

UW-180151-F

Michael and Sandee Cobb  
32 Largent Rd  
Burbank, WA 99323  
Harrison Ray Acct# [REDACTED]

01/29/2018

Dear Utility Commission,

My name is Michael Cobb. Sandee, my wife, and I have been loyal customers for 30 years with Harrison Ray Water Company located in Burbank, WA. The last water bill we received was dated October of 2017 for services received in the month of August 2017. We had a water customer meeting on 01/25/2018 to discuss any and all billing issues. Many people had not been billed for up to eight months and everyone had a similar story. We had all attempted to contact Harrison Ray's office with no success. The phones were either not being answered and messages not returned, or calls were answered with the promise of a return call and no follow-up received. Three people had been hand delivered disconnection notices and given eight days to pay amounts ranging from \$600 to \$1100.

I expect to pay what we owe. I would like to see an itemized bill with all the meter readings from the last billing cycle to the most current and at what rate we are being charged (we are on a tiered billing system). I would expect to pay the total amount in installments equal to the amount of time I was not billed. Thank you for your prompt attention on this matter.

Sincerely,

Michael Cobb

*Michael S. Cobb  
Sandee Cobb*

RECEIVED  
RECORDS MANAGEMENT  
2018 FEB 14 AM 8:54  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

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

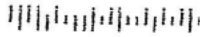
PAST DUE IF PAYMENT IS NOT RECEIVED BY DUE DATE  
 DELINQUENT ACCOUNTS SUBJECT TO PENALTIES.  
 SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING

ACCOUNT NUMBER	[REDACTED]	
SERVICE FROM:	SERVICE TO:	
02/01/17	02/28/17	
PREVIOUS	PRESENT	USED
826551	826637	86

PREV BALANCE 25.85  
 Water 26.61  
 Returned Check Fee  
 Reconnect Fee

BAL DUE/EQUAL PAY 52.46



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UTILITY BILLING

ACCOUNT NUMBER	[REDACTED]	
SERVICE FROM:	SERVICE TO:	
03/01/17	03/31/17	
PREVIOUS	PRESENT	USED
826637	829500	2865

PREV BALANCE  
 Water 51.97  
 Returned Check Fee  
 Reconnect Fee

BAL DUE/EQUAL PAY 51.97

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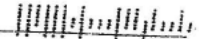
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UTILITY BILLING

ACCOUNT NUMBER	[REDACTED]	
SERVICE FROM:	SERVICE TO:	
05/01/17	05/31/17	
PREVIOUS	PRESENT	USED
832145	841631	9486

PREV BALANCE 49.62  
 Water 130.96  
 Returned Check Fee  
 Reconnect Fee

BAL DUE/EQUAL PAY 180.58



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UTILITY BILLING

ACCOUNT NUMBER	[REDACTED]	
SERVICE FROM:	SERVICE TO:	
06/01/17	06/30/17	
PREVIOUS	PRESENT	USED
841631	849914	8283

PREV BALANCE 114.96  
 Water  
 Returned Check Fee  
 Reconnect Fee

BAL DUE/EQUAL PAY 114.96

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 SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING

ACCOUNT NUMBER	[REDACTED]	
SERVICE FROM:	SERVICE TO:	
07/01/17	07/31/17	
PREVIOUS	PRESENT	USED
849914	858374	8460

PREV BALANCE 117.32  
 Water  
 Returned Check Fee  
 Reconnect Fee

BAL DUE/EQUAL PAY 117.32

Aug - 127.73 (sent in October)

NO Bill sent for  
 - Jan.  
 NO Bill sent  
 for April  
 last bill sent  
 was for ~~Aug.~~  
Aug.

Mike & Sandee Cobbs  
 32 Largent Rd  
 Burbank WA 99323