

EXHIBIT ML-1

CRISTALINA, LLC
Customer QuickReport
All Transactions

1056
Beck, Michael-1056

Type	Date	Num	Memo	Cir	Split	Amount
Payment	10/14/2009	1600	10153	✓	Accounts Receivable	57.00
Payment	11/27/2009	1634		✓	Accounts Receivable	154.00
Payment	03/10/2010	1736		✓	Accounts Receivable	70.00
Payment	03/10/2010	17726		✓	Accounts Receivable	287.00
Payment	04/15/2010	1772	10971	✓	Accounts Receivable	70.00
Payment	05/10/2010	1809	10972	✓	Accounts Receivable	70.00
Payment	06/22/2010	1838		✓	Accounts Receivable	70.00
Payment	07/01/2010	1877		✓	Accounts Receivable	70.00
Payment	08/13/2010	1907		✓	Accounts Receivable	70.00
Payment	09/24/2010	1948		✓	Accounts Receivable	70.00
Payment	10/22/2010	1980		✓	Accounts Receivable	70.00
Payment	11/23/2010	1996		✓	Accounts Receivable	70.00
Payment	12/08/2010	2023		✓	Accounts Receivable	70.00
Payment	01/14/2011	2055		✓	Accounts Receivable	68.30
Payment	02/28/2011	2074		✓	Accounts Receivable	68.30
Payment	04/01/2011	2120		✓	Accounts Receivable	68.10
Payment	05/05/2011	2147		✓	Accounts Receivable	68.10
Payment	06/09/2011			✓	Accounts Receivable	68.30
Payment	06/15/2011	2228		✓	Accounts Receivable	68.30
Payment	08/31/2011	2270		✓	Accounts Receivable	68.30
Payment	09/01/2011	2305		✓	Accounts Receivable	68.30
Payment	09/15/2011	2321		✓	Accounts Receivable	68.30
Payment	10/11/2011	2334		✓	Accounts Receivable	68.30
Payment	12/01/2011	2403		✓	Accounts Receivable	68.30
Payment	01/01/2012	2474		✓	Accounts Receivable	68.30

Report Criteria

Sorted by Account # (From: 1056, To: 1056)

Date range selected, From: 1/1/2012 To: 4/22/2014

Cristalina LLC

4/22/2014

Payment History Report

Acct #

<u>Date</u>		<u>Total</u>	<u>New Bal</u>	T PTV	<u>Check #</u>
1056					
3/28/14	REC	78.79	3474.59	P Check	3234
3/3/14	REC	81.93	3384.12	P Check	3192
2/7/14	PST	74.61	3381.76	P Check	3164
1/13/14	PST	78.25	3456.37	P Check	3129
12/3/13	PST	80.92	3330.30	P Check	3090
12/3/13	PST	79.86	3250.44	P Check	3092
12/3/13	PST	78.40	3411.22	P Check	3091
11/7/13	PST	79.34	3344.44	P Check	3068
10/16/13	PST	80.10	13620.96	P Check	3039
10/16/13	PST	81.56	13701.06	P Check	3038
6/20/13	PST	79.77	12193.20	P Check	2902
3/8/13	PST	78.19	11340.39	P Check	2823
3/8/13	PST	81.83	11418.58	P Check	2824
11/20/12	PST	80.49	10611.38	P Check	2730
10/7/12	PST	78.51	10206.36	P Check	2705
10/7/12	PST	81.90	10124.46	P Check	2706
7/16/12	PST	79.14	9730.95	P Check	2643
6/20/12	PST	80.10	9542.34	P Check	2605
6/20/12	PST	79.03	9622.44	P Check	2606
4/23/12	PST	77.83	9173.34	P Check	2544
4/23/12	PST	79.75	9251.17	P Check	2545
3/15/12	PST	68.30	9071.00	P Check	2510

Totals:

