

UW-180148-F

2/4/2018

Formal Complaint against Harrison Ray Water Company

P.O. Box 2818

Pasco, WA 99302-2818

509-545-1908

By

Eldon Mack Isley and Roberta Isley

183 Teri Rd

Burbank, WA 99323

r.isley@charter.net

509-547-8957

RECEIVED
REGULATORY MANAGEMENT
2018 FEB 14 AM 8:52
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Harrison Ray does not read the meter consistently and does not bill consistently. I received my amount to pay from Alice Fiman to do with my WA UTC Complaint CAS-22381-T4Q2R2.

I paid the bill and they have cashed the check. I have no bills for Sept. Oct. Nov. Dec. 2017.

Bill for 06/01/17-06/30/17 Received in August and paid 8/24/17

07/01/17-07/31/17 postmarked Sep 23 ? and paid 10/16/17

08/01/17-08/31/17 no postmark paid 11/15/17

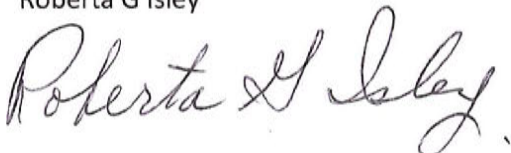
I pay my bill within 1 week of receiving it. I have received no bill for Sept through Dec. Do not know where the Sept bill is. I believe they said I double paid one month but I cannot find that on my records.

Sincerely

Eldon Mack Isley



Roberta G Isley



1/29/2018

Eldon Mack Isley

Roberta Isley

183 Teri Rd

Burbank WA 99323

Customer [REDACTED]

Harrison-Ray Water Co.

P.O. 2818

Pasco WA 99302-2818

To Whom it may concern;

I have an informal complaint filed with WA UTC and called this morning. They gave me the amount I owe for Oct, Nov, Dec 2017 so I am inclosing a check for 114.48 that amount. I want a bill showing the three months water usage and the payment I am sending. Also the actual dates the meter was read.

Sincerely,

Eldon Mack Isley

ccAlice Fiman

WAUTC

Eldon M Isley
Roberta G Isley
547-8957 Ph.
183 Teri Rd
Burbank, WA 99323

1-29-18
Date

19-

Pay to the Order of Harrison-Ray Water Co \$ 114
One hundred fourteen & 48/100 — Dollars

Bank of America

Valued Client Since 1993

Pasco 053603 K Washington
water Bill
Oct Nov Dec 2017



Make Payments: Scheduled

OK Payments Scheduled Successfully
The following payments are scheduled.

Pay To	Amount	Pay From	Deliver By
HARRISON RAY WATER INC-WA PAYEE - 1096	\$ 90.93	BOFA CORE CHECKING [REDACTED]	10/16/17
Delivery Method: CHECK			
Confirmation Number: [REDACTED]			
Pacific Power PAYEE - 0017	\$ 98.19	BOFA CORE CHECKING [REDACTED]	10/12/17
Delivery Method: ELECTRONIC			
Confirmation Number: [REDACTED]			
SHELL OIL COMPANY PAYEE - 1911	\$ 316.75	BOFA CORE CHECKING [REDACTED]	10/12/17
Delivery Method: ELECTRONIC			
Confirmation Number: [REDACTED]			

10/12/2017: Made 2 Payments from BOFA CORE CHECKING- [REDACTED] \$414.94
 10/16/2017: Made 1 Payment from BOFA CORE CHECKING [REDACTED] \$90.93
Total: \$505.87

HARRISON RAY WATER CO. INC.
 P.O. BOX 2618
 PASCO, WA 99302-2618
 PHONE (509) 545-1908

HARRISON RAY WATER CO.
 P.O. BOX 2618
 PASCO, WA 99302-2618
 PHONE (509) 545-1908



UTILITY BILLING

ACCOUNT NUMBER: [REDACTED]

START DATE	07/01/17	SERVICE TO	07/31/17
736960	743430	6470	SED

RETURN SERVICE REQUESTED

NUMBER: [REDACTED] 09/30/17

SERVICE ADDRESS: 183 Teri Rd

PREVIOUS BAL	CURRENT BAL	TOTAL
	90.93	90.93

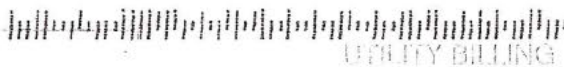
This is July billing resent due to people calling regarding not getting their billings.

