

NW-180152-F

February 6, 2018

Ref: Concerns about Harrison-Ray Water Co. Billing practices and quality of the water we are paying for.

Billing Concerns:

We reviewed the bills we received in 2016. Several of them say on the bill "Sorry the bills are so late."

- Bill for November 2015 reading was post marked December 29, 2015.
- Bill for January 2016 reading was post marked on March 1, 2016.
- Bill for February 2016 reading was post marked March 31, 2016.
- Bill for April 2016 reading was post marked MAY 31, 2016

These are just the bills I could find. In 2017 we did not receive a bill at all for the following months:

March, April, May, September, November, December. We have not yet received a bill for January 2018.

These very spirititic billing practices making it difficult to budget.

Quality Concerns:

We contacted Tom Harrison back in July of 2015 to get a copy of the latest water analyst of the water.

We offered him a container of orange, slimy water we had removed from our own water filter system. He was not interested in even look at it. We need to regularly change the filters on the water that is coming directly from his meter. The slimy orange substance is consistently there.



Perry and Sue Allen

184 Reinken Blvd

Burbank, WA 99323

Harrison-Ray Account number [REDACTED]

RECEIVED
RECORDS MANAGEMENT
2018 FEB 14 AM 8:39
STATE OF WASH
UTIL. AND TRANSIT
COMMISSION

2016

Jan 14	\$32
Feb 11	\$32
Mar 10	\$30
April 14	\$30
May 12	\$50
June 9	\$200
July	No Bill
Aug 11	\$33
Sept 8	\$75
Oct 13	\$88
Nov 10	\$56
Dec	No Bill

Harrison-Ray water

Jan - 19 - 2017	\$35
Feb - 23 - 2017	\$26
March 2017	No Bill
April 2017	No Bill
May 2017	No Bill
June - 1st 2017	\$140
July - 13 - 2017	\$125
Aug - 10 - 2017	\$70
Sept. 2017	No Bill
Oct 26 - 2017	\$241
Nov 2017	No Bill
Dec 2017	No Bill

Jan 2018

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		
SERVICE FROM:	01/01/16	SERVICE TO:
		01/31/16
	620090	484 ^{USED}

PREV BALANCE .73 CR
 Water 30.15
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 29.42



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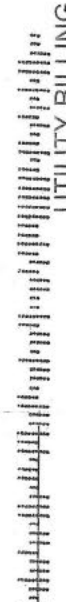
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UTILITY BILLING

ACCOUNT NUMBER		
SERVICE FROM:	02/01/16	SERVICE TO:
		02/28/16
	620045	555 ^{USED}

PREV BALANCE .58 CR
 Water 30.78
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 30.20



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UTILITY BILLING

ACCOUNT NUMBER		
SERVICE FROM:	07/01/16	SERVICE TO:
		07/31/16
	638626	504 ^{USED}

PREV BALANCE .81 CR
 Water 75.58
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 74.77



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UTILITY BILLING

ACCOUNT NUMBER		
SERVICE FROM:	12/01/16	SERVICE TO:
		12/31/16
	654119	0 PRESENT 0 USED

PREV BALANCE 35.03
 Water 25.85
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 60.88



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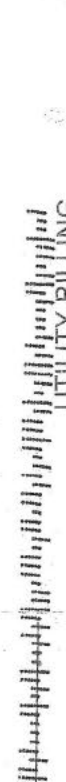
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UTILITY BILLING

ACCOUNT NUMBER	[REDACTED]
SERVICE FROM:	02/29/16
SERVICE TO:	03/31/16
PREVIOUS	620645
CURRENT	621387
USED	742

PREV BALANCE .20
 Water 32.44
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 32.64

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ACCOUNT NUMBER [REDACTED]
 SERVICE ADDRESS
 184 Reinken Blvd

PREVIOUS BAL .20
 CURRENT AMT 32.44
 TOTAL DUE 32.64

Sorry the bills are so late this is for March 2016
 Base rate \$25.85 with 0 usage 0 up to 2,500 cubic
 feet is \$0.88 per 100 2,501-6,500 cubic feet is
 \$1.08 per 100 over 6,500 cubic feet is \$1.33 per
 100

Please return this stub with payment

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 Burbank WA 99323



UTILITY BILLING

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ACCOUNT NUMBER	[REDACTED]
SERVICE FROM:	04/01/16
SERVICE TO:	04/30/16
PREVIOUS	621387
CURRENT	628773
USED	5386