1738.60

EXHIBIT ML-2



M.R. Beck
G.A. Beck
27107 314th Ave SE
Ravensdale, WA 98051
253-335-0293

2840
34-8271251

04/05 2013

Pay to the Order of Cristalina \$ 79.25
Seventy Nine & 25/100 Dollars

Columbia Bank
23924 225th Way SE
Maple Valley, WA 98038

12/10/12

For #1056 - 01/10/13 to

Jordan Beck

⑆ 1 25 108 27 21 1 10 1 4 4 8 7 4 ⑆ 2840

201 Date \$



M.R. Beck
G.A. Beck
27107 314th Ave SE
Ravensdale, WA 98051
253-335-0293

2839
34-8271251

04/05 2013

Pay to the Order of Cristalina \$ 79.23
Seventy Nine & 23/100 Dollars

Columbia Bank
23924 225th Way SE
Maple Valley, WA 98038

EX 111

For #1056 - 11-01-12 to 04/01/13

Jordan Beck

⑆ 1 25 108 27 21 1 10 1 4 4 8 7 4 ⑆ 2839



M.R. Beck
G.A. Beck
27107 314th Ave SE
Ravensdale, WA 98051
253-335-0293

2937
34-8271251

04/05 2013

Pay to the Order of Cristalina \$ 79.98
Seventy Nine & 98/100 Dollars

Columbia Bank
23924 225th Way SE
Maple Valley, WA 98038

For #1056 - 11/01/2012 to 04/20/2013

Jordan Beck

⑆ 1 25 108 27 21 1 10 1 4 4 8 7 4 ⑆ 2937

EXHIBIT ML-3

M.R. BECK
G. A. BECK
27107 314TH AVE SE
RAVENSDALE, WA 98051
253-335-0283

12/05/13

3103
34-827/1251

Pay Cristalina
to the order of one hundred sixty and no/cent \$ 160.00
Dollars

COLUMBIA BANK
23924 225TH WAY SE
MAPLE VALLEY, WA 98038

Deposit on Disputed Acct # 10510 Golden Bank
⑆ 125108272⑆1101144874⑆ 3103

Harold Clarke

EXHIBIT ML-4



Inside the Legislature

- ★ [Find Your Legislator](#)
- ★ [Visiting the Legislature](#)
- ★ [Agendas, Schedules and Calendars](#)
- ★ [Bill Information](#)
- ★ [Laws and Agency Rules](#)
- ★ [Legislative Committees](#)
- ★ [Legislative Agencies](#)
- ★ [Legislative Information Center](#)
- ★ [E-mail Notifications](#)
- ★ [Civic Education](#)
- ★ [History of the State Legislature](#)

Outside the Legislature

- ★ [Congress - the Other Washington](#)
- ★ [TVW](#)
- ★ [Washington Courts](#)
- ★ [OFM Fiscal Note Website](#)



[WACs](#) · [Title 480](#) · [Chapter 480-110](#) · [Section 480-110-395](#)

[480-110-385](#) << [480-110-395](#) >> [480-110-405](#)

WAC 480-110-395

[Agency filings affecting this section](#)

Water quality refunds.

(1) Each water company may be required to refund water charges due to poor water quality only:

(a) Upon commission order resulting from a formal proceeding before the commission; and

(b) When there are violations of the Washington department of health water quality standards in WAC [246-290-310](#) (Maximum contaminant levels (MCLs) and maximum residual disinfectant levels (MRDLs)); and

(c) If the company does not take follow up steps outlined in WAC [246-290-320](#) (Follow-up action).

(2) The amount of the refund will be determined in a formal proceeding before the commission and is not recoverable through rates or charges.

[Statutory Authority: RCW [80.01.040](#), 80.04.160, 81.04.160 and 34.05.353. WSR 05-06-051 (Docket No. A-021178 and TO-030288, General Order No. R-518), § 480-110-395, filed 2/28/05, effective 3/31/05. Statutory Authority: RCW [80.01.040](#). WSR 99-24-100 (Order R-467, Docket No. UW-980082), § 480-110-395, filed 11/30/99, effective 12/31/99.]