PREV BALANCE
 Water 90.93
 Returned Check Fee
 Reconnect Fee

Please pay this bill with payment.

Isley, Mack/rober
 183 Teri Rd
 Burbank WA 99323

BAL DUE/EQUAL PAY 90.93



HARRISON-RAY WATER CO.
P.O. BOX 2718
PASCO, WA 99302-2818
PHONE (509) 543-1908

HARRISON-RAY WATER CO.
P.O. BOX 2718
PASCO, WA 99302-2818
PHONE (509) 543-1908
RETURN SERVICE
REQUESTED

UTILITY BILLING

ACCOUNT NUMBER	[REDACTED]
START DATE	08/01/17
END DATE	08/31/17
PREVIOUS BAL	743430
CURRENT BAL	748735
DIFFERENCE	5305

NUMBER	10/31/
SERVICE ADDRESS	183 Teri Rd
PREVIOUS BAL	78.34
CURRENT BAL	78.34

Meter read Aug 31, 2017 Base Rate with 0 usage
\$25.85 0-2,500 cubic feet is 0.88 per 100 2,501
up to 6,500 cubic feet \$1.08 per 100 over 6,500
cubic feet is \$1.33 per 100

PREV BALANCE
Water 78.34
Returned Check Fee
Reconnect Fee

BAL DUE/EQUAL PAY 78.34

Isley, Mack/rober
183 Teri Rd
Burbank WA 99323

8/11/17
FBXZ
183 AN 7-4 DATA

UTILITY BILLING

*Frontier not working
when the fact - no front meter*

*Oct Nov Dec
114.48*

8/19/2017



Make Payments: Scheduled

OK Payments Scheduled Successfully
The following payments are scheduled.

Pay To	Amount	Pay From	Deliver By
CHARTER COMMUNICATIONS-#88051 PAYEE - 6592	\$ 187.88	BOFA CORE CHECKING [REDACTED]	08/22/17

Delivery Method: ELECTRONIC

Confirmation Number: [REDACTED]

HARRISON RAY WATER INC-WA PAYEE - 1096	\$ 92.07	BOFA CORE CHECKING [REDACTED]	08/24/17
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Delivery Method: CHECK

Confirmation Number: [REDACTED]

08/22/2017: Made 1 Payment from BOFA CORE CHECKING [REDACTED] \$187.88

08/24/2017: Made 1 Payment from BOFA CORE CHECKING [REDACTED] \$92.07

Total: \$279.95

HARRISON-RAY WATER CO.
P.O. BOX 2818
PASCO, WA 99302-2818
PHONE (509) 545-1900

HARRISON-RAY WATER CO.
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PASCO, WA 99302-2818
PHONE (509) 545-1900

RETURN SERVICE
REQUESTED



UTILITY BILLING

PAST DUE IF ANYCASH IS TO BE RECEIVED
DELINQUENT ACCOUNT
SERVICE CHANGES AND CANCELS

ACCOUNT NUMBER: [REDACTED]	07/31/17	
SERVICE PERIOD	START DATE	END DATE
06/01/17	06/30/17	
730398	736960	6562

183 Teri Rd

PREVIOUS BAL.	CURRENT BAL.	TOTAL DUE
	92.07	92.07

Meter read June 30, 2017. base rate with 0 usage
\$25.85 0 up to 2,500 cubic feet \$0.88 per 100
from 2,501-6,500 cubic feet \$1.08 per 100 over
6,500 cubic feet \$1.33 per 100

PREV BALANCE 92.07
Water
Returned Check Fee
Reconnect Fee

Please allow 48 hours for payment

Isley, Mack/rober
183 Teri Rd
Burbank WA 99323

BAL DUE/EQUAL PAY 92.07

UTILITY BILLING