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SEP 24 2007

WASH. UT. & TP. COMM

TO: Washington Utilities and Transportation Commission
FROM: Larry and Milly Shaw
DATE: Sept. 20,07
SUBJECT: Harrison Ray Water Company

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CONSUMER AFFAIRS

Dear Commission members,

We are writing in regard to the proposed Harrison Ray Water Company rate change. We are very much opposed to the new proposal rate. As we feel it is very unfair to have this large of increase. We feel this proposal is way out of line with other water districts in our area.

We have been a customer of Harrison Ray since August of 1979. We are not pleased with his service. We have had many problems with the water company. We would like to list a few of our complaints against Harrison Ray Water Company.

1. Our monthly statement can vary from 1 to 3 weeks in getting to us.
2. We do not believe that our meter is read monthly. Because our monthly statements From May through August cannot be true figures. As our sprinkler clock has been Set with the same amount of days and watering times since June. This is from our Monthly statements listing our water usage.

May	5,624 cubic ft.
June	7,265 cubic ft.
July	1,214 cubic ft.
August	20,061 cubic ft.

As you can see these figures cannot be a true reading, with the temperatures we had In the month of July. But you can see they made up for it in August.

3. We are not notified of when the water system will be down for scheduled service.
4. Due to the nitrate level in our water we have to buy bottled water.
5. We are very upset to have to pay an irrigation assessment to South Columbia Basin Irrigation District for water that we cannot get. Due to Harrison Ray choosing not To hook up to the SCBID when he developed this subdivision. Even though it ran Right next to Harrison Ray division. We were charged \$50.43 this year for water That we cannot get.

We understand the cost for operating the water system has increased, but not to the extent they are wanting to charge us. Already many homes in this development have let their yards dry up due to the cost of water. With the new proposal most of us will not be able to afford to keep up our yards. We would really appreciate your help in this matter.

Sincerely,
Larry Shaw
Milly Shaw