EXHIBIT ML-5

Date	Corrected Late Fee	Corrected Billing	Amount Paid	Payment Date	Cumulative Balance	
<u>Month</u>	<u>Year</u>	<u>2%</u>				
May	2009	\$ 112.28	\$ 45.00	\$ -	\$ 6,014.05	
June	2009	120.28	77.00	-	6,211.33	
July	2009	124.23	45.00	-	6,380.56	
August	2009	127.61	57.00	-	6,565.17	
September	2009	131.30	77.00	(45.00)	9/23/2009	6,728.47
October	2009	134.57	77.00	(57.00)	10/14/2009	6,883.04
November	2009	137.66	77.00	(154.00)	11/27/2009	6,943.70
December	2009	138.87	77.00	-		7,159.58
January	2010	143.19	77.00	-		7,379.77
February	2010	147.60	77.00	-		7,604.36
March	2010	152.09	68.30	(357.00)	3/10/2010	7,467.75
April	2010	149.36	70.00	(70.00)	4/15/2010	7,617.11
May	2010	152.34	70.00	(70.00)	5/10/2010	7,769.45
June	2010	155.39	70.00	(70.00)	6/22/2010	7,924.84
July	2010	158.50	70.00	(70.00)	7/1/2010	8,083.34
August	2010	161.67	70.00	(70.00)	8/13/2010	8,245.00
September	2010	164.90	68.30	(70.00)	9/24/2010	8,408.20
October	2010	168.16	68.30	(70.00)	10/22/2010	8,574.67
November	2010	171.49	70.00	(70.00)	11/23/2010	8,746.16
December	2010	174.92	68.30	(68.30)	12/8/2010	8,921.08
January	2011	178.42	68.30	(68.30)	1/14/2011	9,099.50
February	2011	181.99	68.30	(68.30)	2/28/2011	9,281.49
March	2011	185.63	68.30	-		9,535.42
April	2011	190.71	68.30	(68.30)	4/1/2011	9,726.13
May	2011	194.52	68.30	(68.10)	5/5/2011	9,920.86
June	2011	198.42	68.30	(136.60)	6/15/2011	10,050.97
July	2011	201.02	68.30	-		10,320.29
August	2011	206.41	68.30	(68.30)	8/31/2011	10,526.70
September	2011	210.53	68.30	(136.60)	9/15/2011	10,668.93
October	2011	213.38	68.30	(68.30)	10/11/2011	10,882.31
November	2011	217.65	68.30	-		11,168.26
December	2011	223.37	68.30	(68.30)	12/1/2011	\$11,391.62
<u>January</u>	2012	227.83	68.30	(68.30)		\$11,619.45
February	2012	232.39	77.83	-		\$11,929.67
March	2012	238.59	79.75	(68.30)	3/15/2012	\$12,179.72
April	2012	243.59	80.10	(157.68)	4/23/2012	\$12,345.73
May	2012	246.91	79.03	-		\$12,671.68
June	2012	253.43	80.14	(159.13)	6/20/2012	\$12,846.12
July	2012	256.92	78.51	(79.14)	7/16/2012	\$13,102.41
August	2012	262.05	81.90	-		\$13,446.36
September	2012	268.93	80.49	-		\$13,795.78
October	2012	275.92	78.40	(78.51)	10/7/2012	\$14,071.58
November	2012	281.43	81.36	(80.49)	11/20/2012	\$14,353.88
December	2012	287.08	79.23	-		\$14,720.19
January	2013	294.40	79.25	-		\$15,093.85
February	2013	301.88	81.16	-		\$15,476.88
March	2013	309.54	79.22	(160.02)	3/8/2013	\$15,705.62
April	2013	314.11	79.77	-		\$16,099.50
May	2013	321.99	79.58	(159.54)	5/30/2013	\$16,341.53
June	2013	326.83	80.92	(79.77)	6/9/2013	\$16,669.51
July	2013	333.39	80.10	-		\$17,083.00

