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SEP 25 2007

WASH. UT. & TP. COMM

Washington Utilities and Transportation Commission
1300 Evergreen Park Drive S.W.
P.O. Box 47250
Olympia, WA 98504-7250

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CONSUMER AFFAIRS

Re: Concern/Complaint about Town Water and Rate Notice

Dear Personnel:

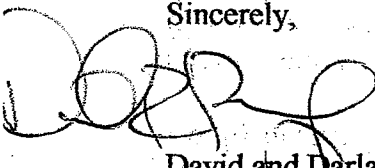
We received a notice stating a rate increase is to be imposed upon us by our water company, Harrison and Ray Water Company, in Burbank, WA. This letter is to explain why we feel this is unnecessary and unfair, and to request an investigation by your staff as to whether our water is worthy of such increased prices.

For one, our water system is from a tank, and it is not filtered. We have to buy our own personal filter systems and maintain them for our homes. If we didn't, the water is so hard that it affects the performance and life of our household appliances, as well as other expenses. Also, periodically the water reeks of sulfur and you cannot only bring yourself to drink it, but also have to hold your breath to even brush your teeth. In addition the water is cloudy at times and makes one worry if it is fit for consumption. Furthermore, the water pressure is nothing spectacular and at times very scant. As far as the water temperature, it is pretty warm which can breed bacteria. We understand that it needs to be boiled and everything in contact with it needs to be boiled, if using such for infants.

We feel that for what we receive, our water prices are high enough. Why let the water company raise their prices when we get no better water or services concerning it?

We are asking for your help in this matter. If you could investigate on the proper services for our water system and the quality of our water, then you could better advise us about the fairness in cost for it.

Sincerely,


David and Darla Borey