

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION
STAFF RESPONSE TO DATA REQUEST

DATE PREPARED: September 4, 2024 DOCKETS: UW-230598/UW-230079 REQUESTER: Washington Water		WITNESS: Mike Young RESPONDER: Mike Young TELEPHONE: (360) 664-1155
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DATA REQUEST NO. 6:

Please provide a copy of all written communications and documentation of verbal communications between UTC Staff and Washington Water Supply, Inc. and/or John Poppe from January 1, 2020 to present.

RESPONSE:

In addition to documents attached to the Direct Testimony of Mike Young (Exh. MY-1T) and the Declaration of Mike Young (Exh. MY-2), please see the communications attached to the response to this request. The communications are organized into folders as followed:

1. UW230598-240079 Staff Response to DR 6 CP
 - a. CP – AR
 - b. CP – MCK
 - i. 1
 - ii. 2
 - iii. 3
 - iv. 4
 - v. 5
 - vi. 6
 - vii. 7
 - viii. 8
 - ix. 9
 - x. 10
2. UW230598-240079 Staff Response to DR 6 JL
3. UW230598-240079 Staff Response to DR 6 MY
4. UW230598-240079 Staff Response to DR 6 TV

CP = Consumer Protection
 AR = Andrew Roberts
 MCK = Melissa Castaneda-Kerson
 JL = Jeanine Leggett
 MY = Mike Young
 TV = Tiffany Van Meter

The 10 subfolders in folder CP – MCK have no special meaning. The messages saved in those subfolders would have been saved into one single folder (with no subfolders); however, it became unwieldy due to similar file names. Breaking the emails into batches and saving them into subfolders resolved the file name issue.

From: [John Poppe](#)
To: [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Echo Glen Rate Request
Date: Friday, June 23, 2023 8:47:46 AM
Attachments: [Scan0195.pdf](#)

External Email

Good Morning All,

I have attached a request for a monthly rate adjustment for the Echo Glen Water System customers. The rate adjustment includes \$43.25 base rate plus \$30 for a total of \$73.25 per month until the cost of importing water is recovered.

The rate adjustment is just for the imported water costs.

John Cupp, my intent is to send notices to the Echo Glen users by end of today (6-23-23). Is there a form letter UTC would prefer to use?

Respectfully,
Washington Water Supply, Inc.

From: [John Poppe](#)
To: [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Echo Glen Surchge
Date: Thursday, June 29, 2023 9:18:40 AM

External Email

Good Morning UTC,

Financing the importation of potable water for the Echo Glen Water System is getting to be a challenge. Based on Washington Water Supply, Inc. income, expenses, and the projected need to import water to the system, we will not be able to finance the import of water by August 1, 2023.

A surcharge to pay for the imported water is critical for the Echo Glen Water to be in compliance with the Safe Drinking Water Act and Washington State Law.

Please provide direction as to UTC procedure(s) to complete the process.

Respectfully,
Washington Water Supply, Inc.

From: [John Poppe](#)
To: [Young, Mike \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Cupp, John \(UTC\)](#); [Pell, Derek \(DOH\)](#)
Subject: Echo Glen Water System
Date: Thursday, June 22, 2023 8:37:01 AM

External Email

Regulators,

Thanks for the conference call 6-21-23.

The conversation was necessary to begin the long journey for rehabbing the well. My understanding of the call was:

1. Summarize the Echo Gen water system major events for 2022 & 2023.
2. Discuss improvements needed to restore well production to design criteria.
3. Discuss rate increase / surcharge for the Echo Glen customers for importing water.
4. Meeting consumed 50 minutes.

The following is an update for the action plan.

1. All mechanical and electrical systems performing.
2. Current production of the well is 5 gpm = 7200 GPD = 50,400 gallons/week + 4000 of imported water = 54,400 gallons / week of demand. = 185 average gallons per day for 42 customers.
3. Imported water costs \$400 / load (one load per week) = \$1600 / month = \$38.09 surcharge /customer (42 customers) = \$9600 for the summer of \$2023 or until the rehabilitation of the well can be completed. Hopefully sooner.
4. Historical water demand record(s) indicates water will be imported from May thru October 2023 = 6 months = expected imported water bill to be \$9,600 = 12 month payout \$800 / month for the 42 customers = \$19 / month surcharge / customer.
5. \$62.25 is the temporary rate, for importing water, that I will be seeking for each customer.
6. UTC staff.....is there a flaw in my thinking?
7. UTC staff / DOH....do you folks have templets / forms for this process? With the timeline requirements for UTC review, public notices I'm targeting a rate increase to be effective August 1, 2023. If the increase is delayed later than 8-1-2023, then loan costs will increase monthly surcharge to the customer.

Basically, do you regulators have a written procedure, forms, templets to initiate the surcharge process?

Thanks Poppe

From: [John Poppe](#)
To: [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#)
Subject: Echo Glen
Date: Friday, June 30, 2023 9:28:00 AM

External Email

Good Morning All,

Haven't heard from anyone?

Be advised monies will run out for the importing/trucking of water into the reservoir of the Echo Glen Water system.

From: [John Poppe](#)
To: [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#)
Subject: Fwd: Echo Glen Rehabilitation
Date: Wednesday, June 28, 2023 12:41:05 PM

External Email

Fyi. Maybe soon

----- Forwarded message -----

From: **Joe Alcorn** <joe@valleypumpnw.com>
Date: Wed, Jun 28, 2023, 12:21 PM
Subject: Re: Echo Glen Rehabilitation
To: John Poppe <poppe.john@gmail.com>

Hoping to be up and running soon.

We Appreciate You and Thank You For Choosing Valley Pump Inc.

Kind Regards,

Joe Alcorn
CEO



253-939-8008

We welcome you to submit reviews to Angie's List & Yelp

www.valleypumpnw.com
<https://www.facebook.com/valleypumpinc>

Lic# VALLEYPI944RQ

On Tue, Jun 27, 2023 at 7:11 AM John Poppe <poppe.john@gmail.com> wrote:

Good morning Joe,
Any update about the Lead well driller returning to work?

From: [John Poppe](#)
To: [Cupp, John \(UTC\)](#)
Cc: [Young, Mike \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Re: Echo Glen Rate Request
Date: Friday, June 23, 2023 10:18:05 AM
Attachments: [image001.png](#)
[image001.png](#)

External Email

Previous emails specific to what topic?

On Fri, Jun 23, 2023, 10:16 AM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

John,

There is no form letter. Can you share with me a copy of the email(s) you sent previously?

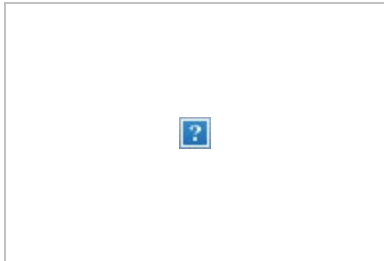
John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

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Cc: [Young, Mike \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Sellards, Andrew \(UTC\)](#)
Subject: Re: Echo Glen Water System
Date: Friday, June 23, 2023 12:45:02 PM

External Email

Derek, Brietta,
Is it possible for you to send a short email stating the requirement to maintain water quantity with a pressurized system?

Thanks
John

On Fri, Jun 23, 2023 at 12:27 PM John Poppe <poppe.john@gmail.com> wrote:

Thanks for the quick response.

I have attached a DRAFT for your review/editing.

On Fri, Jun 23, 2023, 11:18 AM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

Sorry, John, I didn't realize I was responding to two different email strings with two different topics.

I attached a copy of an old surcharge notice. I believe we should get input from Mike on the notice, but he's travelling to a meeting today. At least the attached notice can get us heading in the right direction.

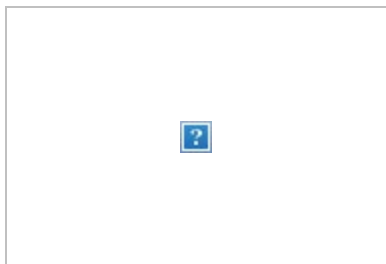
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I agree with communication....Melissa has a copy of recent emails. Take alook at the info she has.

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John,

Speaking of responsibilities, there is actually a rule titled, "Service Responsibilities," [WAC 480-110-365](#). It explains company *and* customer responsibilities. Another responsibility of the company is to communicate with its customers. There is a lot of information about communicating with customers in [WAC 480-110-315](#).

I believe the water conservation efforts, and making sure customers understand the consequences of violating a watering schedule is very important and urgent at this point.

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External Email

Regulators,

Echo Glen is a test case with this thought:

How do we get conservation? Rates or outages?

Outages is not the best way to promote conservation, because water quality may suffer.

During a time with limited water supply from the well, what is the responsibility of the consumer and what is the responsibility of the purveyor ?

Bottom line.....money talks, BS walks?

Again I do not like unhappy customers?

On Thu, Jun 22, 2023, 9:54 AM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

OK, so the well is producing about 216,000 gallons per month, but demand is only 200,000 gallons in winter?

What I am trying to rationalize is how much water *should* the company be providing (until the well can be fixed) vs. how much customers are using. They obviously can get by with 200,000 gallons/mo. in winter. Perhaps DOH can weigh in here?

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November 2022 183,000

December 2022 199,000 Cold weather, frozen faucets outside homes. Found illegal line to swimming pool prior to meter/shut off valve

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Subject: Re: Echo Glen Water System
Date: Friday, June 23, 2023 12:28:36 PM
Attachments: [Scan0196.pdf](#)

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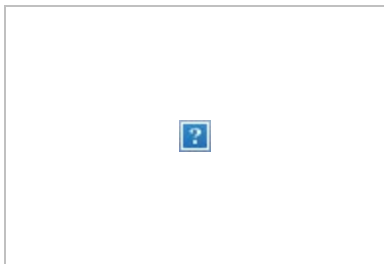
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Subject: Re: Echo Glen Water System
Date: Friday, June 23, 2023 10:56:55 AM

External Email

What are the words, phrases, information required for customer notification?

On Fri, Jun 23, 2023, 10:55 AM John Poppe <poppe.john@gmail.com> wrote:

Sorry to be a pest.....but surcharge implementation is critical for the Echo Glen viability.

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Cc: Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>
Subject: Re: Echo Glen Water System

External Email

MONTH GALLONS

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Subject: Re: Echo Glen Water System
Date: Friday, June 23, 2023 10:55:16 AM

External Email

Sorry to be a pest.....but surcharge implementation is critical for the Echo Glen viability.

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I agree with communication....Melissa has a copy of recent emails. Take a look at the info she has.

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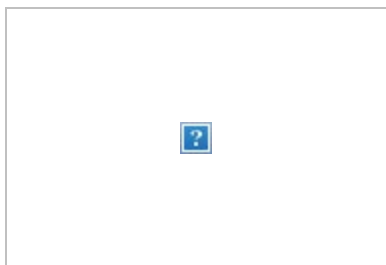
John Cupp

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Subject: Re: Echo Glen Water System
Date: Friday, June 23, 2023 10:22:07 AM
Attachments: [image001.png](#)
[image001.png](#)

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Subject: Re: Echo Glen Water System
Date: Thursday, June 22, 2023 3:47:44 PM

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Subject: Re: Echo Glen Water System
Date: Thursday, June 22, 2023 9:51:32 AM
Attachments: [Scan0194.pdf](#)

External Email

To Regulators,

I have scanned and attached the invoices for the imported water

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Subject: Re: Echo Glen Water System
Date: Thursday, June 22, 2023 9:42:12 AM

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Subject: Re: Echo Glen Water System
Date: Friday, June 23, 2023 2:27:21 PM
Attachments: [image001.png](#)
[image001.png](#)

External Email

One time payment was within the draft you sent. I will remove and state one time payment date.

Temporary rate will be modified.

Did receive "Attached....". Send Attached again

On Fri, Jun 23, 2023, 2:18 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

John,

I see Mike is out until June 29. He may check his emails while he is away at a conference. Hopefully he will, and he can weigh in on this. The notice does not have to go out today, so we have a few days to work on this.

Some notes:

- I'm a little confused by the one-time payment. They can pay within 90 days of the effective date and pay a total of \$92.31 instead of \$30/month for 12 months (a total of \$360)?
 - Rather than say customers can pay "within 90 days of effective date," I think you should give the actual date the one-time payment must be made.
- I would not show a temporary rate of \$73.25. The rate will remain at \$43.25, with a \$30 additional surcharge.
- Attached is language to should replace the UTC language in your draft. I added the July 27 open meeting date. We now have "hybrid" open meetings – via Zoom and live in our hearing room.

I'll be out of the office this coming Monday. Happy to discuss this upon my return!

Thank you,

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From: John Poppe <poppe.john@gmail.com>
Sent: Friday, June 23, 2023 12:27 PM
To: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Cc: Young, Mike (UTC) <mike.young@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Sellards, Andrew (UTC) <andrew.sellards@utc.wa.gov>
Subject: Re: Echo Glen Water System

External Email

Thanks for the quick response.