August	2013	341.66	81.56	-		\$17,506.22
September	2013	350.12	79.34	-		\$17,935.69
October	2013	358.71	78.40	(161.66)		\$18,211.14
November	2013	364.22	79.86	(79.34)	11/07/1013	\$18,575.88
December	2013	371.52	79.86	(239.18)	12/3/2013	\$18,788.08
January	2014	375.76	74.61	(78.25)	1/13/2014	\$19,160.20
February	2014	383.20	81.23	(74.61)	2/7/2014	\$19,550.03
March	2014	391.00	78.79	(81.93)	3/3/2014	\$19,937.89
April	2014	398.76	79.53	(79.79)	4/14/2014	\$20,336.39

Date	Amount	Interest	Balance
	\$45	2%	
May-03	\$ 45.00		\$ 45.00
June-03	90.00	1.80	91.80
July-03	121.80	2.44	124.24
August-03	154.24	3.08	157.32
September-03	187.32	3.75	191.07
October-03	221.07	4.42	225.49
November-03	255.49	5.11	260.60
December-03	290.60	5.81	296.41
January-04	326.41	6.53	332.94
February-04	362.94	7.26	370.20
March-04	400.20	8.00	408.20
April-04	438.20	8.76	446.97
May-04	476.97	9.54	486.50
June-04	516.50	10.33	526.83
July-04	556.83	11.14	567.97
August-04	597.97	11.96	609.93
September-04	639.93	12.80	652.73
October-04	682.73	13.65	696.38
November-04	726.38	14.53	740.91
December-04	770.91	15.42	786.33
January-05	816.33	16.33	832.66
February-05	862.66	17.25	879.91
March-05	909.91	18.20	928.11
April-05	958.11	19.16	977.27
May-05	1,007.27	20.15	1,027.42
June-05	1,057.42	21.15	1,078.56
July-05	1,108.56	22.17	1,130.73
August-05	1,160.73	23.21	1,183.95
September-05	1,213.95	24.28	1,238.23
October-05	1,268.23	25.36	1,293.59
November-05	1,323.59	26.47	1,350.06
December-05	1,380.06	27.60	1,407.67
January-06	1,437.67	28.75	1,466.42
February-06	1,496.42	29.93	1,526.35
March-06	1,556.35	31.13	1,587.47
April-06	1,617.47	32.35	1,649.82
May-06	1,679.82	33.60	1,713.42
June-06	1,743.42	34.87	1,778.29
July-06	1,823.29	36.47	1,859.76
August-06	1,904.76	38.10	1,942.85
September-06	1,987.85	39.76	2,027.61
October-06	2,072.61	41.45	2,114.06
November-06	2,159.06	43.18	2,202.24
December-06	2,247.24	44.94	2,292.19
January-07	2,337.19	46.74	2,383.93
February-07	2,428.93	48.58	2,477.51
March-07	2,522.51	50.45	2,572.96
April-07	2,617.96	52.36	2,670.32
May-07	2,715.32	54.31	2,769.62
June-07	2,814.62	56.29	2,870.92
July-07	2,915.92	58.32	2,974.23
August-07	3,019.23	60.38	3,079.62
September-07	3,124.62	62.49	3,187.11
October-07	3,232.11	64.64	3,296.75