PREV BALANCE 32.64
 Water 79.22
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 111.86

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ACCOUNT NUMBER [REDACTED]
 SERVICE ADDRESS
 184 Reinken Blvd

PREVIOUS BAL 32.64
 CURRENT AMT 79.22
 TOTAL DUE 111.86

meter read April 29, 2016 Base rate \$25.85 with 0
 usage 0 up to 2,500 cubic feet is \$0.88 per 100
 2,501-6,500 cubic feet is \$1.08 per 100 over 6,500
 cubic feet is \$1.33 per 100

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ACCOUNT NUMBER	05/01/15	SERVICE TO:	05/31/15
SERVICE FROM:	PRESENT	PREVIOUS	USED
	592231		2242

PREV BALANCE 1.63 CR
 Water 45.76
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 44.13

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UTILITY BILLING

ACCOUNT NUMBER	09/01/15	SERVICE TO:	09/30/15
SERVICE FROM:	PRESENT	PREVIOUS	USED
	616827		3318

PREV BALANCE 70.84 CR
 Water 56.88
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 13.96 CR

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UTILITY BILLING

ACCOUNT NUMBER	06/01/15	SERVICE TO:	06/30/15
SERVICE FROM:	PRESENT	PREVIOUS	USED
	600315		8084

PREV BALANCE .87 CR
 Water 112.32
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 111.45

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UTILITY BILLING

ACCOUNT NUMBER	06/01/15	SERVICE TO:	06/30/15
SERVICE FROM:	PRESENT	PREVIOUS	USED
	600315		8084

PREV BALANCE .87 CR
 Water 112.32
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 111.45

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SERVICE FROM:	PRESENT	PREVIOUS	USED
	616827		3318

PREV BALANCE 70.84 CR
 Water 56.88
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 13.96 CR

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	616827		3318

PREV BALANCE 70.84 CR
 Water 56.88
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 13.96 CR

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USA King Eider
 HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908
 RETURN SERVICE REQUESTED
 DUE DATE 08/12
 ACCOUNT NUMBER [REDACTED]
 SERVICE ADDRESS
 184 Reinken Blvd

PREVIOUS BAL	1.45	CURRENT AMT	107.81	TOTAL DUE	109.26
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Enjoy your summer meter read July 31, 2015 Base rate without 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

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UTILITY BILLING

HARRISON-RAY WATER CO.
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 PHONE (509) 545-1908
 RETURN SERVICE REQUESTED
 DUE DATE 07/31/15
 ACCOUNT NUMBER [REDACTED]
 SERVICE ADDRESS
 184 Reinken Blvd

PREVIOUS BAL	1.45	CURRENT AMT	107.81	TOTAL DUE	109.26
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PREV BALANCE 1.45
 Water 107.81
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 109.26



UTILITY BILLING

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908
 RETURN SERVICE REQUESTED
 DUE DATE 09/30/15 350
 ACCOUNT NUMBER [REDACTED]
 SERVICE ADDRESS
 184 Reinken Blvd

PREVIOUS BAL	.74 CR	CURRENT AMT	79.90	TOTAL DUE	79.16
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Meter read August 31, 2015 Base rate without 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

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 RETURN SERVICE REQUESTED
 DUE DATE 08/31/15
 ACCOUNT NUMBER [REDACTED]
 SERVICE ADDRESS
 184 Reinken Blvd

PREVIOUS BAL	1.45	CURRENT AMT	107.81	TOTAL DUE	109.26
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PREV BALANCE 1.45
 Water 107.81
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BAL DUE/EQUAL PAY 109.26



UTILITY BILLING

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 RETURN SERVICE REQUESTED
 DUE DATE 09/30/15 350
 ACCOUNT NUMBER [REDACTED]
 SERVICE ADDRESS
 184 Reinken Blvd

PREVIOUS BAL	.74 CR	CURRENT AMT	79.90	TOTAL DUE	79.16
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Meter read August 31, 2015 Base rate without 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

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 RETURN SERVICE REQUESTED
 DUE DATE 11/30/15
 ACCOUNT NUMBER [REDACTED]
 SERVICE ADDRESS
 184 Reinken Blvd

PREVIOUS BAL	24.83	CURRENT AMT	31.72	TOTAL DUE	56.55
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Happy New Year 2016 Base 0 usage \$25.85 0-2,500 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

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PREV BALANCE 24.83
 Water 31.72
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 56.55



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