I have attached a DRAFT for your review/editing.

On Fri, Jun 23, 2023, 11:18 AM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

Sorry, John, I didn't realize I was responding to two different email strings with two different topics.

I attached a copy of an old surcharge notice. I believe we should get input from Mike on the notice, but he's travelling to a meeting today. At least the attached notice can get us heading in the right direction.

John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

www.utc.wa.gov

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From: John Poppe <poppe.john@gmail.com>
Sent: Friday, June 23, 2023 10:22 AM
To: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Cc: Young, Mike (UTC) <mike.young@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Sellards, Andrew (UTC) <andrew.sellards@utc.wa.gov>
Subject: Re: Echo Glen Water System

External Email

I agree with communication....Melissa has a copy of recent emails. Take a look at the info she has.

On Fri, Jun 23, 2023, 10:13 AM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

John,

Speaking of responsibilities, there is actually a rule titled, "Service Responsibilities," [WAC 480-110-365](#). It explains company *and* customer responsibilities. Another responsibility of the company is to communicate with its customers. There is a lot of information about communicating with customers in [WAC 480-110-315](#).

I believe the water conservation efforts, and making sure customers understand the consequences of violating a watering schedule is very important and urgent at this point.

John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

www.utc.wa.gov

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From: John Poppe <poppe.john@gmail.com>
Sent: Thursday, June 22, 2023 3:47 PM
To: Young, Mike (UTC) <mike.young@utc.wa.gov>
Cc: Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Ward, Jim (UTC) <jim.ward@utc.wa.gov>
Subject: Re: Echo Glen Water System

External Email

Regulators,

Echo Glen is a test case with this thought:

How do we get conservation? Rates or outages?

Outages is not the best way to promote conservation, because water quality may suffer.

During a time with limited water supply from the well, what is the responsibility of the consumer and what is the responsibility of the purveyor ?

Bottom line.....money talks, BS walks?

Again I do not like unhappy customers?

On Thu, Jun 22, 2023, 9:54 AM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

OK, so the well is producing about 216,000 gallons per month, but demand is only 200,000 gallons in winter?

What I am trying to rationalize is how much water *should* the company be providing (until the well can be fixed) vs. how much customers are using. They obviously can get by with 200,000 gallons/mo. in winter. Perhaps DOH can weigh in here?

From: John Poppe <poppe.john@gmail.com>
Sent: Thursday, June 22, 2023 9:42 AM
To: Young, Mike (UTC) <mike.young@utc.wa.gov>
Cc: Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>
Subject: Re: Echo Glen Water System

External Email

MONTH GALLONS

November 2022 183,000

December 2022 199,000 Cold weather, frozen faucets outside homes. Found illegal line to swimming pool prior to meter/shut off valve

January 2023 189,000

February 2023 199,000

March 2023 207,000

April 2023 216,000

On Thu, Jun 22, 2023 at 9:18 AM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

Can you provide the usage (from the well) for November 2022 through April 2023, preferably by month?

Thanks.

From: John Poppe <poppe.john@gmail.com>

Sent: Thursday, June 22, 2023 8:37 AM

To: Young, Mike (UTC) <mike.young@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>

Subject: Echo Glen Water System

External Email

Regulators,

Thanks for the conference call 6-21-23.

The conversation was necessary to begin the long journey for rehabbing the well. My understanding of the call was:

1. Summarize the Echo Gen water system major events for 2022 & 2023.
2. Discuss improvements needed to restore well production to design criteria.
3. Discuss rate increase / surcharge for the Echo Glen customers for importing water.
4. Meeting consumed 50 minutes.

The following is an update for the action plan.

1. All mechanical and electrical systems performing.
2. Current production of the well is 5 gpm = 7200 GPD = 50,400 gallons/week + 4000 of imported water = 54,400 gallons / week of demand. = 185 average gallons per day for 42 customers.
3. Imported water costs \$400 / load (one load per week) = \$1600 / month = \$38.09 surcharge /customer (42 customers) = \$9600 for the summer of \$2023 or until the rehabilitation of the well can be completed. Hopefully sooner.
4. Historical water demand record(s) indicates water will be imported from May thru October 2023 = 6 months = expected imported water bill to be \$9,600 = 12 month payout \$800 / month for the 42 customers = \$19 / month surcharge / customer.
5. \$62.25 is the temporary rate, for importing water, that I will be seeking for each customer.
6. UTC staff.....is there a flaw in my thinking?
7. UTC staff / DOH....do you folks have templets / forms for this process? With the timeline requirements for UTC review, public notices I'm targeting a rate increase to be effective August 1, 2023. If the increase is delayed later than 8-1-2023, then loan costs will increase monthly surcharge to the customer.

Basically, do you regulators have a written procedure, forms, templets to initiate the surcharge process?

Thanks Poppe

From: [John Poppe](#)
To: [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: FW: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129
Date: Monday, June 12, 2023 9:17:42 AM

External Email

Good morning Melissa,

I can't locate the last customer complaint document.
Please forward it to me so I can complete the response.

Thanks
John

On Mon, Jun 5, 2023, 2:04 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,
Thank you for your response. I located your email in my junk folder. I am sorry that I missed it. I have removed the violation of WAC 480-110-385(3)(a).

Thank you,
Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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----- Original Message -----

From: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Received: Fri Jun 02 2023 16:43:03 GMT-0700 (Pacific Daylight Time)
To: John Poppe <poppe.john@gmail.com>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

John,
I am responding to your email regarding the complaint I passed to you on May 26, 2023. Your response has not been received by commission staff. I am not sure where it could have gone. Please forward your response to the multi-customer complaint CAS-43803-V4B9G5.
Thank you,
Melissa Castaneda-Kerson (She/Her)

Consumer Program Specialist, Consumer Protection
 (360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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----- Original Message -----

From: John Poppe <poppe.john@gmail.com>;
Received: Thu Jun 01 2023 15:43:08 GMT-0700 (Pacific Daylight Time)
To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email

Checked my email. Response was sent to you.

What happened

On Thu, Jun 1, 2023, 3:32 PM John Poppe <poppe.john@gmail.com> wrote:

The complaint response was sent 5/31/2023.

On Thu, Jun 1, 2023, 3:07 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,

I need to advise you of a recorded violation. By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on May 26, 2023. The response was due on May 31, 2023. The response has not been received. I have recorded one violation of WAC 480-110-385(3)(a) for failure to respond by 5/31/2023. The violations will be recorded daily until the complete response is received.

Regards,

Melissa Castaneda-Kerson (She/Her)

Consumer Program Specialist, Consumer Protection

(360) 664-1142

Melissa.castaneda-kerson@utc.wa.gov

www.utc.wa.gov

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----- Original Message -----

From: John Poppe <poppe.john@gmail.com>;
Received: Fri May 26 2023 11:21:54 GMT-0700 (Pacific Daylight Time)
To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email

Complaint received. Response will be as required 5/31/23.

Respectfully,

Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

+++++

Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE

Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Serviced By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out

frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice. They state the company regularly accuse customers of having leaks and causing the water shortages. They also state the company refuses to provide water meters to homes to determine where the leaks are coming from, sometimes not finding the cause for several weeks or months. The consumer states the company acknowledges that its unlawful to not have water meters and insist they can't afford them. The consumer states they don't believe they have a water meter and have asked about getting one. They state they have not been given any direction about the fee or the payment process of acquiring one. They state the water company does not invest in proper maintenance and repairs, indicating it is expensive and they can't afford it. The consumer states the last call they made to the water company they refused to answer the consumer's questions and hung up on them.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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From: [John Poppe](#)
To: [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129
Date: Thursday, June 1, 2023 3:33:39 PM

External Email

The complaint response was sent 5/31/2023.

On Thu, Jun 1, 2023, 3:07 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,

I need to advise you of a recorded violation. By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on May 26, 2023. The response was due on May 31, 2023. The response has not been received. I have recorded one violation of WAC 480-110-385(3)(a) for failure to respond by 5/31/2023. The violations will be recorded daily until the complete response is received.

Regards,

Melissa Castaneda-Kerson (She/Her)

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----- Original Message -----

From: John Poppe <poppe.john@gmail.com>;

Received: Fri May 26 2023 11:21:54 GMT-0700 (Pacific Daylight Time)

To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;

Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email

Complaint received. Response will be as required 5/31/23.

Respectfully,

Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

+++++

Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE

Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Serviced By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice. They state the company regularly accuse customers of having leaks and causing the water shortages. They also state the company refuses to provide water meters to homes to determine where the leaks are coming from, sometimes not finding the cause for several weeks or months. The consumer states the company acknowledges that its unlawful to not have water meters and insist they can't afford them. The consumer states they don't believe they have a

water meter and have asked about getting one. They state they have not been given any direction about the fee or the payment process of acquiring one. They state the water company does not invest in proper maintenance and repairs, indicating it is expensive and they can't afford it. The consumer states the last call they made to the water company they refused to answer the consumer's questions and hung up on them.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
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From: [John Poppe](#)
To: [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129
Date: Wednesday, May 31, 2023 4:17:57 PM
Attachments: [Scan0187.pdf](#)

External Email

Hello Melissa,

I spent a lot of time reviewing the Complaint CAS-43695-N9W1K2 and kept my answers focused and not include information not requested.
Please see attached RESPONSE.

On Fri, May 26, 2023 at 11:21 AM John Poppe <poppe.john@gmail.com> wrote:
Complaint received. Response will be as required 5/31/23.

Respectfully,
Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

+++++

Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE

Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Serviced By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

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Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

Melissa Castaneda-Kerson (She/Her)

Consumer Program Specialist, Consumer Protection

(360) 664-1142

Melissa.castaneda-kerson@utc.wa.gov

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From: [John Poppe](#)
To: [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129
Date: Friday, May 26, 2023 11:21:53 AM

External Email

Complaint received. Response will be as required 5/31/23.

Respectfully,
Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

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Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

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05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
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From: [John Poppe](#)
To: [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129
Date: Thursday, June 1, 2023 3:43:08 PM

External Email

Checked my email. Response was sent to you.
What happened

On Thu, Jun 1, 2023, 3:32 PM John Poppe <poppe.john@gmail.com> wrote:
The complaint response was sent 5/31/2023.

On Thu, Jun 1, 2023, 3:07 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

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Regards,

Melissa Castaneda-Kerson (She/Her)

Consumer Program Specialist, Consumer Protection

(360) 664-1142

Melissa.castaneda-kerson@utc.wa.gov

www.utc.wa.gov

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----- Original Message -----

From: John Poppe <poppe.john@gmail.com>;
Received: Fri May 26 2023 11:21:54 GMT-0700 (Pacific Daylight Time)
To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email

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Respectfully,

Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

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Washington UTC Complaint CAS-43695-N9W1K2

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Customer: Amanda Hayes

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Primary Phone: 253-347-6048

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Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Serviced By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

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Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice. They state the company regularly accuse customers of having leaks and causing the water shortages. They also state the company refuses to provide water meters to homes to determine where the

leaks are coming from, sometimes not finding the cause for several weeks or months. The consumer states the company acknowledges that it's unlawful to not have water meters and insist they can't afford them. The consumer states they don't believe they have a water meter and have asked about getting one. They state they have not been given any direction about the fee or the payment process of acquiring one. They state the water company does not invest in proper maintenance and repairs, indicating it is expensive and they can't afford it. The consumer states the last call they made to the water company they refused to answer the consumer's questions and hung up on them.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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From: [John Poppe](#)
To: [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: WA UTC Complaint CAS-43801-Z2V2P1 for Matthew Ciarvella CRM:0246131
Date: Monday, June 12, 2023 3:14:30 PM

External Email

The response was sent to you by the dead line.

On Mon, Jun 12, 2023, 2:44 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,

I am responding to your email regarding the complaint I passed to you on June 2, 2023. Your response has not been received by commission staff. I need to advise you of a recorded violation. By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on June 2, 2023. The response was due on June 6, 2023. The response has not been received. I have recorded three violations of WAC 480-110-385(3)(a) for failure to respond by June 6, 2023. The violations will be recorded daily until the complete response is received.

Please forward your response to the multi-customer complaint CAS-43803-V4B9G5.

Thank you,

Melissa Castaneda-Kerson (She/Her)

Consumer Program Specialist, Consumer Protection

(360) 664-1142

Melissa.castaneda-kerson@utc.wa.gov

www.utc.wa.gov

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From: [John Poppe](#)
To: [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Response to UTC complaintCAS-43803-V4B9G5CRM:0246133
Date: Tuesday, June 13, 2023 4:57:51 PM
Attachments: [Scan0192.pdf](#)

External Email

This email and attached documents is the company response to CAS-43803-V4B9G5



[Scan0193.pdf](#)

From: [John Poppe](#)
To: [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Echo Glen Notice of Surcharge
Date: Wednesday, July 12, 2023 1:33:22 PM
Attachments: [Scan0204.pdf](#)

External Email

Good afternoon all,

I have attached the Notice of Surcharge for the Echo Glen water system. This notice has been emailed today and will be mailed to each customer.