November-07	3,341.75	66.84	3,408.59
December-07	3,453.59	69.07	3,522.66
January-08	3,567.66	71.35	3,639.01
February-08	3,684.01	73.68	3,757.69
March-08	3,802.69	76.05	3,878.75
April-08	3,923.75	78.47	4,002.22
May-08	4,047.22	80.94	4,128.17
June-08	4,173.17	83.46	4,256.63
July-08	4,301.63	86.03	4,387.66
July-08	4,432.66	88.65	4,521.32
August-08	4,566.32	91.33	4,657.64
September-08	4,702.64	94.05	4,796.70
October-08	4,841.70	96.83	4,938.53
November-08	4,983.53	99.67	5,083.20
December-08	5,128.20	102.56	5,230.76
January-09	5,275.76	105.52	5,381.28
February-09	5,426.28	108.53	5,534.80
March-09	5,579.80	111.60	5,691.40
April-09	5,736.40	114.73	5,851.13
May-09	5,896.13	117.92	6,014.05

<u>Date</u>	<u>Invoice Number</u>	<u>Amount Billed</u>	<u>Late Fee Billed</u>	<u>Prior Statement Balance</u>
<u>Month</u>	<u>Year</u>			
May	2009	9802 \$ 45.00	\$ 106.87	\$ 24,707.35
June	2009	9894 77.00	111.41	24,895.76
July	2009	10067 45.00	107.75	25,048.51
August	2009	10153 57.00	112.33	25,217.84
September	2009	10238 77.00	113.89	25,408.73
October	2009	10325 77.00	107.27	25,593.00
November	2009	10409 77.00	113.43	25,783.43
December	2009	10502 77.00	109.27	25,969.70
January	2010	10633 77.00	113.43	26,160.13
February	2010	10722 77.00	114.92	26,352.05
March	2010	10813 68.30	103.26	26,523.61
April	2010	10983 70.00	-	26,593.61
May	2010	11072 70.00	445.36	27,108.97
June	2010	11161 70.00	226.84	27,405.81
July	2010	11250 70.00	220.90	27,696.71
August	2010	11338 70.00	229.70	27,996.41
September	2010	11427 68.30	178.72	28,243.43
October	2010	12158 68.30	276.75	28,588.48
November	2010	12159 70.00	166.74	28,825.22
December	2010	12160 68.30	295.46	29,188.98
January	2011	12161 68.30	235.42	29,492.70
February	2011	12162 68.30	235.42	29,796.42
March	2011	12163 68.30	212.55	30,077.27
April	2011	4697 60.59	-	30,200.32
May	2011		62.46	30,333.50
June	2011		133.18	30,448.69
July	2011		115.19	30,448.69
August	2011		-	30,448.69
September	2011		-	30,448.69
October	2011		-	30,760.99
November	2011		312.30	30,760.99
December	2011		-	31,080.25
<u>January</u>	2012		319.26	31,249.59
February	2012	210 77.83	169.34	31,503.53
March	2012	309 79.75	176.11	31,763.10
April	2012	409 80.10	179.82	32,025.06
May	2012	510 79.03	181.86	32,291.19
June	2012	609 80.14	187.10	32,560.57
July	2012	910 78.51	189.24	32,832.13
August	2012	810 81.90	193.05	33,112.51
September	2012	910 80.49	198.48	33,460.15
October	2012	1007 78.40	267.15	33,745.06
November	2012	1110 81.36	206.51	34,036.42
December	2012	1210 79.23	210.00	34,332.09
January	2013	30110 79.25	216.44	34,633.69
February	2013	30210 81.16	222.35	34,940.03
March	2013	30310 79.22	225.18	35,250.56
April	2013	30410 79.77	231.31	35,567.85
May	2013	30510 79.58	237.52	35,888.11
June	2013	30610 80.92	240.68	36,216.11
July	2013	30710 80.10	247.08	36,549.85

August	2013	30810	81.56	253.64	36,891.73
September	2013	30910	79.34	260.32	37,238.22
October	2013	31010	78.40	267.15	37,381.94
November	2013	31110	79.86	65.32	37,526.81
December	2013	31210	79.86	65.01	37,672.98
January	2014	40110	74.61	66.31	37,750.65
February	2014	40210	81.23	3.06	37,836.56
March	2014	40310	78.79	4.68	37,917.91
April	2014	40410	79.53	2.56	37,997.44

