

3418

RECEIVED
SEP 27 2007
CONSUMER AFFAIRS



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

RECEIVED
SEP 27 2007
WASH. UT. & TP. COMM

Re: Concern/Complaint about Town Water and Rate Notice

Dear Personnel:

We received a notice stating a rate increase from our water company, Harrison and Ray Water Company, in Burbank, WA. I think this is unnecessary and unfair, and I am requesting your investigation into it.

For one, our water 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. For another, the water reeks of sulfur periodically and the smell keeps you from drinking or brushing your teeth with it. There's no fluoride that I know of added to it. In addition the water is cloudy at times and makes us worry about its quality for drinking. Also, the water pressure is poor at times, and the temperature 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 it for babies.

I 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?

I'm 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, you could keep our water company in check and accountable to us. At any rate they should not be able to raise price without providing better services.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kyle Borey', written over a horizontal line.

Kyle Borey