Mike Young, is the UTC staff going to support the \$60 surcharge?

From: [John Poppe](#)
To: [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Echo Glen Surcharge
Date: Monday, July 17, 2023 4:18:57 PM

External Email

Good afternoon all
Customer notice was mailed today in addition to the email last week.
A copy to Cupp and Young was mailed as well.

From: [John Poppe](#)
To: [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#)
Subject: Fwd: Echo Glen Rehabilitation
Date: Tuesday, July 11, 2023 11:29:48 AM

External Email

FYI

----- Forwarded message -----

From: **Joe Alcorn** <joe@valleypumpnw.com>
Date: Tue, Jul 11, 2023, 11:21 AM
Subject: Re: Echo Glen Rehabilitation
To: John Poppe <poppe.john@gmail.com>

Yes it was successful. He wants to start working on Monday. We will see how he is doing and when the Dr approves him to get back to work.

[We Appreciate You and Thank You For Choosing Valley Pump Inc.](#)

Kind Regards,

Joe Alcorn
CEO



253-939-8008

We welcome you to submit reviews to Angie's List & Yelp

www.valleypumpnw.com
<https://www.facebook.com/valleypumpinc>

Lic# VALLEYPI944RQ

On Tue, Jul 11, 2023 at 11:17 AM John Poppe <poppe.john@gmail.com> wrote:
| Hopefully, the emergency surgery for the lead well driller went well?

From: [John Poppe](#)
To: [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Cupp, John \(UTC\)](#); [Young, Mike \(UTC\)](#); [Richard Fout](#); [Richard Fout](#)
Subject: Fwd: Echo Glen Rehabilitation
Date: Wednesday, July 5, 2023 3:40:12 PM

External Email

----- Forwarded message -----

From: **Joe Alcorn** <joe@valleypumpnw.com>
Date: Wed, Jul 5, 2023, 3:35 PM
Subject: Re: Echo Glen Rehabilitation
To: John Poppe <poppe.john@gmail.com>

John,

He is somewhat walking around now but we are still down. Hoping to be performing next week maybe.

We Appreciate You and Thank You For Choosing Valley Pump Inc.

Kind Regards,

Joe Alcorn
CEO


253-939-8008

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<https://www.facebook.com/valleypumpinc>

Lic# VALLEYPI944RQ

On Wed, Jul 5, 2023 at 11:43 AM John Poppe <poppe.john@gmail.com> wrote:
Estimated date for well rehabilitation?

On Mon, Jul 3, 2023, 11:34 AM John Poppe <poppe.john@gmail.com> wrote:
Good afternoon Joe,

How is the well drilling crew doing for the Echo Glen Water System in Maple Valley?

On Wed, Jun 28, 2023, 12:21 PM Joe Alcorn <joe@valleypumpnw.com> wrote:
Hoping to be up and running soon.

We Appreciate You and Thank You For Choosing Valley Pump Inc.

Kind Regards,

Joe Alcorn
CEO



253-939-8008

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<https://www.facebook.com/valleypumpinc>

Lic# VALLEYPI944RQ

On Tue, Jun 27, 2023 at 7:11 AM John Poppe <poppe.john@gmail.com> wrote:

Good morning Joe,

Any update about the Lead well driller returning to work?

From: [John Poppe](#)
To: [Castaneda-Kerson, Melissa \(UTC\)](#); [Cupp, John \(UTC\)](#); [Young, Mike \(UTC\)](#); [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#)
Subject: Fwd: Echo Glen Water System
Date: Thursday, July 13, 2023 11:32:17 AM

External Email

----- Forwarded message -----

From: **Joe Alcorn** <joe@valleypumpnw.com>
Date: Thu, Jul 13, 2023 at 11:26 AM
Subject: Re: Echo Glen Water System
To: John Poppe <poppe.john@gmail.com>

We are still down

We Appreciate You and Thank You For Choosing Valley Pump Inc.

Kind Regards,

Joe Alcorn
CEO



253-939-8008

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<https://www.facebook.com/valleypumping>

Lic# VALLEYPI944RQ

On Thu, Jul 13, 2023 at 9:10 AM John Poppe <poppe.john@gmail.com> wrote:

Good morning Joe,

I'm spending \$1000/wk to import water via Water Buffalo.
Any thoughts about the well rehab

John Poppe

From: [John Poppe](#)
To: [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Cupp, John \(UTC\)](#); [Young, Mike \(UTC\)](#)
Subject: Fwd: Echo Glen
Date: Friday, July 7, 2023 12:25:56 PM

External Email

Latest Valley Pump update

----- Forwarded message -----

From: **Joe Alcorn** <joe@valleypumpnw.com>
Date: Fri, Jul 7, 2023 at 11:52 AM
Subject: Re: Echo Glen
To: John Poppe <poppe.john@gmail.com>

Driller is in emergency surgery

On Fri, Jul 7, 2023 at 9:29 AM John Poppe <poppe.john@gmail.com> wrote:
| How does things look for the Ech0 Glen rehab?

--

We Appreciate You and Thank You For Choosing Valley Pump Inc.

Kind Regards,

Joe Alcorn
CEO



253-939-8008

We welcome you to submit reviews to Angie's List & Yelp

www.valleypumpnw.com
<https://www.facebook.com/valleypumpinc>

Lic# VALLEYPI944RQ

From: [John Poppe](#)
To: [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#); [Young, Mike \(UTC\)](#)
Subject: Fwd: Important Notice - Washington Water Supply Inc.
Date: Wednesday, July 12, 2023 7:43:51 AM
Attachments: [Important Notice - Washington Water Supply Inc..docx](#)

External Email

This DRAFT was sent June 23, 2023.

Add, change, delete,

----- Forwarded message -----

From: **Lindsay Weaber** <lindsayweaber@gmail.com>
Date: Fri, Jun 23, 2023 at 12:14 PM
Subject: Important Notice - Washington Water Supply Inc.
To: John Poppe <poppe.john@gmail.com>

Hi John -

See attached. Let me know if you need any revisions.

Thanks,

Lindsay

From: [John Poppe](#)
To: [Young, Mike \(UTC\)](#)
Cc: [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: Echo Glen
Date: Thursday, July 6, 2023 2:02:21 PM

External Email

What is the process to file? Sample notice?

On Thu, Jul 6, 2023, 1:59 PM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

I did not see a filing submitted?

Also, did a customer notice get sent out, and if so, on what date and what format?

From: John Poppe <poppe.john@gmail.com>
Sent: Wednesday, July 5, 2023 10:30 AM
To: Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Young, Mike (UTC) <mike.young@utc.wa.gov>
Subject: Re: Echo Glen

External Email

Very concerned about including the Echo Glen surcharge in August 1, 2023 billing statement.

What is the procedure?

Thanks

Washington Water Supply

On Fri, Jun 30, 2023, 9:27 AM John Poppe <poppe.john@gmail.com> wrote:

Good Morning All,

Haven't heard from anyone?

Be advised monies will run out for the importing/trucking of water into the reservoir of the Echo Glen Water system.

From: [John Poppe](#)
To: [Young, Mike \(UTC\)](#)
Cc: [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: Echo Glen
Date: Thursday, July 6, 2023 2:07:38 PM

External Email

Funding the import of water is critical. There will be no available funds after August 1, 2023.

On Thu, Jul 6, 2023 at 2:05 PM John Poppe <poppe.john@gmail.com> wrote:
Customers have been notified by email(s) of pending surcharge.

What is the correct format to use for customer notice? Sample notification?

On Thu, Jul 6, 2023 at 2:02 PM John Poppe <poppe.john@gmail.com> wrote:
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Subject: Re: Echo Glen
Date: Tuesday, July 11, 2023 1:36:38 PM
Attachments: [image001.png](#)
[image001.png](#)

External Email

Edits were made.

Mike approved email notice to the Echo Glen system users.

On Tue, Jul 11, 2023, 1:21 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

John,

I was out yesterday and all of last week. You sent a draft notice to me on June 23, based on a sample I provided. I recommended edits to your draft, and provided updated open meeting language. What is the status of that notice?

Thank you,

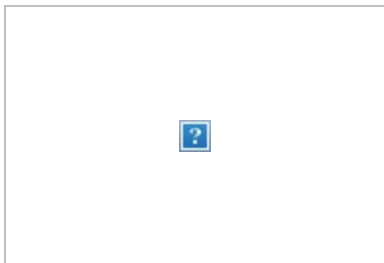
John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

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What is the procedure?

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Subject: Re: Echo Glen
Date: Tuesday, July 11, 2023 1:53:24 PM
Attachments: [image001.png](#)
[image001.png](#)

External Email

My error
I will send latest Draft.

On Tue, Jul 11, 2023, 1:51 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

John, I don't believe Mike meant to approve notice by email. Notice must be mailed 30 days before the effective date, per WAC 480-11-425.

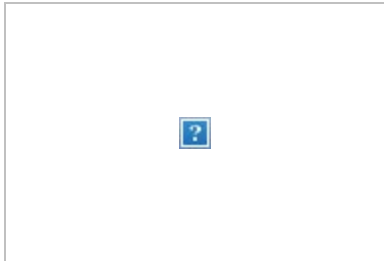
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Subject: Re: Echo Glen

External Email

Edits were made.

Mike approved email notice to the Echo Glen system users.

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John,

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Subject: Re: Echo Glen
Date: Tuesday, July 11, 2023 1:57:45 PM
Attachments: [EG Surcharge DRAFT#2 \(1\).docx](#)

External Email

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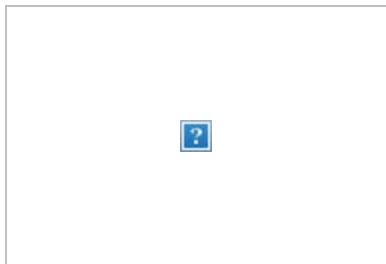
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Sent: Wednesday, July 5, 2023 10:30 AM

To: Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Young, Mike (UTC) <mike.young@utc.wa.gov>

Subject: Re: Echo Glen

External Email

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Cc: [Young, Mike \(UTC\)](#); [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: Echo Glen
Date: Tuesday, July 11, 2023 2:21:31 PM
Attachments: [image001.png](#)
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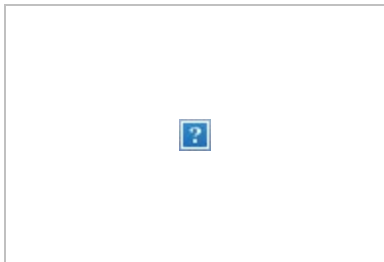
John Cupp

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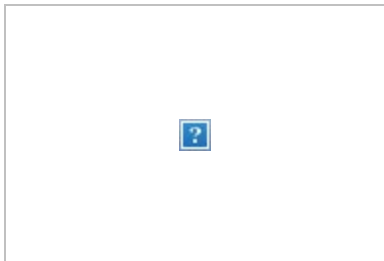
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Subject: Re: Echo Glen
Date: Wednesday, July 12, 2023 11:20:01 AM
Attachments: [Echo Glen Surcharge Notice Draft 2.docx](#)

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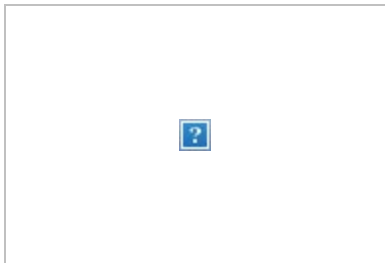
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Date: Wednesday, July 12, 2023 11:47:03 AM
Attachments: [image001.png](#)
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What date is the next meeting?

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Cc: [Young, Mike \(UTC\)](#); [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: Echo Glen
Date: Wednesday, July 12, 2023 12:06:37 PM
Attachments: [image001.png](#)
[image001.png](#)

External Email

Can I get it on July 13

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July 13 and 27

August 10 and 24

Sept 14 and 28

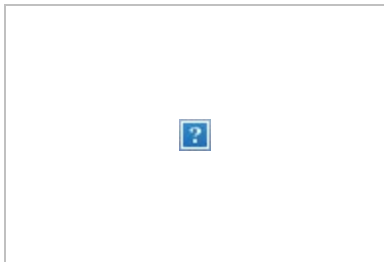
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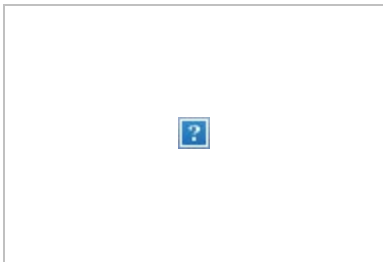
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Subject: Re: Echo Glen
Date: Wednesday, July 12, 2023 12:49:08 PM
Attachments: [image001.png](#)
[Echo Glen Surcharge Notice Draft 3.docx](#)

External Email

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No, the agenda is closed for that meeting. I would suggest August 24 at the earliest.