EXHIBIT ML-6

**=METROSCAN PROPERTY PROFILE=
King (WA)**

OWNERSHIP INFORMATION

Parcel Number : 282207 9053 02 Q : SW S : 28 T : 22N R : 07E
 Building Id # : 1
 Parcel Type : Unplatted
 Owner/Taxpayer : Beck Michael R & Glenda A
 CoOwner :
 Site Address : 27107 314th Ave SE Ravensdale 98051
 Mail Address : PO Box 476 Ravensdale Wa 98051
 Telephone : Owner :

SALES AND LOAN INFORMATION

Recording Date	: 10/01/1984	Loan Amount	:
Auditors Fee #	: 462	Lender	:
Sale Price	: \$69,000	Loan Type	:
Deed Type	: Warranty	Interest Rate	:
% Owned	:	Vesting Type	:

ASSESSMENT AND TAX INFORMATION

Taxable Land	: \$130,000	Improved	: 58
Taxable Structure	: \$178,000	2009 Taxes	: \$3,372.18
Taxable Total	: \$308,000	Exempt Code	:
Appraised Land	: \$130,000	Excise Tax #	: 794546
Appraised Structure	: \$178,000	Levy Code	: 4870
Appraised Total	: \$308,000		

PROPERTY DESCRIPTION

Census	: Tract: 315.01	Block: 1
Map Grid	: 719 B6	
Neighborhood Cd	: 040009	
Zoning Code	: RA5	
Land Use	: 002 Res,Single Family Residence	
Legal	: STR 282207 TAXLOT 53 LOT 1 KCSP	
	: 178130 REC AF # 7810110764 SD PLAT	
	: DAF - SE 1/4 OF SW 1/4 OF SE 1/4	
Sub/Plat	:	
Recording Num	:	
Short Plat	: 0178130	
Building Name	:	
Volume	:	Page :
Jurisdiction	: KING COUNTY	

Profile-Page 1 of 2

= METROSCAN PROPERTY PROFILE =
King (WA)

Parcel # : 282207 9053

Bldg Id # : 1

PROPERTY CHARACTERISTICS

<i>Bedrooms</i> : 3	<i>1st Floor SF</i> : 1,140	<i>Year Built</i> : 1984
<i>Bath Full</i> : 1	<i>2nd Floor SF</i> :	<i>Eff Year</i> :
<i>Bath 3/4</i> :	<i>3+ Floor SqFt</i> :	<i>GarageType</i> :
<i>Bath 1/2</i> :	<i>Half Floor SF</i> :	<i>Bsmnt Type</i> :
<i>Fireplace</i> : 1	<i>AboveGroundSF</i> : 1,140	<i>BsmntGrade</i> :
<i>Deck</i> : Yes	<i>Finished SqFt</i> : 1,140	<i>Bldg Matl</i> :
<i>Porch</i> :	<i>Fin Bsmnt SF</i> :	<i>Bldg Cond</i> : Avg
<i>Stories</i> : 1	<i>UnfinBsmnt SF</i> :	<i>Bldg Grade</i> : Avg
<i>Units</i> : 1	<i>BsmntTotal SF</i> :	<i>%Brick/Stone</i> :
<i>Elevator</i> :	<i>Bsmnt Park SF</i> :	<i>HeatSource</i> : Electric
<i>Mobile Home</i> : No	<i>Building SqFt</i> : 1,140	<i>Heat Type</i> : Hot Water
<i>Nuisance</i> :	<i>Deck SqFt</i> : 350	<i>Sewer Type</i> : Private
<i>Easements</i> :	<i>AttachedGrgSF</i> :	<i>Wtr Source</i> : Private
<i>Design Type</i> :		

LAND INFORMATION

Lot Acres : 1.14
Lot SqFt : 49,680
Lot Shape :
Tde/Uplnd :
TopoProbs : Coal Mine
Wtr Front :
Sprinkler :
WtrFrntSF :
GroundCvr :
Golf Adj : No

