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CONSUMER AFFAIRS

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To Whom It May Concern: WASH. UT. & TP. COMM

This letter is in regard to the purposed rate increase of the Harrison Ray Water Co. in Burbank, WA. We are opposed to this raise for many reasons.

The first reason we oppose the rate increase is the lack of customer service. When there have been billing issues or other inquiries about the water we are treated very rudely on the phone and at times have been hung up on by the wife of the owner. They tell us they will get back to us and we never hear from them. This will go on for months at a time before we get an answer, if we get one at all. We recently had a leak in our driveway and called to find out about the location of the main lines and if the leak was coming from their line or mine. When the gentleman from Harrison Ray Water Co, showed up he just stated that the leak must be on my side and that if I wanted it fixed it would cost us \$300. if he fixed it. There was no investigation into the leak at all, just the assumption. We have been over billed many times and it takes months to get it straightened out. The meters are never read on a consistent basis and not at all in the winter. The bills are never sent out at the same time either. There were months we would not get our water bill until the following month and the bill due date was already past. Other months we would get huge bills because the meter had not been read all winter long. When the well had been red tagged by the state for multiple violations we received nothing from Harrison Ray Water Co. about not using the water and still had to pay for the water that we were not suppose to be using.

The second issue we are concerned about is the water quality. The nitrate levels in our water are so high that the water company that put in my filter system couldn't tell me the number because the chart didn't go high enough. We also had to install a water softener because the water was so hard that it was ruining toilets, faucets and dishes. There are times that the water stinks so bad that it makes you gag when you get in the shower or you try to drink it. The smell of sulfur can be smelled from anywhere in the house. There have been numerous times that the well has been in violation of state and county codes but yet we are never told about it and still continued to be billed for the water.

The last but not least issue is the monetary amount that this water costs us. It is more than anyone else in the Burbank and Pasco areas. It is hard to afford to water the lawn and garden at current prices. This new rate

increase will more than double our water bill monthly. It will cause my bill to be well over \$220. a month for water in the summer. The highest monthly water bill that the other systems in town charge is \$70. a month for unlimited water. We do not understand how all these other systems operate at much lower rates, but yet Harrison Ray Water Co. thinks that they need another 36% increase. This increase will hurt our ability to resale in the future and our ability to maintain a nice yard to help uplift the community. The port of Walla Walla has made the option available to hook up to there soon to be complete filtration plant in Burbank so that we can all have fresh clean and safe drinking water for years to come.

It is our request that this increase by Harrison Ray Water Co. be denied and that the current practices of the company will be reviewed. Thank-you for your time on this matter.

Thank-you,

Garrett and Sherri Stark