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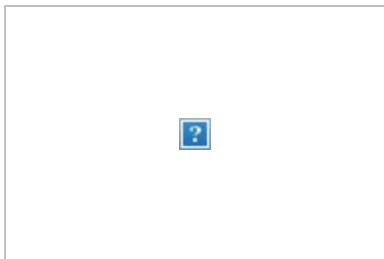
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Subject: Re: Echo Glen
Date: Wednesday, July 12, 2023 1:09:59 PM
Attachments: [image001.png](#)

External Email

Did not receive the attachment?

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John,

I made the reference to the Echo Glen system that Mike mentioned. I am good with the attached version of the notice. Please note that the notice should be sent no later than Friday, July 28, to allow customers time to receive and comment.

Thank you,

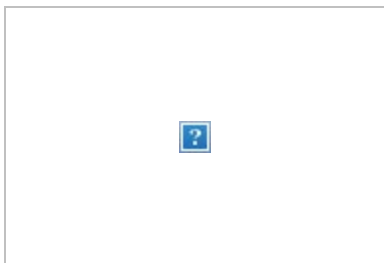
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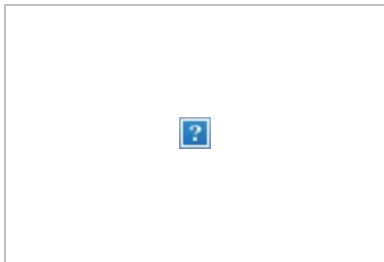
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Sent: Wednesday, July 12, 2023 12:12 PM
To: John Poppe <poppe.john@gmail.com>; Cupp, John (UTC) <john.cupp@utc.wa.gov>
Cc: Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: RE: Echo Glen

No, the agenda is closed for that meeting. I would suggest August 24 at the earliest.

From: John Poppe <poppe.john@gmail.com>
Sent: Wednesday, July 12, 2023 12:06 PM

To: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Cc: Young, Mike (UTC) <mike.young@utc.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: Echo Glen

External Email

Can I get it on July 13

On Wed, Jul 12, 2023, 12:01 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

July 13 and 27

August 10 and 24

Sept 14 and 28

John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

www.utc.wa.gov

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From: John Poppe <poppe.john@gmail.com>
Sent: Wednesday, July 12, 2023 11:47 AM
To: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Cc: Young, Mike (UTC) <mike.young@utc.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: Echo Glen

External Email

What date is the next meeting?

On Wed, Jul 12, 2023, 11:33 AM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

The July 27 open meeting date needs to be changed. The Sept. 14 open meeting is the last open meeting before the Sept. 27 effective date shown in your latest draft. Please change the open meeting date.

John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

www.utc.wa.gov

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From: John Poppe <poppe.john@gmail.com>
Sent: Wednesday, July 12, 2023 11:20 AM
To: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Cc: Young, Mike (UTC) <mike.young@utc.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: Echo Glen

External Email

I have attached Echo Glen Surcharge Notice Draft #3.

John, take a close look at the dates. I made some some changes in dates and wording from the DRAFT that you sent.

Take care

On Tue, Jul 11, 2023 at 5:41 PM John Poppe <poppe.john@gmail.com> wrote:

My error. I will makenthe correction first thing in the morning.

On Tue, Jul 11, 2023, 3:02 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

John,

I do not have the authority to allow a waiver of the WAC 480-110-425, which

requires 30-day written notice.

John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

www.utc.wa.gov

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From: John Poppe <poppe.john@gmail.com>
Sent: Tuesday, July 11, 2023 2:21 PM
To: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Cc: Young, Mike (UTC) <mike.young@utc.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: Echo Glen

External Email

Take look at the series of Emails the last couple of days

If I'm wrong, and it's highly possible, the mails I sent to customers stating monthly costs states the \$100/month cost of importing water. I'm asking for \$60/month surcharge until trucking costs have been recovered.

Mike said he was looking at \$36/month and my last email to him stated \$60/month was the minimum.

It's important to note....I make mistakes.

On Tue, Jul 11, 2023, 2:02 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

I was referring to the draft customer notice.

John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

www.utc.wa.gov

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From: John Poppe <poppe.john@gmail.com>
Sent: Tuesday, July 11, 2023 1:57 PM
To: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Cc: Young, Mike (UTC) <mike.young@utc.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: Echo Glen

External Email

On Tue, Jul 11, 2023 at 1:53 PM John Poppe <poppe.john@gmail.com> wrote:

My error

I will send latest Draft.

On Tue, Jul 11, 2023, 1:51 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

John, I don't believe Mike meant to approve notice by email. Notice must be mailed 30 days before the effective date, per WAC 480-11-425.

John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

www.utc.wa.gov

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the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.

From: John Poppe <poppe.john@gmail.com>
Sent: Tuesday, July 11, 2023 1:36 PM
To: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Cc: Young, Mike (UTC) <mike.young@utc.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: Echo Glen

External Email

Edits were made.

Mike approved email notice to the Echo Glen system users.

On Tue, Jul 11, 2023, 1:21 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

John,

I was out yesterday and all of last week. You sent a draft notice to me on June 23, based on a sample I provided. I recommended edits to your draft, and provided updated open meeting language. What is the status of that notice?

Thank you,

John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

www.utc.wa.gov

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From: John Poppe <poppe.john@gmail.com>
Sent: Thursday, July 6, 2023 2:02 PM
To: Young, Mike (UTC) <mike.young@utc.wa.gov>
Cc: Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: Echo Glen

External Email

What is the process to file? Sample notice?

On Thu, Jul 6, 2023, 1:59 PM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

I did not see a filing submitted?

Also, did a customer notice get sent out, and if so, on what date and what format?

From: John Poppe <poppe.john@gmail.com>
Sent: Wednesday, July 5, 2023 10:30 AM
To: Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Young, Mike (UTC) <mike.young@utc.wa.gov>
Subject: Re: Echo Glen

External Email

Very concerned about including the Echo Glen surcharge in August 1, 2023 billing statement.

What is the procedure?

Thanks

Washington Water Supply

On Fri, Jun 30, 2023, 9:27 AM John Poppe <poppe.john@gmail.com> wrote:

Good Morning All,

Haven't heard from anyone?

Be advised monies will run out for the importing/trucking of water into the reservoir of the Echo Glen Water system.

From: [John Poppe](#)
To: [Cupp, John \(UTC\)](#)
Cc: [Young, Mike \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Re: Echo Glen Notice of Surcharge
Date: Thursday, July 13, 2023 6:22:46 AM
Attachments: [image001.png](#)

External Email

Good morning Mike,
What calculation / methodology does your group use to determine a surcharge \$ amount?
Washington Water Supply funds for trucking Water will be depleted August 1, 2023.

On Wed, Jul 12, 2023, 3:01 PM John Poppe <poppe.john@gmail.com> wrote:

Thanks for the quick response.

Show me your calculation and methodology for your decision on what the surcharge should be?

On Wed, Jul 12, 2023 at 2:25 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

If the surcharge turns out to be less than what the notice says, further notice will not be required.

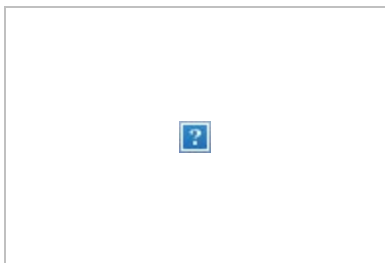
John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

www.utc.wa.gov



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From: Young, Mike (UTC) <mike.young@utc.wa.gov>

Sent: Wednesday, July 12, 2023 2:03 PM

To: John Poppe <poppe.john@gmail.com>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>

Subject: RE: Echo Glen Notice of Surcharge

I think \$60 is too steep.

However, I suggest you get it filed so there can be a review and if it needs to change you should be prepared for that.

If the surcharge ends up being less than you noticed customers, then a re-notice will not be required. John Cupp can correct me if I am wrong.

I may not be the auditor assigned to the filing once it comes in.

From: John Poppe <poppe.john@gmail.com>

Sent: Wednesday, July 12, 2023 1:33 PM

To: Young, Mike (UTC) <mike.young@utc.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>

Subject: Echo Glen Notice of Surcharge

External Email

Good afternoon all,

I have attached the Notice of Surcharge for the Echo Glen water system. This notice has been emailed today and will be mailed to each customer.

Mike Young, is the UTC staff going to support the \$60 surcharge?

From: [John Poppe](#)
To: [Young, Mike \(UTC\)](#)
Cc: [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Re: Echo Glen Notice of Surcharge
Date: Thursday, July 13, 2023 8:55:15 AM
Attachments: [image001.png](#)
[image001.png](#)

External Email

What is the correct way to file?

1. Notice has been sent to customers by email.
2. Notice to customers will be sent US Mail this week.
3. Next step/process/procedure?

On Thu, Jul 13, 2023, 7:29 AM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

John, I had sent my calculation in a previous email-it amounted to \$36/month for 12 months based on the data I had from you at that time. When you file, you will need to include the invoices demonstrating total cost and the calculations used to determine the surcharge. Traditionally, the commission has only allowed 70% recovery through a surcharge, this is to ensure the company has some “skin in the game”. I don’t know if the commissioners would be willing to allow an exception in this case or not. Bottom line, when customers are paying \$40/month, a \$60 surcharge, which is 150% of their bill, is going to be a hard sell, even if it is for a short time. And yes, I realize the need for trucked water is due to customer use.

The company has the right to file whatever they think is best. Although staff support is a key component, the decision ultimately rests with the commissioners.

From: John Poppe <poppe.john@gmail.com>
Sent: Thursday, July 13, 2023 6:22 AM
To: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Cc: Young, Mike (UTC) <mike.young@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>
Subject: Re: Echo Glen Notice of Surcharge

External Email

Good morning Mike,

What calculation / methodology does your group use to determine a surcharge \$ amount?

Washington Water Supply funds for trucking Water will be depleted August 1, 2023.

On Wed, Jul 12, 2023, 3:01 PM John Poppe <poppe.john@gmail.com> wrote:

Thanks for the quick response.

Show me your calculation and methodology for your decision on what the surcharge should be?

On Wed, Jul 12, 2023 at 2:25 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

If the surcharge turns out to be less than what the notice says, further notice will not be required.

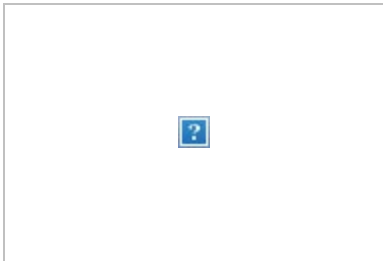
John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

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From: Young, Mike (UTC) <mike.young@utc.wa.gov>
Sent: Wednesday, July 12, 2023 2:03 PM
To: John Poppe <poppe.john@gmail.com>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>
Subject: RE: Echo Glen Notice of Surcharge

I think \$60 is too steep.

However, I suggest you get it filed so there can be a review and if it needs to change you should be prepared for that.

If the surcharge ends up being less than you noticed customers, then a re-notice will not be required. John Cupp can correct me if I am wrong.

I may not be the auditor assigned to the filing once it comes in.

From: John Poppe <poppe.john@gmail.com>
Sent: Wednesday, July 12, 2023 1:33 PM
To: Young, Mike (UTC) <mike.young@utc.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>
Subject: Echo Glen Notice of Surcharge

External Email

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From: [John Poppe](#)
To: [Cupp, John \(UTC\)](#)
Cc: [Young, Mike \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Re: Echo Glen Notice of Surcharge
Date: Wednesday, July 12, 2023 3:02:00 PM
Attachments: [image001.png](#)

External Email

Thanks for the quick response.

Show me your calculation and methodology for your decision on what the surcharge should be?

On Wed, Jul 12, 2023 at 2:25 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

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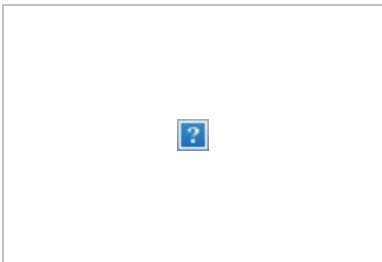
John Cupp

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To: John Poppe <poppe.john@gmail.com>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>
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To: Young, Mike (UTC) <mike.young@utc.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>
Subject: Echo Glen Notice of Surcharge

External Email

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From: [John Poppe](#)
To: [Cupp, John \(UTC\)](#)
Cc: [Young, Mike \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Re: Echo Glen Surcharge
Date: Tuesday, July 18, 2023 2:52:28 PM
Attachments: [image001.png](#)

External Email

Good afternoon John,

Haven't heard anything from the UTC staff about supporting the Tariff. Any update as UTC staff support for the \$60 Surcharge?

On Tue, Jul 18, 2023, 6:09 AM John Poppe <poppe.john@gmail.com> wrote:

Good Morning John,

It has been filed. See attached.

August 1, 2023 Washington Water Supply, Inc. will stop importing water to the Echo Glen Water System. This will result in violations of the Federal Safe Drinking Water Act and Washington State WAC's and RCW's.