VIEW INFORMATION

View : None
View Seattle Skyline :
View Lake/River :
View Lake Sammamish :
View Mountain :
View Puget Sound :
View Mt. Rainier :
View Olympics :
View Cascades :
View Territorial :
View Lake Washington :
View Other :

STREET INFORMATION

St Surface : Gravel
St Access : Private

COMMERCIAL BUILDING SECTION FEATURES

<u>USE/DESCRIPTION</u>	<u>STORIES</u>	<u>STORY HT</u>	<u>GROSS SQ FT</u>	<u>NET SQ FT</u>
------------------------	----------------	-----------------	--------------------	------------------

- 1.
- 2.
- 3.
- 4.
- 5.

EXHIBIT SE-7

Maria:

I have completed my investigation into the customer's account history, based upon the information provided by the company during the course of the complaint. The customer's account must be adjusted by issuing a credit of \$5,526.48. I will explain below why the customer's account balance is incorrect, and I expect it to be changed. I will assume that you have made the required corrections, regardless of whether you respond to this email or not. I will be providing the customer my findings as well, and telling her to expect this credit to appear on her next bill. She will be instructed to call us back if her next bill is not credited.

I recalculated the customer's account history, using a starting balance of \$0 as of Oct. 1, 2007. I added the customer's bills, plus the tariffed 2% late fees, and all of the corrected bills, missing late fees, and missing bills up to June 15, 2013. I did not include either of the 2011 bad debt write offs, or any charges or payments that may have occurred since the account history was provided on July 3, 2013. Based upon my findings, the customer's total balance as of June 15 (prior to whenever the June bill was issued) should be \$3,423.78.

There are several reasons for the large difference (\$5,526.48) between the figure you provided (\$8,950.26), and the figure I came to (\$3,423.78). Most notably, the 6-year statute of limitations applies to this customer. Going back six years from today, we find that on Oct. 1, 2007, the customer's account balance was \$20,928.14. Because this balance was accumulated before the statute period, it should be written off. The company may still attempt to collect the money from the customer, or send the customer to collections, but this balance cannot affect the customer's account. Indeed, of the \$20,928.14 balance, \$20,919.19 was written off in 2011.

Of the 49 late fees (or "finance charges") charged since Oct. 1, 2007, I could not find a single instance where the company charged a 2% late fee (the rate in the tariff). The actual interest charged fluctuated between 0.4% and 4.76%. In addition to the incorrect late fees, there were 20 instances where no late fees were charged. There were 10 months in a row where the customer was not charged for water service at all. An additional 8 bills were charged an incorrect rate.

I recalculated the customer's account history, using a starting balance of \$0 as of Oct. 1, 2007. I added the customer's bills, plus the tariffed 2% late fees, and all of the corrected bills, missing late fees, and missing bills up to June 15, 2013. I did not include either of the 2011 bad debt write offs, or any charges or payments that may have occurred since the account history was provided on July 3, 2013. Based upon

my findings, the customer's total balance as of June 15 (prior to whenever the June bill was issued) should be \$3,423.78.

* * *

This complaint is now closed. The disposition is Consumer Upheld. Please note that the Consumer Protection section has an internal quality review program, and all closed complaints are subject to possible review and/or re-opening. The explanation of the violations recorded above constitutes technical assistance.

Please make all corrections necessary to ensure future compliance. Repeat violations may result in enforcement action, including monetary penalties. Staff considers a number of factors when recommending penalties, including whether past technical assistance was provided and subsequently followed.

Thank you,

Steven Elliott | Consumer Complaint Investigator

Utilities and Transportation Commission | Consumer Protection and Communications

PO Box 47250 | 1300 S Evergreen Park Dr SW, Olympia, WA 98504

selliott@utc.wa.gov | Toll Free: 1-888-333-WUTC (9882) | Fax: 360-664-4291