

October 10, 2007

Washington Utilities and Transportation Commission
1300 Evergreen Park Dr., SW
PO Box 47250
Attention Consumer Affairs
Olympia, Washington 98504

RECEIVED

OCT 19 2007

WASH. UT. & TP. COMM

RECEIVED

OCT 19 2007

CONSUMER AFFAIRS

Re: Harrison Ray Water Company Rate Docket #071771

Staff and Commission:

I am against asking denial of both the proposed and temporary rate increase for this water company and request a public meeting locally by the UTC to discuss with consumers the ongoing problems with this company.

I have been active investigating, per your response, questionable and unreasonable practices by this company that document a denial of this proposal.

I, on October 9, went to my local fire district asking the effects on their costs with these proposals. I represented my self and local homeowners. At the meeting I discovered that their difficulties were the same as the residential customers on billing practices. The received to bills for approximately \$75.00 each for two months and then suddenly in August received and approximate \$1,175 bill. They I found out have two meters, one residential to the station, and one two inch commercial at the adjacent training facility. The bill had no break down on costs for their determining expense to neither each facility nor any other necessary information. They should be contacting the UTC.

You have asked me repeatedly to show examples of this problem. Here is your example for investigation and the need to not approve this rate increase until this ongoing problem is resolved with the consumers.

I am met with Ray Swain, Operations Manager for Sun Energy food mart section, investigating another commercial hook up. In discussion with Ray, he stated that they had not received notice of a rate increase. On my enclosure you will find that Sun Mart, Fire Station and a 49 lot mobile park are not shown on this addition plot plan yet they receive water from this company and do not receive proper service and billing. Ray State he would be contacting the UTC.

This again shows another example of a failure to conduct upfront business as a water company, excluding some customers and only contacting homeowners.

The mobile park listed above is offers my next difficulty for your investigation. The mobile home park (show on attachment) has two homes in it. I walked the lot and found no water meters. We were told all lots had to have water meters. If there are not water meters, what do these people pay for water and who pays it? I current understand that

this lot is owned somewhere by the Harrisons. This is yet to be discovered. This is another example shown of a problem with this company and its service.

Also, on that mobile home park, I have discovered a discrepancy on the account numbers of 205 customers. If you look at my attachment the figures do not match as we have been told the tariff increase states-205. Please investigate this and respond. I again show example. How many customers are there in this company, truly?

A second attachment shows you my August and September billings. This is part of the problem homeowners have, inconsistency and excuses. You will note that the August bill ended on the 31. I did not receive my September bill until October 15 (Postmarked 13). I personally read my meter on Oct 10-5 (295406), October 10 (295612) and October 15 (before bill arrival 295729). This shows the company did not even make an attempt to read meters until around Oct 10. Thus, you see I am billed for September and at least 10 days of October in one billing. Then on the bill, the company makes a weak attempt to appease me by saying he was sorry they were late. Truth is some of the customers were told he was "hunting." Where are the others who helped last month? This is not a lone example. Why can the company not be more efficient to add consistency to our bills?

Again, please review my documentation. My issues are felt with all customers, though I do not speak for them.

This again is my request-deny any rate increase until the company gets things operating fairly, and the UTC holds public local meeting with customers to hear and discuss these and multiple issues.

Thank you,

Robert Crater

Robert Crater

ROBERT CRATER



HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

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PAST DUE IF PAYMENT IS NOT RECEIVED BY DUE DATE
 DELINQUENT ACCOUNTS SUBJECT TO PENALTIES
 SERVICE CHARGES AND DISCONNECTION

13
 37
 27

REGISTERED
 FEB 6 6 30 50
 OCT 13 10 10 07
 MAILED FROM PASCO WA 99301

UTILITY BILLING

ACCOUNT NUMBER	[REDACTED]	
SERVICE FROM	SERVICE TO	
09/01/07	09/30/07	
PREVIOUS	PRESENT	USED
292014	295576	3562

SERVICE ADDRESS		
[REDACTED]		
PREVIOUS BAL	CURRENT AMT	TOTAL DUE
	42.81	42.81

Sorry the billings are late. Billing due 15 days after postmark Thank you

PREV BALANCE
 Water 42.81
 Returned Check Fee
 Reconnect Fee

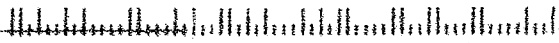
Please return this stub with payment

Crater, Robert

[REDACTED]

BAL DUE/EQUAL PAY 42.81

8002



UTILITY BILLING

Red 10/15/07

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* 22
 PAST DUE IF PAYMENT IS NOT RECEIVED BY DUE DATE
 DELINQUENT ACCOUNTS SUBJECT TO PENALTIES
 SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING

ACCOUNT NUMBER	[REDACTED]	
SERVICE FROM	SERVICE TO	
08/01/07	08/31/07	
PREVIOUS	PRESENT	USED
280480	292014	11534

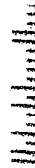
PREV BALANCE 95.74
 Water
 Returned Check Fee
 Reconnect Fee

[REDACTED]

9/26/07 # 95.74

BAL DUE/EQUAL PAY 95.74

8002



INSTALLED (EXHIBIT) SEPTIC TANK PUMPING CH

ELECTRICAL

HUMORIST

NO DIRECT ACCESS UNTO HUMORIST RD. (CABLE BARRIER)

BLVD.