It is critical for the surcharge to be approved.

I am not familiar with the UTC process, so anything you can do to help Washington Water Supply out will be appreciated.

On Mon, Jul 17, 2023 at 4:22 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

Thank you, John. When do you plan to file for the surcharge?

John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

www.utc.wa.gov



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From: John Poppe <poppe.john@gmail.com>

Sent: Monday, July 17, 2023 4:19 PM

To: Young, Mike (UTC) <mike.young@utc.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>

Subject: Echo Glen Surcharge

External Email

Good afternoon all

Customer notice was mailed today in addition to the email last week.

A copy to Cupp and Young was mailed as well.

From: [John Poppe](#)
To: [Van Meter, Tiffany \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#)
Cc: [Leggett, Jeanine \(UTC\)](#); [Cupp, John \(UTC\)](#)
Subject: Re: Echo Glen Surcharge
Date: Wednesday, July 19, 2023 8:05:54 AM
Attachments: [image001.png](#)

External Email

Good Morning,

Thanks for the call.

1. Mike Young and John Cupp have been involved since the beginning of June, 2023.
2. Conference call and multiple emails. Please review their emails.
3. The importing of water is in process now.
4. August 1, 2023 Washington Water Supply, Inc. will stop importing water and water outages will occur for the Echo Glen Water System.
5. The Surcharge is to maintain current water service for the water system.
6. You mentioned there is a way for "LESS THAN STATUTORY NOTICE". This the first time I've herd of this option.

Again, thanks for the call!

On Wed, Jul 19, 2023 at 7:36 AM Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov> wrote:

John,

I have located the filing but there are some issues. Please call me at the number below as soon as possible.

Tiffany Van Meter (she/her)

Section Manager, Water and Transportation Regulation

Washington State Utilities and Transportation Commission

Office 360.664.1246

Tiffany.Vanmeter@utc.wa.gov

From: Van Meter, Tiffany (UTC)
Sent: Wednesday, July 19, 2023 7:21 AM
To: poppe.john@gmail.com
Cc: Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>
Subject: RE: Echo Glen Surcharge

Mr. Poppe,

It looks like the company uploaded 2 copies of a customer notice into our portal on July 13. It is not a filing for a surcharge it is a customer notice. Can you confirm that you sent in a request for a surcharge with a cover letter, tariff page, surcharge calculation? When was that information sent?

Tiffany Van Meter (she/her)

Section Manager, Water and Transportation Regulation

Washington State Utilities and Transportation Commission

Office 360.664.1246

Cell 360.485.5227

Tiffany.Vanmeter@utc.wa.gov

From: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Sent: Tuesday, July 18, 2023 3:57 PM
To: Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov>
Subject: FW: Echo Glen Surcharge

Hi Tiffany,

With Mike gone, I'm not sure how to answer Washington Water Supply's question. John Poppe filed for a surcharge on July 13, and apparently has not heard anything. I'm not sure if Records is checking in with Reg Services to see if the case meets filing requirements.

Do you know if any of your staff are looking at this?

Thank you,

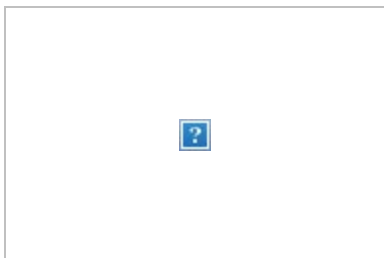
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Cc: Young, Mike (UTC) <mike.young@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>
Subject: Re: Echo Glen Surcharge

External Email

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Haven't heard anything from the UTC staff about supporting the Tariff. Any update as UTC staff support for the \$60 Surcharge?

On Tue, Jul 18, 2023, 6:09 AM John Poppe <poppe.john@gmail.com> wrote:

Good Morning John,

It has been filed. See attached.

August 1, 2023 Washington Water Supply, Inc. will stop importing water to the Echo Glen Water System. This will result in violations of the Federal Safe Drinking Water Act and Washington State WAC's and RCW's.

It is critical for the surcharge to be approved.

I am not familiar with the UTC process, so anything you can do to help Washington Water Supply out will be appreciated.

On Mon, Jul 17, 2023 at 4:22 PM Cupp, John (UTC) <john.cupp@utc.wa.gov> wrote:

Thank you, John. When do you plan to file for the surcharge?

John Cupp

Regulatory Analyst, Consumer Protection

(360) 664-1113 Office

john.cupp@utc.wa.gov

www.utc.wa.gov



This email/letter states the informal opinions of commission staff, offered as technical assistance, and are not intended as legal advice. We reserve the right to amend these opinions should circumstances change or additional information be brought to our attention. Staff's opinions are not binding on the commission.

From: John Poppe <poppe.john@gmail.com>
Sent: Monday, July 17, 2023 4:19 PM
To: Young, Mike (UTC) <mike.young@utc.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>
Subject: Echo Glen Surcharge

External Email

Good afternoon all

Customer notice was mailed today in addition to the email last week.

A copy to Cupp and Young was mailed as well.

From: [John Poppe](#)
To: [Young, Mike \(UTC\)](#)
Cc: [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Ward, Jim \(UTC\)](#)
Subject: Re: Echo Glen Surcharge Tariff 2023
Date: Friday, July 7, 2023 9:27:30 AM

External Email

I'm in the field this morning and will edit early this afternoon.

Thanks

On Fri, Jul 7, 2023, 9:25 AM John Poppe <poppe.john@gmail.com> wrote:

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Subject: Re: Echo Glen Surcharge Tariff 2023
Date: Friday, July 7, 2023 10:28:50 AM

External Email

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Subject: Re: Echo Glen Surcharge Tariff 2023
Date: Friday, July 7, 2023 12:41:06 PM
Attachments: [EG Surcharge DRAFT#2.docx](#)

External Email

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Subject: Re: Echo Glen Surcharge Tariff 2023
Date: Monday, July 10, 2023 8:13:53 AM
Attachments: [Scan0202.pdf](#)

External Email

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Subject: Re: Echo Glen Surcharge Tariff 2023
Date: Monday, July 10, 2023 9:42:24 AM

External Email

This will not work for Washington Water Supply. We are desperate and will stop importing Water August 1, 2023 because of cost and ability to pay.

Tell me where I'm wrong with my Calc sheet that I attached to the last email?

The \$60 surcharge is reasonable to keep the system from losing Water pressure and water quality.

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John, this is more what I was thinking:

imported water per month	\$4,560.00
Number of months	4
Total trucked water cost	<u>\$18,240.00</u>
Customer count	42
Trucked water cost per customer	<u>\$ 434.29</u>
monthly customer cost	\$ 36.19

Of course in addition to regular monthly costs.

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Subject: Re: Echo Glen Surcharge Tariff 2023
Date: Thursday, July 13, 2023 1:41:22 PM

External Email

UTC/DOH,

I'm very concerned about the viability/ public health of the Echo Glen water System. We are importing water using Water Buffalo as the contracting company. Its costing the company \$4000/month to import water.

Current situation:

142 Active customers

Three truck loads per week at \$400/load

Company has invested \$6,000 for the import effort as of 7-14-23.

Waiting for contractor to begin the well rehabilitation

Company has deposited \$8,000 for the well rehab with the well drilling contractor.

August 1, 2023 Washington Water Supply, Inc. will no longer be able to pay for the importing of water. Therefore, the Echo Glen water system will have outages due to the hot weather high water use.

Respectfully,

Washington Water Supply

Note: The existing well system is pumping 5 gallons per minute

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Subject: Re: Echo Glen Surcharge Tariff 2023
Date: Friday, July 7, 2023 9:26:08 AM

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Subject: Re: Echo Glen Surcharge
Date: Tuesday, July 18, 2023 6:10:54 AM
Attachments: [image001.png](#)
[Scan0207.pdf](#)

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Subject: Re: Echo Glen
Date: Wednesday, July 5, 2023 10:30:04 AM

External Email

Very concerned about including the Echo Glen surcharge in August 1, 2023 billing statement. What is the procedure?

Thanks
Washington Water Supply

On Fri, Jun 30, 2023, 9:27 AM John Poppe <poppe.john@gmail.com> wrote:

Good Morning All,

Haven't heard from anyone?

Be advised monies will run out for the importing/trucking of water into the reservoir of the Echo Glen Water system.

From: [John Poppe](#)
To: [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246138
Date: Friday, July 21, 2023 7:37:26 AM

External Email

Please forward the UTC document that you are referring to.

Thanks

On Thu, Jul 20, 2023 at 2:17 PM John Poppe <poppe.john@gmail.com> wrote:

I have reviewed multiple Washington Water Supply responses.....so I'm not sure of the UTC request. Please send the UTC request for a response.

Did you receive the June 8, 2023 response? It was substantial in volume.

On Thu, Jul 20, 2023 at 12:32 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,

I am following up on the previous email regarding the complaint that was originally passed to you on June 2, 2023. I have reviewed the record and your response has not been received.

By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on June 2, 2023. The response was due on June 6, 2023.

Please forward your response to the multi-customer complaint CAS-43803-V4B9G5.

Thank you,

Melissa Castaneda-Kerson (She/Her)

Consumer Program Specialist, Consumer Protection

(360) 664-1142

Melissa.castaneda-kerson@utc.wa.gov

www.utc.wa.gov

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----- Original Message -----

From: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;

Received: Mon Jun 12 2023 15:13:47 GMT-0700 (Pacific Daylight Time)

To: John Poppe <poppe.john@gmail.com>;

Subject: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246138

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To: [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246138
Date: Thursday, July 20, 2023 2:17:49 PM

External Email

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From: [John Poppe](#)
To: [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246132
Date: Friday, July 21, 2023 3:55:45 PM

External Email

Got it. Let me look into this. Don't remember seeing this one. I may of included included the information in the June 8, 2023 response. The June 8 response includes specifics to the Hansen complaint.

On Fri, Jul 21, 2023 at 3:48 PM John Poppe <poppe.john@gmail.com> wrote:
 Didn't receive the attachment?

On Fri, Jul 21, 2023 at 2:59 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

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----- Original Message -----

From: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;

Received: Fri Jun 02 2023 14:43:28 GMT-0700 (Pacific Daylight Time)

To: John Poppe <poppe.john@gmail.com>;

Subject: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246132

New Complaint

+++++

Washington UTC Complaint CAS-43804-R4F5W9

Company: Washington Water Supply, Inc.

Customer: Bob Hansen

Account #:

Contact:

Service Address:

21006 231st Ave SE

Maple Valley WA 98038

Primary Phone: 206-999-4490

Secondary Phone:

Email Address: ta76455@gmail.com

Complaint Information:

Complaint ID: CAS-43804-R4F5W9

Serviced By: Melissa Castaneda-Kerson

Opened On: 6/2/2023 8:28 AM

Grouped By:

Description:

The consumer states over the last four years they have experienced major issues with the well owned by Washington Water Supply Inc. The have experienced lack of pressure and now they are experiencing days without water for more than an hour. The consumer states that Washington Water Supply Inc., does not communicate with them effectively about shut off or repairs. The consumer states they would like to know how Washington Water Supply Inc., is going to fix these problems.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5.

Passed to Washington Water Supply Inc. at 2:43 p.m., via email on June 2, 2023. Response due by 5 p.m. on June 6, 2023.

||

From: [John Poppe](#)
To: [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246132
Date: Wednesday, July 26, 2023 9:46:56 AM

External Email

Melissa,

I can't find my response to the Bob Hansen complaint, therefore my mistake and I take responsibility.

On Fri, Jul 21, 2023 at 3:55 PM John Poppe <poppe.john@gmail.com> wrote:
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Washington UTC Complaint CAS-43804-R4F5W9

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Customer: Bob Hansen

Account #:

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Service Address:

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Maple Valley WA 98038

Primary Phone: 206-999-4490

Secondary Phone:

Email Address: ta76455@gmail.com

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Response due by 5 p.m. on June 6, 2023.

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Subject: Re: FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246132
Date: Friday, July 21, 2023 3:48:21 PM

External Email

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From: [John Poppe](#)
To: [Young, Mike \(UTC\)](#)
Cc: [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: FW: Water Surcharge
Date: Thursday, July 6, 2023 3:10:35 PM
Attachments: [Scan0200.pdf](#)

External Email

On Thu, Jul 6, 2023 at 2:58 PM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

The June 23 letter will work, but you would need to change the surcharge amount, and state the period for which the surcharge will be in effect. Also, you should include a total amount for the amount paid to date for the trucked in water-i.e. total amount of the surcharge. It cannot be open ended. If needed, we can extend the surcharge, or recalculate the amount.

Just my opinion but \$30/month is going to be hard to get by the commissioners.

From: John Poppe <poppe.john@gmail.com>
Sent: Thursday, July 6, 2023 2:53 PM
To: Young, Mike (UTC) <mike.young@utc.wa.gov>
Cc: Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: FW: Water Surcharge

External Email

Does the June 23, 2023 letter sent to the UTC work as an introduction?

