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CONSUMER AFFAIRS

September 4, 2007

Washington Utilities & Transportation
P.O. Box 47250
1300 S. Evergreen Park Dr. SW
Olympia, WA 98504-7250

Dear Reader,

We received on 8/31/07 a letter from the Harrison-Ray Water Company regarding their request to your commission for a rate increase.

The water company has continued to list the water usage on our billing statements as zero during the months the company does not read the water meters. When the company decides to start reading the meters again a number will be listed in the "previous" box of the billing statement. I have never understood how this can possibly be an accurate reading. I am frustrated by the situation but have not seen the company change this practice over the years.

On two separate occasions this past year the water company provided us with horrible tasting water and it smelled so bad we could smell it in our hair after showering. We were afraid to use the tap water to cook anything so bought lots of bottled water.

In July 2007, I called and left a voice-mail message and had asked that someone call me back on my husband's cell because my voice-mail was not working. When I did not hear back from the water company after a few days, I called and was able to speak to Mrs. Harrison. She explained she had left me a message on my cell with the information that chlorine was being added and that if the smell/taste continued to call her back. The smell continued for approximately another week.

I appreciate the water company sending us notice of their request to the commission but do not agree with the amounts being proposed.

The proposed rate for 1500-4000 cubic feet per 100 cubic feet will increase from \$0.70 to \$1.00 and the over 4000 cubic feet per 100 cubic feet proposal at \$1.50 are both unreasonable rate requests.

The reconnect, disconnect, service visit, late payment, account set-up, service connection and water availability letter charges are all unreasonable rate increase requests. I can understand the NSF check charge but do not understand how the company can ask that the customer be charged \$600.00 for service connection or that the customer be charged \$20.00 to receive a letter for water availability.

Please let me know if other water utilities charge these high amounts. My mailing address is at:

[REDACTED]

Sincerely



Vicki Brown