

September 21, 2007

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive S.W.
PO Box 47250
Olympia, WA 98504-7250

RE: Harrison Ray Water Company Tariff increase

Commission:

I as a customer of the Harrison Ray Water Company (Burbank Operation) request a denial of the proposal rate increase.

I am investigating matters concerning the rate proposal and currently object based on the following items:

Item 1 The company again accuses the customers of "Water Waste." This ongoing battle of arguing waste was not settled obviously by the requirement of the state to install meters. The customer again is having fingers pointed to them. My objection then comes from this stand point; the company should prove to the customer the waste.

In checking with water masters in the area, I have found that the company is to meter water from the wells and compare to customer usage so as to verify that they are not exceeding there "water rights." At this time, I am following up on this and do not have a report but lodge complaint with the commission to deny rate increase until this "waste" problem is confirmed.

Item 2. I have called the Department of Health Engineer discussing the "Red Tag" on the company system. It was confirmed that the system, due to a failure of the company to cooperate with the state to resolve an ongoing nitrate problem. This was the only way to get the company to fix a problem because there is no "penalties" for failure to comply with standards. The company then fixed the problem by completing a well. Then however again the system was "yellow tagged" for failure to update and keep current their "water plan" as required by law. This was from May 1, 2006 to October 2006. Currently the tag is green. I feel this is evidence to the UTC and customers that this company continues to operate in reluctance to law compliance and then asks the customers to pay for "mismanagement." This matter caused a resident to have a hold put on his mortgage for his new home as I have discovered. I have asking that individual to write and hope he has.

Item 3. My current investigation is showing that the company may be in non compliance of providing the required yearly Consumer Confidence report. Time being short, I do not have facts to support this but ask that you deny the request until I can get facts.

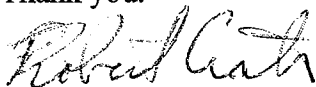
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Item 4. Water waste by the consumer is challenge. Since the meters were installed by the company, at state request, I have not received documentation nor have anyone else that their meter from the beginning "calibrated" nor has it ever been calibrate within the last two year. If I am accused of waste, then I request that this rate is denied until the company proves pumping quantities and customer use quantities, and prove meter calibration documentation.

I respectfully submit this request for denial of the proposed rate increase based on the companies continued history of efficient and timely operation and non proof of accusations to the customer base which uses this water. It would assist myself and other customers time to investigate and document other problems to assist you in protecting public rights and costs.

Thank you.


Robert Crater

Cc: uptown homeowners