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WASH. UT. & TP. COMM

To whom it may concern:

I, Doug Donley, would like to file a FORMAL COMPLAINT against my water provider, Harrison Water Co. Kiona, PO BOX 2818, Pasco, Wa, 99302-2818

I took possession of my home on 8/2016. I had called Harrison Water Co in July of that year, telling them I would be responsible for the water usage. I gave them my mailing address, my current phone number, name, etc. By the end of September 2016, I had not received any billing, so I called again and spoke to the lady in their office. Again no billing in October 2016, November 2016. In December 2016, approx the 10<sup>th</sup>, a pipe burst on my property belonging to Harrison Water, causing flooding to the yard, driveway, etc. At that time I spoke to Tom Harrison, the owner, and expressed my concern about not receiving a bill. He took down my name, phone number and assured me it would be taken care of. By the end of December no bill had arrived, so I made my last call, this time having to leave a message to be contacted.

Around October 25<sup>th</sup> of 2017 I received a bill from Harrison for the amount of 858.57, showing a previous balance of 796.27. I called again, asking for an explanation on the bill, why it took so long to get one. I was treated rudely when I asked about given time to pay and copies of past billing. The lady hung up on me.

I sent payment to Harrison on November 5<sup>th</sup>, for the current bill of 62.30, which was for the time period of 08/01/2017 through 08/31/2017. I also sent a letter expressing my concerns and asking for the balance to be paid in 15 installments. [copy enclosed] The check was never cashed and I have not heard from them, nor received any more billing.

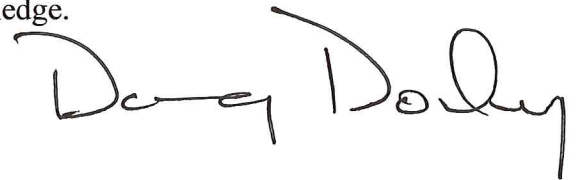
My complaint is that Harrison does not provide timely billing and there has been no explanation of past charges, including usage or late fees.

I request complete usage from 08/01/2016 to present, and any late fees be subtracted from billing. I also request the past due amounts be divide into equal payments from 08/01/2016 to whenever asked for documents are provided.

I also request a timely response to this complaint, and timely billing for future water bills.

I request if complaint is not addressed in a timely fashion that I will not be liable for past water billing for the years of 2016 and 2017.

The above statements are true and correct to the best of my knowledge.



DOUG DONLEY  
34301 N. Hummingbird PRME  
Baton City, WA 99320  
509-947-3969

November 5, 2017  
Doug Donley  
PO BOX 5256  
Benton City, Wa. 99320

To Whom it may concern:

I received a water bill that appears to of been mailed on the 23<sup>rd</sup> of October for my place of residence, 34301 Hummingbird PR NE. As nice as it was to FINALLY receive a bill, imagine my surprise when it shows a previous balance of 796.27 For the record, I had called Harrison Water Company back in July of 2016, again in August, September and October. I provided my mailing address, etc to the office and was assured I would be receiving regular billing. When a pipe burst on the property and Tom was present, I brought it up to him again, and followed up with another call that I left a message to call me back. I have never received any billing or calls from Harrison Water Company concerning my water usage or bills.

I request a copy of all billing to this address from August 1 through present, complete with meter readings.

I also request a payment schedule to pay for the water usage that can be shown by said requested billing, divided by the amount of time it took to ever receive a bill, or 15 months.

As mentioned above, I had called last December and had left a message to be called. While I appreciate the prompt fashion to the repair made on the broken pipe, there has been no mention or offer to replace some of the gravel washed out of the driveway.

I am enclosing payment for service from 08/01/17 to 08/31/17 for the amount of 62.30, until we can get the rest of the previous balance in agreement.

Thank You,

copy of  
letter to Harrison.



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY (360) 586-8203

December 22, 2017

Doug Donley  
34301 North Hummingbird PRNE  
Benton City, WA 99320

Re: Consumer complaint CAS-22033-P9Z4C7

Dear Doug Donley:

Thank you for contacting the Utilities and Transportation Commission. I am responding to your complaint against Harrison-Ray Water Company, Inc (Harrison-Ray).

Washington Administrative Code 480-110-375 states a regulated water company must allow a customer who is being back-billed a payment arrangement equal to the total cumulative months they are being back-billed for.

Harrison-Ray has been non-responsive to the commission's requests for information and documentation. I am unable to proceed with my informal investigation; however, I have recorded violations for the company's non-compliance. I am sorry the Consumer Protection section could not be of more assistance in this case.

The commission is currently reviewing the company's business practices; however, I am providing the information for you to file a formal complaint. If you choose to file a formal complaint, either individually or with your neighbors, you will control the timeline. You can contact our office to request a copy of your complaint file.

Your complaint is now closed. If you have any questions, please call me at 1-888-333-9882, Monday through Friday, between the hours of 8 a.m. and 5 p.m.

Sincerely,

A handwritten signature in blue ink that reads "Aimee Woods".

Aimee Woods  
Consumer Program Specialist