APPLE

CHERRY (PRIVATE STREET) ST.

BEZZY (PRIVATE STREET) ST.

PLUM ST.

B P 2 B
CABLE BARRIER
NON ACCESS
10' ACCESS ROAD

RAY STREET ACCESS

DISPOSAL AREA NO. 2
.5 AC.

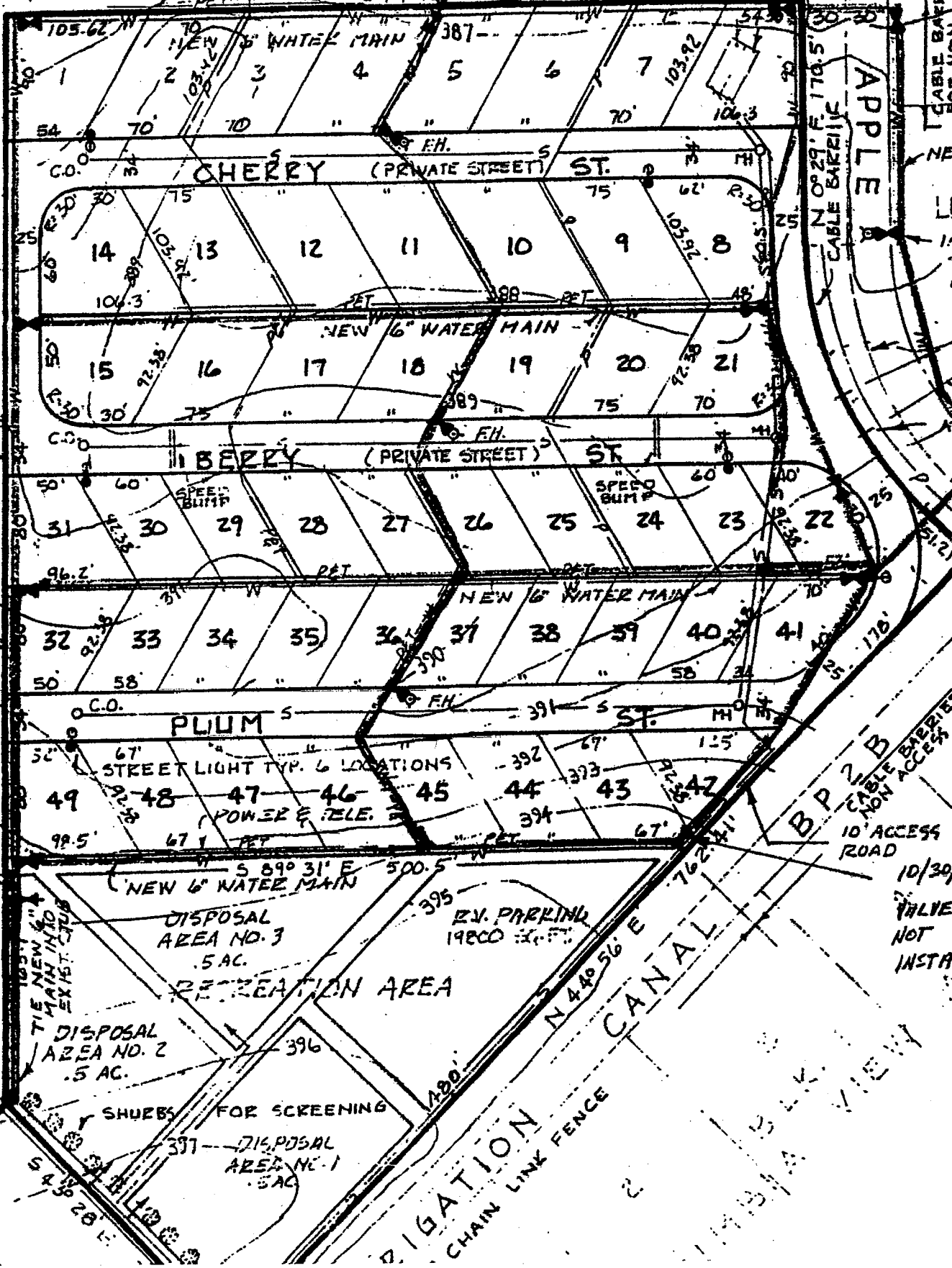
DISPOSAL AREA NO. 3
.5 AC.

DISPOSAL AREA NO. 1
.5 AC.

RECREATION AREA

R.V. PARKING
19800 EX. F.

DIGESTION CANAL
CHAIN LINK FENCE



ACCESS 386
381
INTERMITTENT GLATS
388
389
ST ACCESS
390
391
392
393
394
395
4
CHIP

10/30
VALVE
NOT
INSTA