What does a TARIFF page look like?

Be advised, the length of the import of water has not been defined, but the costs are exceeding companies ability to pay.

On Thu, Jul 6, 2023, 2:35 PM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

John, surcharges are rate increases with certain additional “strings” attached. We need the items that were highlighted below. The supporting justification should be the paid invoices for the trucked in water.

I realize we may not have settled on a period for the surcharge, but I would suggest 12 months. The amount of the surcharge would be calculated based on total cost spread over the 12 months. We can include projected costs if we know what those will be.

More importantly, customers must be noticed. I just realized John Cupp is out this week, but he is the one that has to review the customer notice before it is sent. Do you have any communications from him on this issue?

I apologize, I thought we had this all worked out after our meeting and I have been busy with meetings the past couple weeks. Let me know where things stand today-we need to get this going before the end of next week or we are looking at September/October before the surcharge can be billed.

From: Young, Mike (UTC)
Sent: Wednesday, June 21, 2023 2:00 PM
To: John Poppe <poppe.john@gmail.com>
Cc: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Subject: Water Surcharge

Hi John, here is what we need for a surcharge:

WAC 480-110-455

(b) A surcharge may fund up to one hundred percent of the total cost of a project or expense.

(c) Funds received by surcharge, including any interest earned on the funds while being held in reserve, are contributions in aid of construction.

(d) When seeking approval of a surcharge the company must file:

(i) A cover letter explaining the request;

(ii) A tariff page, stating the amount of the surcharge and who must pay;

(iii) Supporting justification for the charge; and

(iv) If applicable, requests for capital surcharges must refer to the appropriate sections of the company's submitted comprehensive water system plan, or include a copy of the Washington department of health order or letter requiring plant improvements to adequately serve current customers.

We will help you determine the amount and the length of time the surcharge will be in place, which is what you would put on the tariff page. Also, help with a customer notice, which is required 30 days before any rate increase becomes effective.

Supporting justification would be the invoices that you have received, and indication that you have paid them. If you can send those up front that would be great.

Here are the “attached strings” once the surcharge is in place (also WAC 480-110-455):

(4) Accounting and reporting requirements.

(a) Surcharge funds and facilities charge funds collected pursuant to this rule, and interest earned upon such funds must be held in a separate account by the company for the benefit of customers. Such funds do not become the property of company owners and may not (except as authorized in (b) of this subsection), be disbursed, alienated, attached, or otherwise encumbered by the company or its owners. In the event of a sale or transfer of the company, the trust obligations established in this rule regarding any unspent surcharge or facilities charge funds are transferred to the new owner of the company.

(b) Funds may be used from the account only to the extent and for the purposes approved by the commission.

(i) At the discretion of the commission, disbursements from the account may become subject to prior approval by the commission either by order by the commission or by letter from the executive secretary.

(ii) The company may be required to file requests for disbursements.

Requests must provide sufficient detail to allow the determination that the requested disbursement is in compliance with the commission's order.

(c) The water company must report for each tariffed surcharge or facilities charge the following information to the commission within sixty days of the end of the calendar quarter:

- (i) Beginning balance;
- (ii) Amounts received, detailed by source;
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This is just for future reference-we can talk about that when we get there. I honestly think the commissioners will be concerned at the cost, but since the customers can choose to use less water there is a potential the surcharge could end early once you have recovered your costs. Also, I assume there would not be the need to truck in water after October anyway-is that a valid assumption? Hopefully things will have moved by then.

I will be at a conference starting this Friday until the 28th but will have access to email. Let me know what you think.

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Cc: [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: FW: Water Surcharge
Date: Thursday, July 6, 2023 3:18:27 PM
Attachments: [Scan0201.pdf](#)

External Email

Attached is a statement from Water Buffalo

Does this work?

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Subject: Re: FW: Water Surcharge
Date: Thursday, July 6, 2023 3:28:02 PM

External Email

July 5, 2023
Bullet #2

On Thu, Jul 6, 2023 at 3:21 PM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

Yep. Do you have any preliminary communications with them? Maybe something that indicates their rates? How much for the water, vehicle rental, delivery, mileage, or however they break it down?

From: John Poppe <poppe.john@gmail.com>
Sent: Thursday, July 6, 2023 3:18 PM
To: Young, Mike (UTC) <mike.young@utc.wa.gov>
Cc: Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
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To: Young, Mike (UTC) <mike.young@utc.wa.gov>
Cc: Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: FW: Water Surcharge

External Email

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Subject: Re: FW: Water Surcharge
Date: Thursday, July 6, 2023 3:39:45 PM

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No water Trucking alternatives. They are the only show in the area.

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I meant with the company supplying the water buffalo? The commissioners will ask if you “shopped around” or compared rates, or looked at alternatives. Just trying to cover the bases here.

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July 5, 2023

Bullet #2

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Subject: Re: FW: Water Surcharge
Date: Thursday, July 6, 2023 4:02:12 PM

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Subject: Re: FW: Water Surcharge
Date: Friday, July 7, 2023 8:44:11 AM
Attachments: [Echo Glen Surcharge Tariff 2023.docx](#)

External Email

Good Morning,

I have attached a DRAFT of temporary surcharge tariff for the Echo Glen water system.
Add, change, delete

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Sent: Thursday, July 6, 2023 3:32 PM
To: Young, Mike (UTC) <mike.young@utc.wa.gov>
Cc: Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: FW: Water Surcharge

External Email

What should a Tariff page look like? I can DRAFT it today. Desperate!

On Thu, Jul 6, 2023 at 3:27 PM John Poppe <poppe.john@gmail.com> wrote:

July 5, 2023

Bullet #2

On Thu, Jul 6, 2023 at 3:21 PM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

Yep. Do you have any preliminary communications with them? Maybe something that indicates their rates? How much for the water, vehicle rental, delivery, mileage, or however they break it down?

From: John Poppe <poppe.john@gmail.com>
Sent: Thursday, July 6, 2023 3:18 PM
To: Young, Mike (UTC) <mike.young@utc.wa.gov>
Cc: Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: FW: Water Surcharge

External Email

Attached is a statement from Water Buffalo

Does this work?

On Thu, Jul 6, 2023 at 3:10 PM John Poppe <poppe.john@gmail.com> wrote:

On Thu, Jul 6, 2023 at 2:58 PM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

The June 23 letter will work, but you would need to change the surcharge amount, and state the period for which the surcharge will be in effect. Also, you should include a total amount for the amount paid to date for the trucked in water-i.e. total amount of the surcharge. It cannot be open ended. If needed, we can extend the surcharge, or recalculate the amount.

Just my opinion but \$30/month is going to be hard to get by the commissioners.

From: John Poppe <poppe.john@gmail.com>

Sent: Thursday, July 6, 2023 2:53 PM
To: Young, Mike (UTC) <mike.young@utc.wa.gov>
Cc: Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>
Subject: Re: FW: Water Surcharge

External Email

Does the June 23, 2023 letter sent to the UTC work as an introduction?

What does a TARIFF page look like?

Be advised, the length of the import of water has not been defined, but the costs are exceeding companies ability to pay.

On Thu, Jul 6, 2023, 2:35 PM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

John, surcharges are rate increases with certain additional “strings” attached. We need the items that were highlighted below. The supporting justification should be the paid invoices for the trucked in water.

I realize we may not have settled on a period for the surcharge, but I would suggest 12 months. The amount of the surcharge would be calculated based on total cost spread over the 12 months. We can include projected costs if we know what those will be.

More importantly, customers must be noticed. I just realized John Cupp is out this week, but he is the one that has to review the customer notice before it is sent. Do you have any communications from him on this issue?

I apologize, I thought we had this all worked out after our meeting and I have been busy with meetings the past couple weeks. Let me know where things stand today-we need to get this going before the end of next week or we are looking at September/October before the surcharge can be billed.

From: Young, Mike (UTC)
Sent: Wednesday, June 21, 2023 2:00 PM
To: John Poppe <poppe.john@gmail.com>
Cc: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Subject: Water Surcharge

Hi John, here is what we need for a surcharge:

WAC 480-110-455

(b) A surcharge may fund up to one hundred percent of the total

cost of a project or expense.

(c) Funds received by surcharge, including any interest earned on the funds while being held in reserve, are contributions in aid of construction.

(d) When seeking approval of a surcharge the company must file:

(i) A cover letter explaining the request;

(ii) A tariff page, stating the amount of the surcharge and who must pay;

(iii) Supporting justification for the charge; and

(iv) If applicable, requests for capital surcharges must refer to the appropriate sections of the company's submitted comprehensive water system plan, or include a copy of the Washington department of health order or letter requiring plant improvements to adequately serve current customers.

We will help you determine the amount and the length of time the surcharge will be in place, which is what you would put on the tariff page. Also, help with a customer notice, which is required 30 days before any rate increase becomes effective.

Supporting justification would be the invoices that you have received, and indication that you have paid them. If you can send those up front that would be great.

Here are the “attached strings” once the surcharge is in place (also WAC 480-110-455):

(4) Accounting and reporting requirements.

(a) Surcharge funds and facilities charge funds collected pursuant to this rule, and interest earned upon such funds must be held in a separate account by the company for the benefit of customers. Such funds do not become the property of company owners and may not (except as authorized in (b) of this subsection), be disbursed, alienated, attached, or otherwise encumbered by the company or its owners. In the event of a sale or transfer of the company, the trust obligations established in this rule regarding any unspent surcharge or facilities charge funds are transferred to the new owner of the company.

(b) Funds may be used from the account only to the extent and for the purposes approved by the commission.

(i) At the discretion of the commission, disbursements from the account may become subject to prior approval by the commission either by order by the commission or by letter from the executive secretary.

(ii) The company may be required to file requests for disbursements.

Requests must provide sufficient detail to allow the determination that the requested disbursement is in compliance with the commission's order.

(c) The water company must report for each tariffed surcharge or facilities charge the following information to the commission within sixty days of the end of the calendar quarter:

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- (ii) Amounts received, detailed by source;
- (iii) Amounts spent, detailed by project or expense;
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This is just for future reference-we can talk about that when we get there. I honestly think the commissioners will be concerned at the cost, but since the customers can choose to use less water there is a potential the surcharge could end early once you have recovered your costs. Also, I assume there would not be the need to truck in water after October anyway-is that a valid assumption? Hopefully things will have moved by then.

I will be at a conference starting this Friday until the 28th but will have access to email. Let me know what you think.

From: [John Poppe](#)
To: [Young, Mike \(UTC\)](#)
Cc: [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Re: FW: Water Surcharge
Date: Thursday, July 13, 2023 10:43:37 AM

External Email

No attachment

On Thu, Jul 13, 2023, 9:30 AM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

John, file the following highlighted items through our website portal. Our Records Center will docket it and set it for an open meeting.

From: Young, Mike (UTC)
Sent: Wednesday, June 21, 2023 2:00 PM
To: John Poppe <poppe.john@gmail.com>
Cc: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Subject: Water Surcharge

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We will help you determine the amount and the length of time the surcharge will be in place, which is what you would put on the tariff page. Also, help with a customer notice, which is required 30 days before any rate increase becomes effective.

Supporting justification would be the invoices that you have received, and indication that you have paid them. If you can send those up front that would be great.

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Requests must provide sufficient detail to allow the determination that the requested disbursement is in compliance with the commission's order.

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This is just for future reference-we can talk about that when we get there. I honestly think the commissioners will be concerned at the cost, but since the customers can choose to use less water there is a potential the surcharge could end early once you have recovered your costs. Also, I assume there would not be the need to truck in water after October anyway-is that a valid assumption? Hopefully things will have moved by then.

th

**I will be at a conference starting this Friday until the 28 but will have access to email.
Let me know what you think.**

From: [John Poppe](#)
To: [Young, Mike \(UTC\)](#)
Cc: [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Re: FW: Water Surcharge
Date: Thursday, July 13, 2023 10:56:36 AM

External Email

No highlighted attached?

On Thu, Jul 13, 2023 at 9:30 AM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

John, file the following highlighted items through our website portal. Our Records Center will docket it and set it for an open meeting.

From: Young, Mike (UTC)
Sent: Wednesday, June 21, 2023 2:00 PM
To: John Poppe <poppe.john@gmail.com>
Cc: Cupp, John (UTC) <john.cupp@utc.wa.gov>
Subject: Water Surcharge

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To: [Young, Mike \(UTC\)](#)
Cc: [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#)
Subject: Re: FW: Water Surcharge
Date: Friday, July 14, 2023 2:33:53 PM

External Email

ATTENTION

Washington Water Supply, Inc. will not be able to import water after August 1, 2023 for the Echo Glen Water System.

