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October 17, 2007

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WASH. UT. & TP. COMM

Washington Utilities and Transportation Commission
PO Box 47250
Olympia, WA. 98504

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CONSUMER AFFAIRS

To Whom It May Concern:

Once again I am writing to the Commission to make you aware of an on going problem with the Harrison Ray Water Co., Inc. Burbank division.

I just received my billing for the month of September on the 16, of October. My understanding is that the meters are to be read the last day of the month and the billing be done so the bill would arrive no later than the 10th of the month. This rule was put in place by the Company. Even though this is their rule they continuously ignore it month after month. The latest excuse is that the bills were mailed but lost by the US Postal Service.

After numerous occasions of hearing this excuse, I decided to experiment. I started reading my water meter. I took the reading on the 27 of September and fixed the lid so I would know if anyone opened it. I continued reading the meter on a daily basis until October 5th. The lid was never disturbed after I opened it. I noticed it had been opened on the 10th. By comparing my readings with those of the Company I suspect the meter was read on October 9th. This leads me to suspect the meters are not read on a monthly basis but "estimated" from time to time. One reason for this is that my September bill was the highest single bill I have had in the 16 or so years I have had a meter. My lawn is watered on a timed schedule which has not changed much over the years.

I am very frustrated over the way this Company does business. It appears the rules and regulation that they make and adopt is to be used or ignored at their option and to Hell with the little people.

I would appreciate anything you can do to help alleviate the problem. This annoyance will be greater when the new rates go into effect and the charges increase by 36%.

Sincerely,
Dale Morrison
Dale Morrison



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