.com

CUSTOMER/ACCOUNT #: #####  
 BILL DATE: 4/23/2024  
 SERVICE ADDRESS: #####  
 DUE DATE: 5/15/2024  
**AMOUNT DUE: \$141.68**

Business Hours: M - TH 8:00AM to 4:30 PM. Closed Fridays and Federal Holidays.

*\*Past due balances are due immediately!*

### Summary of Charges:

Previous Balance: 91.40  
 Current Charges: 50.28  
**AMOUNT DUE: \$141.68**

### Your Water Usage:

Use our new Customer Portal  
 Dropcountr



Dropcountr App

You can use your smartphone by scanning this QR code with your phones camera or search for the Dropcountr app on your phones app store. Use their website by going to dropcountr.com.

All customer's have the right to receive electronic copies of all written notices to be issued on the customer's account. Contact the office for more details.

Bills are due by the due date listed on the top portion of this statement. A late fee pursuant to OAR 860-036-0130 will be charged to overdue balances at the time of preparing the subsequent months statement for residential accounts or by the due date for all other accounts.

### Account Information:

PREVIOUS METER READ 3/22/2024 - ###	CURRENT METER READ 4/22/2024 - ###	USAGE TOTAL 400 CF
BASE RATE		\$42.16
WATER (1.51 PER 100CF)		\$6.04
LATE CHARGE		\$2.08
<b>CURRENT CHARGES</b>		<b>\$50.28</b>

### IMPORTANT MESSAGES:

Auto pay will be debited on the 10th of every month. If the 10th happens to fall on a weekend or holiday then it will be debited after the weekend or holiday.

Board Meeting May 15th at 3:00PM

☐ To change your account information or submit comments, check here & provide info on reverse side.



CROOKED RIVER RANCH WATER CO.  
 PO BOX 2319  
 CROOKED RIVER RANCH OR 97760

####  
 ####  
 #####

CUSTOMER/ACCOUNT#: #####  
 SERVICE ADDRESS: #####  
 DUE DATE: 5/15/2024  
 CURRENT CHARGES: \$50.28  
**AMOUNT DUE: Autopay - Do Not Pay**

Amount Enclosed

\$  ,   .

CROOKED RIVER RANCH WATER CO  
 PO BOX 2319  
 CROOKED RIVER RANCH OR 97760-2319

# Crooked River Ranch Water Company WATER BILL

## QUESTIONS ABOUT YOUR BILL?

**Call Us:** (541) 923-1041  
**Website:** www.crrwater.com  
**Email:** custserv@crrwater.com

## MAIL PAYMENTS TO:

Crooked River Ranch Water Company  
 PO Box 2319  
 CROOKED RIVER RANCH, OR 97760

## BUSINESS HOURS:

Monday - Thursday / 8am - 4:30pm

**After Hours/Emergency:** (541) 923-1041

## ACCESS YOUR ACCOUNT ONLINE

- **SELF-SERVICE:** Set up your online account at www.crrwater.com for easy, secure access to bill viewing, one-time or recurring payments, and opening/closing your account - all that and more - on your own schedule.
- **GO PAPERLESS:** Sign up for eBill on the website and get your bill delivered by e-mail every month.

## PAYMENT OPTIONS

- **CREDIT/DEBIT CARD:** Pay on the website or by phone: (541) 923-1041.
- **AUTOMATIC PAYMENT PLAN (APP):** It's easy to sign up for automatic payment deduction from your checking or savings account - just fill out and submit the form below with your next bill payment.
- **BY MAIL:** Use the return envelope provided.
- **DROP BOXES:** Regular payments may be placed in the payment box at the parking lot entrance to main office.

## UNDERSTANDING THE CHARGES

- **BASE RATE:** Covers the costs that are ongoing regardless of the amount of water used.
- **WATER:** Covers costs associated with the amount of water used during the billing period. Water is billed per 100 cubic feet. With no charge incurred until a full 100cf is used.
- **DCVA:** Covers costs associated with the installation of a DCVA. This could be the cost per month of that installation if you have chosen the payment plan option. It will also reflect any costs associated with testing.

## DISCONNECT/RECONNECT CHARGES

- \$40 During Business hours  
 \$100 Outside of Business hours  
 \*These charges apply anytime a person requests their water be turned off or restored.

## DISCONNECT FOR NON-PAYMENT

- On the day of disconnect a \$50 charge is due when staff arrives to disconnect service. When service is disconnected for nonpayment, the delinquent amount and all service charges must be paid before water can be restored.

## TROUBLE CALL CHARGES

- A fee is applied any time a service call is requested and the problem is on the property side of the meter.  
 \$40 During Business hours  
 \$55 Outside of Business hours

## RETURN PAYMENT FEE

- \$27 for each occurrence.

## KEEP WATER CHARGES LOW

- **USE WATER AS EFFICIENTLY** as possible. Visit our website for a variety of conservation tips and resources, or call (541) 923-1041 for assistance.
- **TRACK YOUR USAGE** by accessing your account online.
- **CHECK FOR REBATES** on water efficient products.

*Fees subject to change per Public Utility Commission order.*

## REMINDER - Before you dig, Call 811

Every time you dig - even for small projects - remember to call at least two days before you start, so utilities can be marked.

Water service is furnished in accordance with the Commission's "Regulations Governing Water Service," which authorizes right of access to property to read and maintain meters.

## Comments?

---



---



---

If you wish to be contacted, please provide a phone number ( )

or Email address

## New Mailing/Email Address or Phone Number?

NEW ADDRESS

CITY

STATE

ZIP

( )

NEW PHONE NUMBER

NEW EMAIL ADDRESS

## Automatic Payment Plan (APP) - Enrollment Form to Establish Payments

1. Supply a voided check from the account you wish to debit.

Please Enter:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Account Number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Routing Number

*The routing number is to the left of the Account Number.*

2. Be sure to enclose a payment for your current bill (Allow 30 to 60 days for processing)

Phone Number ( )

X

Signature (must match name on account)

Until further notice, the above signature authorizes the Crooked River Ranch Water Commission, its successors and/or assigns to debit my checking/savings account for my payment, as directed above, on or about the APP date noted on my bill. In the future, the total amount due will be automatically debited to the checking/savings account as indicated.