On Thu, Jul 13, 2023 at 11:42 AM Young, Mike (UTC) <mike.young@utc.wa.gov> wrote:

See the highlighted items below

From: John Poppe <poppe.john@gmail.com>
Sent: Thursday, July 13, 2023 10:56 AM
To: Young, Mike (UTC) <mike.young@utc.wa.gov>
Cc: Cupp, John (UTC) <john.cupp@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>
Subject: Re: FW: Water Surcharge

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To: [Young, Mike \(UTC\)](#)
Cc: [Pell, Derek \(DOH\)](#); [Carter, Brietta J \(DOH\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#)
Subject: Re: FW: Water Surcharge
Date: Thursday, July 6, 2023 2:52:53 PM

External Email

Does the June 23, 2023 letter sent to the UTC work as an introduction?

What does a TARIFF page look like?

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To: John Poppe <poppe.john@gmail.com>
Cc: Cupp, John (UTC) <john.cupp@utc.wa.gov>
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From: [John Poppe](#)
To: [Leggett, Jeanine \(UTC\)](#)
Cc: [Van Meter, Tiffany \(UTC\)](#); [Ward, Jim \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Cupp, John \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Ken Bagwell](#); [Young, Mike \(UTC\)](#)
Subject: Re: Informal Data Request 1
Date: Friday, July 28, 2023 1:12:11 PM
Attachments: [image001.png](#)
[Scan0217.pdf](#)

External Email

Good afternoon.

I have scanned and attached the latest Water Buffalo Invoice and payment record. It is important to note that all Buffalo payments have been financed by Washington Water Supply, Inc. and personal.

Does UTC want to change the timeline for repayment or adjust to the proposed Tariff to reflect the current payment record?

Thanks
John

On Thu, Jul 27, 2023 at 2:20 PM Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov> wrote:

Hello Mr. Poppe,

Attached please find an Informal Data Request for the Echo Glen Surcharge Case currently under review. We have some questions that need to be answered to complete the review of this case. Please let me know if you have any questions after reviewing the attached letter.

Thank you,

Jeanine Leggett (She/Her)

Regulatory Analyst, Water and Transportation Regulation

Utilities & Transportation Commission

Office 360.664.1230

Jeanine.Leggett@utc.wa.gov

www.utc.wa.gov

Respect ◦ **Professionalism** ◦ **Integrity** ◦ **Accountability**



From: [John Poppe](#)
To: [Leggett, Jeanine \(UTC\)](#)
Cc: [Van Meter, Tiffany \(UTC\)](#); [Ward, Jim \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Ken Bagwell](#); [Roth, Jing \(UTC\)](#)
Subject: Re: UW-230598
Date: Monday, July 24, 2023 10:33:52 AM
Attachments: [image001.png](#)
[Scan0210.pdf](#)

External Email

I have attached the info requested.
Please check the dates to make certain that I haven't made a mistake,

Thanks
Poppe

On Fri, Jul 21, 2023 at 1:37 PM Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov> wrote:

Mr. Poppe,

Thank you for the response and let us know when you have fully reviewed the email and can file the tariff.

Jeanine Leggett (She/Her)

Regulatory Analyst, Water and Transportation Regulation

Utilities & Transportation Commission

Office 360.664.1230

Jeanine.Leggett@utc.wa.gov

www.utc.wa.gov

Respect o **Professionalism** o **Integrity** o **Accountability**



From: John Poppe <poppe.john@gmail.com>
Sent: Friday, July 21, 2023 1:17 PM
To: Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov>

Cc: Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov>; Ward, Jim (UTC) <jim.ward@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Young, Mike (UTC) <mike.young@utc.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Ken Bagwell <kbagwell@kbagwell-law.com>; Roth, Jing (UTC) <jing.roth@utc.wa.gov>
Subject: Re: UW-230598

External Email

Thanks for the update. On the road now working with the Forks water system.

I have asked for updated invoices from Water Buffalo significantly increasing the total for trucked water.

Will keep all informed as to \$.

In addition, water consumption has tripled in the last three days. Warm weather.

On Fri, Jul 21, 2023, 10:47 AM Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov> wrote:

Mr. Poppe,

There were two filings received through the e-filing portal with the UTC regarding a surcharge request. One filing was received on July 13, 2023, at 11:29 am. The other was received on July 13, 2023, at 1:55 pm. The first filing received contained 2 identical copies of the Customer notice. The second filing received contained a scan file which had a cover letter, tariff, invoice, and the same customer notice as previously received.

There are multiple conflicts within the documents filed with the UTC, and they are listed below:

Commission Cover Letter- The surcharge amount requested is \$30 per customer, and it is to expire in October 2023. The surcharge is requested to become effective August 1, 2023.

Tariff filed –The surcharge amount requested is \$60 per customer, and it is to expire July 31, 2024, or upon recovery of \$6000. The surcharge is effective August 15, 2023.

Customer notice sent July 12, 2023 –The surcharge amount requested is \$60 per customer, and it is to expire February 24, 2024, or upon recovery of \$6000. The surcharge is requested to become effective September 24, 2023, after the Commission addresses the matter at the August 24, 2023, Open Meeting.

Current Status

The company has filed for a \$60 surcharge which has a docket number of UW-230598. This is currently scheduled to be heard at the **August 10, 2023, Open Meeting**. Commission Staff will recommend an expiration of the \$60 surcharge after 90 days. Due

to this expiration, Staff will work with the Company in 60 days to true up and potentially extend the surcharge to cover verifiable ongoing expenses regarding importing potable water to maintain usage level and will recommend to the Commission to allow the company a reasonable recovery of the purchase water costs.

What the Company needs to do

- Continue to provide appropriate water pressure on the system by trucking water in to maintain the integrity of the water system and not create a health crisis where bacteria may backflow into the system. Commission Staff is greatly concerned with this.
- Re-notice customers by email by the end of the day July 21, 2023, notifying them of the Open Meeting date of August 10, 2023, where the proposed monthly surcharge of \$60 is to be discussed. The previous notice, you sent to affected customers, has the incorrect date of August 24, 2023. Customers need to have notice of the correct Open Meeting date to give them an opportunity to comment.
- File a petition(letter) for exemption of the customer notice rule WAC 480-110-425(3), that requires 30-day notice to customers. Staff will provide technical assistance, support of the request and assist the Company with the letter/petition if needed next week. The rule exemption is required since the new and revised customer notice has different information regarding the surcharge and the Open Meeting date.
- Physically mail the new and revised notice to customer as soon as possible.
- Revise the Tariff in accordance with what was prepared by staff and sent to you on July 19, 2023. Have the issue date as July 12, 2023, the effective date as August 15, 2023, and an expiration date of November 15, 2023. Replace the statement “or upon recovery of \$15,120” with “or upon recovery of \$7,560”. Change the surcharge amount from \$30 to \$60. Please maintain the single page format. Staff can assist with this if needed.
- File with the Commission a cover letter and the revised tariff, as soon as possible, and include the corrected information in the cover letter. When you are ready to file the new cover letter and revised tariff with the Commission, please state in the cover letter, “please replace the tariff filed on July 12, 2023, with the tariff attached for docket UW-230598”.
- Continue to provide invoices as paid and timely provide answers to Staff data request as they are emailed to you.

The surcharge of \$60 and expiration of 90 days is to be decided by the Commission at the **August 10, 2023, Open Meeting**. Based on the corrected and verifiable information provided by the company, including the cover letter, revised tariff, and newly revised customer notice, staff’s recommendation to the Commission will be to allow a \$60 surcharge to become effective August 15, 2023 (this will allow the company to get \$30 from customers for half the month of August) and expires on November 15, 2023, with the surcharge **to be extended** based on further information received

I will be out of the office until Tuesday Morning please contact Jeanine.Leggett@utc.wa.gov with any questions.

We want to get this on the right and fast track, I encourage you to file these requested items as soon as you are able so that staff will have sufficient time to address this request. I apologize for any delays as I understand you are in an emergency situation, and it took some time for me to put all of the pieces together.

Tiffany Van Meter (she/her)

Section Manager, Water and Transportation Regulation

Washington State Utilities and Transportation Commission

Office 360.664.1246

Cell 360.485.5227

Tiffany.Vanmeter@utc.wa.gov

From: [John Poppe](#)
To: [Leggett, Jeanine \(UTC\)](#)
Cc: [Van Meter, Tiffany \(UTC\)](#); [Ward, Jim \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Ken Bagwell](#); [Roth, Jing \(UTC\)](#)
Subject: Re: UW-230598
Date: Monday, July 24, 2023 1:59:21 PM
Attachments: [image001.png](#)
[image001.png](#)

External Email

Thanks for the follow-up! I will make the change and send back shortly

On Mon, Jul 24, 2023, 1:44 PM Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov> wrote:

Mr. Poppe,

The one date I can see that wasn't changed is on page three of the attachment (the second letter). You state the open meeting is scheduled for August 24, 2023 and that should say August 10, 2023.

Jeanine Leggett (She/Her)

Regulatory Analyst, Water and Transportation Regulation

Utilities & Transportation Commission

Office 360.664.1230

Jeanine.Leggett@utc.wa.gov

www.utc.wa.gov

Respect • **Professionalism** • **Integrity** • **Accountability**



From: John Poppe <poppe.john@gmail.com>
Sent: Monday, July 24, 2023 10:33 AM
To: Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov>
Cc: Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov>; Ward, Jim (UTC) <jim.ward@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Young, Mike (UTC) <mike.young@utc.wa.gov>; Cupp, John (UTC)

<john.cupp@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Ken Bagwell <kbagwell@kbagwell-law.com>; Roth, Jing (UTC) <jing.roth@utc.wa.gov>
Subject: Re: UW-230598

External Email

I have attached the info requested.

Please check the dates to make certain that I haven't made a mistake,

Thanks

Poppe

On Fri, Jul 21, 2023 at 1:37 PM Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov> wrote:

Mr. Poppe,

Thank you for the response and let us know when you have fully reviewed the email and can file the tariff.

Jeanine Leggett (She/Her)

Regulatory Analyst, Water and Transportation Regulation

Utilities & Transportation Commission

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Jeanine.Leggett@utc.wa.gov

www.utc.wa.gov

Respect ◦ **Professionalism** ◦ **Integrity** ◦ **Accountability**



From: John Poppe <poppe.john@gmail.com>

Sent: Friday, July 21, 2023 1:17 PM

To: Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov>

Cc: Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov>; Ward, Jim (UTC)

<jim.ward@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Young, Mike (UTC) <mike.young@utc.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Ken Bagwell <kbagwell@kbagwell-law.com>; Roth, Jing (UTC) <jing.roth@utc.wa.gov>

Subject: Re: UW-230598

External Email

Thanks for the update. On the road now working with the Forks water system.

I have asked for updated invoices from Water Buffalo significantly increasing the total for trucked water.

Will keep all informed as to \$.

In addition, water consumption has tripled in the last three days. Warm weather.

On Fri, Jul 21, 2023, 10:47 AM Van Meter, Tiffany (UTC)

<tiffany.vanmeter@utc.wa.gov> wrote:

Mr. Poppe,

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What the Company needs to do

- Continue to provide appropriate water pressure on the system by trucking water in to maintain the integrity of the water system and not create a health crisis where bacteria may backflow into the system. Commission Staff is greatly concerned with this.
- Re-notice customers by email by the end of the day July 21, 2023, notifying them of the Open Meeting date of August 10, 2023, where the proposed monthly surcharge of \$60 is to be discussed. The previous notice, you sent to affected customers, has the incorrect date of August 24, 2023. Customers need to have notice of the correct Open Meeting date to give them an opportunity to comment.
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Cell 360.485.5227

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From: [John Poppe](#)
To: [Van Meter, Tiffany \(UTC\)](#)
Cc: [Leggett, Jeanine \(UTC\)](#); [Ward, Jim \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Ken Bagwell](#); [Roth, Jing \(UTC\)](#)
Subject: Re: UW-230598
Date: Tuesday, July 25, 2023 12:35:15 PM
Attachments: [Scan0213.pdf](#)

External Email

Good afternoon,

I have attached (scanned) the new customer notice (August 10, 2023) mailed today (US Mail) and a exemption to "customer notice rule WAC 480-110-425(3)"

Thanks for your help

On Fri, Jul 21, 2023 at 10:47 AM Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov> wrote:

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Washington State Utilities and Transportation Commission

Office 360.664.1246

Cell 360.485.5227

Tiffany.Vanmeter@utc.wa.gov

From: [John Poppe](#)
To: [Van Meter, Tiffany \(UTC\)](#)
Cc: [Leggett, Jeanine \(UTC\)](#); [Ward, Jim \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Ken Bagwell](#); [Roth, Jing \(UTC\)](#)
Subject: Re: UW-230598
Date: Wednesday, July 26, 2023 11:14:12 AM

External Email

Good morning UTC,

Is there anything else that I need to do on preparation to the August 10, 2023 Surcharge open meeting?

On Tue, Jul 25, 2023, 12:34 PM John Poppe <poppe.john@gmail.com> wrote:

Good afternoon,

I have attached (scanned) the new customer notice (August 10, 2023) mailed today (US Mail) and a exemption to "customer notice rule WAC 480-110-425(3)"

Thanks for your help

On Fri, Jul 21, 2023 at 10:47 AM Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov> wrote:

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Subject: Re: UW-230598
Date: Thursday, July 27, 2023 2:26:19 PM
Attachments: [image001.png](#)
[Scan0215.pdf](#)

External Email

Tariff Revision completed and sent thru Portal.

On Thu, Jul 27, 2023 at 1:52 PM Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov> wrote:

Hello Mr. Poppe,

Attached please find the Tariff page that needs to have the issued date updated to reflect the same date as the filing of the case.

So, please update the attached Substitute Tariff page issue date from “July 23, 2023” to read “July 12, 2023”. Once that has been done, please resubmit via the portal along with a cover letter. In the cover letter state this is a substitute tariff page for the filing dated July 12, 2023 for Docket UW-230598 and please do not redocket.

Please let me know once you have resubmitted the updated substitute tariff page and cover letter so I can move forward with the next steps in getting this ready for review and presented to the commission.

Thank you,

Jeanine Leggett (She/Her)

Regulatory Analyst, Water and Transportation Regulation

Utilities & Transportation Commission

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We want to get this on the right and fast track, I encourage you to file these requested items as soon as you are able so that staff will have sufficient time to address this request. I apologize for any delays as I understand you are in an emergency situation, and it took some time for me to put all of the pieces together.

Tiffany Van Meter (she/her)

Section Manager, Water and Transportation Regulation

Washington State Utilities and Transportation Commission

Office 360.664.1246

Cell 360.485.5227

Tiffany.Vanmeter@utc.wa.gov

From: [John Poppe](#)
To: [Van Meter, Tiffany \(UTC\)](#)
Cc: [Leggett, Jeanine \(UTC\)](#); [Ward, Jim \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Ken Bagwell](#); [Roth, Jing \(UTC\)](#)
Subject: Re: UW-230598
Date: Friday, July 21, 2023 1:16:59 PM

External Email

Thanks for the update. On the road now working with the Forks water system.
 I have asked for updated invoices from Water Buffalo significantly increasing the total for trucked water.
 Will keep all informed as to \$.
 In addition, water consumption has tripled in the last three days. Warm weather.

On Fri, Jul 21, 2023, 10:47 AM Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov> wrote:

Mr. Poppe,

There were two filings received through the e-filing portal with the UTC regarding a surcharge request. One filing was received on July 13, 2023, at 11:29 am. The other was received on July 13, 2023, at 1:55 pm. The first filing received contained 2 identical copies of the Customer notice. The second filing received contained a scan file which had a cover letter, tariff, invoice, and the same customer notice as previously received.

There are multiple conflicts within the documents filed with the UTC, and they are listed below:

Commission Cover Letter- The surcharge amount requested is \$30 per customer, and it is to expire in October 2023. The surcharge is requested to become effective August 1, 2023.

Tariff filed –The surcharge amount requested is \$60 per customer, and it is to expire July 31, 2024, or upon recovery of \$6000. The surcharge is effective August 15, 2023.

Customer notice sent July 12, 2023 –The surcharge amount requested is \$60 per customer, and it is to expire February 24, 2024, or upon recovery of \$6000. The surcharge is requested to become effective September 24, 2023, after the Commission addresses the matter at the August 24, 2023, Open Meeting.

Current Status

The company has filed for a \$60 surcharge which has a docket number of UW-230598. This is currently scheduled to be heard at the **August 10, 2023, Open Meeting**. Commission Staff will recommend an expiration of the \$60 surcharge after 90 days. Due to this expiration, Staff will work with the Company in 60 days to true up and potentially extend the surcharge to cover verifiable ongoing expenses regarding importing potable water to maintain usage level and will recommend to the Commission to allow the company a reasonable recovery of the purchase water costs.

What the Company needs to do

- Continue to provide appropriate water pressure on the system by trucking water in to maintain the integrity of the water system and not create a health crisis where bacteria may backflow into the system. Commission Staff is greatly concerned with this.
- Re-notice customers by email by the end of the day July 21, 2023, notifying them of the Open Meeting date of August 10, 2023, where the proposed monthly surcharge of \$60 is to be discussed. The previous notice, you sent to affected customers, has the incorrect date of August 24, 2023. Customers need to have notice of the correct Open Meeting date to give them an opportunity to comment.
- File a petition(letter) for exemption of the customer notice rule WAC 480-110-425(3), that requires 30-day notice to customers. Staff will provide technical assistance, support of the request and assist the Company with the letter/petition if needed next week. The rule exemption is required since the new and revised customer notice has different information regarding the surcharge and the Open Meeting date.
- Physically mail the new and revised notice to customer as soon as possible.
- Revise the Tariff in accordance with what was prepared by staff and sent to you on July 19, 2023. Have the issue date as July 12, 2023, the effective date as August 15, 2023, and an expiration date of November 15, 2023. Replace the statement “or upon recovery of \$15,120” with “or upon recovery of \$7,560”. Change the surcharge amount from \$30 to \$60. Please maintain the single page format. Staff can assist with this if needed.
- File with the Commission a cover letter and the revised tariff, as soon as possible, and include the corrected information in the cover letter. When you are ready to file the new cover letter and revised tariff with the Commission, please state in the cover letter, “please replace the tariff filed on July 12, 2023, with the tariff attached for docket UW-230598”.
- Continue to provide invoices as paid and timely provide answers to Staff data request as they are emailed to you.

The surcharge of \$60 and expiration of 90 days is to be decided by the Commission at the **August 10, 2023, Open Meeting**. Based on the corrected and verifiable information provided by the company, including the cover letter, revised tariff, and newly revised customer notice, staff’s recommendation to the Commission will be to allow a \$60 surcharge to become effective August 15, 2023 (this will allow the company to get \$30 from customers for half the month of August) and expires on November 15, 2023, with the surcharge **to be extended** based on further information received

I will be out of the office until Tuesday Morning please contact Jeanine.Leggett@utc.wa.gov with any questions.

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From: [John Poppe](#)
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Cc: [Ward, Jim \(UTC\)](#); [Van Meter, Tiffany \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Ken Bagwell](#)
Subject: Re: Washington Water Supply-Echo Glen
Date: Thursday, July 20, 2023 8:04:30 AM
Attachments: [image001.png](#)
[Echo Glen Tarrif DRAFT #3.docx](#)

External Email

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I have attached my understanding and it's important to note that I made the proposed UTC \$30 Surcharge to \$60.

I am not trying to be combative, difficult, deceitful, but the \$60 / month surcharge is critical to comply with drinking water quantity and quality standards. Should UTC staff not agree with the \$60 Surcharge number, then let me know as soon as possible, so I can initiate other actions. This is an emergency Surcharge.

Respectfully,

John Poppe
Washington Water Supply.

On Wed, Jul 19, 2023 at 4:26 PM John Poppe <poppe.john@gmail.com> wrote:

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DOH,

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I will notify system users of August 1, 2023 date.

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Jeanine Leggett (She/Her)

Regulatory Analyst, Water and Transportation Regulation

Utilities & Transportation Commission

Office 360.664.1230

Jeanine.Leggett@utc.wa.gov

www.utc.wa.gov

Respect o **Professionalism** o **Integrity** o **Accountability**



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To: [Van Meter, Tiffany \(UTC\)](#)
Cc: [Leggett, Jeanine \(UTC\)](#); [Ward, Jim \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Ken Bagwell](#)
Subject: Re: Washington Water Supply-Echo Glen
Date: Thursday, July 20, 2023 8:59:38 AM
Attachments: [image001.png](#)
[image001.png](#)

External Email

Many thanks for the response

On Thu, Jul 20, 2023, 8:56 AM Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov> wrote:

Mr. Poppe staff will be meeting with the Attorney Generals office at 4 today in order to respond.

Tiffany Van Meter (she/her)

Section Manager, Water and Transportation Regulation

Washington State Utilities and Transportation Commission

Office 360.664.1246

Cell 360.485.5227

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To: Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov>
Cc: Ward, Jim (UTC) <jim.ward@utc.wa.gov>; Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Young, Mike (UTC) <mike.young@utc.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Ken Bagwell <kbagwell@kbagwell-law.com>
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Jeanine Leggett (She/Her)

Regulatory Analyst, Water and Transportation Regulation

Utilities & Transportation Commission

Office 360.664.1230

Jeanine.Leggett@utc.wa.gov

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Respect ◦ **Professionalism** ◦ **Integrity** ◦ **Accountability**



From: [John Poppe](#)
To: [Van Meter, Tiffany \(UTC\)](#)
Cc: [Leggett, Jeanine \(UTC\)](#); [Ward, Jim \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Ken Bagwell](#)
Subject: Re: Washington Water Supply-Echo Glen
Date: Thursday, July 20, 2023 10:00:28 AM
Attachments: [image001.png](#)
[Scan0209.pdf](#)

External Email

I have attached the "Water Buffalo" invoices for the record. Please note the recent hot weather has required more loads be delivered.

On Thu, Jul 20, 2023 at 9:29 AM Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov> wrote:

Mr Poppe

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Sent: Thursday, July 20, 2023 8:04 AM
To: Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov>
Cc: Ward, Jim (UTC) <jim.ward@utc.wa.gov>; Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Young, Mike (UTC) <mike.young@utc.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Ken Bagwell <kbagwell@kbagwell-

[law.com](#)>

Subject: Re: Washington Water Supply-Echo Glen

External Email

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Regulatory Analyst, Water and Transportation Regulation

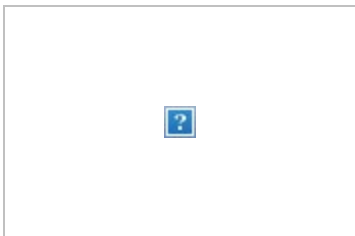
Utilities & Transportation Commission

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Cc: [Leggett, Jeanine \(UTC\)](#); [Ward, Jim \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Ken Bagwell](#)
Subject: Re: Washington Water Supply-Echo Glen
Date: Thursday, July 20, 2023 10:02:01 AM
Attachments: [image001.png](#)

External Email

Why change the expiration date?

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Jeanine Leggett (She/Her)

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Cc: [Leggett, Jeanine \(UTC\)](#); [Ward, Jim \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Ken Bagwell](#)
Subject: Re: Washington Water Supply-Echo Glen
Date: Thursday, July 20, 2023 12:26:16 PM
Attachments: [image001.png](#)
[image001.png](#)

External Email

Received.

Please provide all documentation support your conclusion(s).

Thanks

On Thu, Jul 20, 2023, 11:41 AM Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov> wrote:

Because \$60 reflects calculating the recovery of the amount it will cost for 4 months of purchasing water over 6 months instead of 12.

We cannot allow the company to recover more than what 4 months of purchasing water will actually cost which I understand was the known and measurable amount based on invoices you supplied.

Tiffany Van Meter (she/her)

Section Manager, Water and Transportation Regulation

Washington State Utilities and Transportation Commission

Office 360.664.1246

Cell 360.485.5227

Tiffany.Vanmeter@utc.wa.gov

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Sent: Thursday, July 20, 2023 10:02 AM
To: Van Meter, Tiffany (UTC) <tiffany.vanmeter@utc.wa.gov>
Cc: Leggett, Jeanine (UTC) <jeanine.leggett@utc.wa.gov>; Ward, Jim (UTC) <jim.ward@utc.wa.gov>; Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov>; Young, Mike (UTC) <mike.young@utc.wa.gov>; Cupp, John (UTC) <john.cupp@utc.wa.gov>; Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Ken Bagwell <kbagwell@kbagwell-law.com>
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Utilities & Transportation Commission

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From: [John Poppe](#)
To: [Van Meter, Tiffany \(UTC\)](#)
Cc: [Leggett, Jeanine \(UTC\)](#); [Ward, Jim \(UTC\)](#); [Castaneda-Kerson, Melissa \(UTC\)](#); [Young, Mike \(UTC\)](#); [Cupp, John \(UTC\)](#); [Carter, Brietta J \(DOH\)](#); [Pell, Derek \(DOH\)](#); [Ken Bagwell](#)
Subject: Re: Washington Water Supply-Echo Glen
Date: Thursday, July 20, 2023 1:42:40 PM
Attachments: [image001.png](#)

External Email

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Subject: Re: Washington Water Supply-Echo Glen
Date: Thursday, July 20, 2023 2:12:54 PM
Attachments: [image001.png](#)

External Email

1. If the company overcharges then the difference is returned to the customers. To continue to import water the Surcharge is \$60/month until trucking costs have been recovered.
 I just an email to the Echo Glen customers of potential cease in trucked water August 1, 2023.

Notice: Washington Water Supply will take legal action against the UTC for violation of Federal and State law.

Since this is an emergency Surcharge, the UTC has the responsibility to allow potable water to be supplied to the customers.

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We cannot include amounts you have not been billed for.

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