

LAW OFFICES
of
RAINIER LEGAL CENTER, INC. P.S.
31615 MAPLE VALLEY HIGHWAY
POST OFFICE BOX 100
BLACK DIAMOND, WASHINGTON 98010

BARRY C. KOMBOL
Attorney at Law

(360) 886-2668
(425) 432-3380
FAX (360) 886-2124

FAX COVER SHEET

Date: May 2, 2014 ; 3:45 p.m.

Please deliver the following pages to:

NAME: Clark/Executive Director & Secretary
FIRM: The Washington Utilities & Transportation Commission
FAX #: 360-586-1150
FROM: Barry C. Kombol, Attorney for Complainants

We are transmitting 25 pages including this cover page.

If you do not receive all pages, please call us immediately at:
(425) 432-3380

Operator: sjb
ORIGINAL: by email & overnight mail WILL BE FORWARDED [] WILL NOT BE FORWARDED

NOTES: In Re the Complaint of Mike and Glenda Beck Against
Cristalina Water Co., Case Nos. 117759 and 132268
Attached is Complainants' Rebutal Witness List and
Exhibit List. I have filed this via records@utc.wa.gov
on this date and have also overnight expres-mailed the original & 1
3-hole punched copy.

THE INFORMATION CONTAINED IN THIS FACSIMILE MESSAGE IS ATTORNEY PRIVILEGED AND CONFIDENTIAL AND IS INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR ENTITY NAMED ABOVE. IF THE READER OF THIS MESSAGE IS NOT THE INTENDED RECIPIENT, YOU ARE HEREBY NOTIFIED THAT ANY DISSEMINATION, DISTRIBUTION OR COPY OF THIS COMMUNICATION IS STRICTLY PROHIBITED. IF YOU HAVE RECEIVED THIS COMMUNICATION IN ERROR, PLEASE IMMEDIATELY NOTIFY US BY TELEPHONE AND RETURN THE ORIGINAL MESSAGE TO US AT THE ABOVE ADDRESS VIA THE U.S. POSTAL SERVICE (POSTAGE PAID BY BARRY C. KOMBOL, ATTORNEY AT LAW). THANK YOU.

STATE OF WASHINGTON
UTILITIES & TRANSPORTATION
COMMISSION
2014 MAY -2 AM 10:14
RECEIVED

LAW OFFICES
of
RAINIER LEGAL CENTER, INC. P.S.
31615 MAPLE VALLEY HIGHWAY
POST OFFICE BOX 100

BARRY C. KOMBOI,
Attorney at Law
rainierlegal@yahoo.com

BLACK DIAMOND, WASHINGTON 98010

(360) 886-2868
(425) 432-3380

FAX (360) 886-2124

May 2, 2014

**The Washington Utilities and
Transportation Commission**

**Via Overnight-Express
Mail Delivery-3/28/2014**

Attn: Clerk/Executive Director & Secretary

P.O. Box 47250
1300 South Evergreen Park Dr SW
Olympia, WA. 98504-7250

Re: **In Re the Complaint of Mike and Glenda Beck
Against Cristalina Water Company
Case Nos. 117759 and 132268**

**CORRECTED FILING OF "Complainants' Witness
List and Exhibit List"**

Dear Clerk:

Enclosed herein please find the original **plus one copy** of "Complainants' Rebuttal Witness List and Exhibit List" and "Certificate of Mailing." Please file these documents today on behalf of Mike and Glenda Beck which is due by **May 2nd**. Today, my office has also filed these documents in WORD and .pdf **via records@utc.wa.gov**.

Should you have any questions, please do not hesitate to call. Thank you for your assistance in this matter.

Very truly yours,

Barry C. Kombol

Rainier Legal Center, Inc. P.S.

BCK:sjb

Attachments

- ✓ cc: WUTC [Enclosures Via Facsimile: 360-586-1150]
- cc: Cristalina Water Co., LLC [Enclosures Via E-mail]
- cc: Eric P. Gillett [Enclosures Via E-mail]

2014 MAY -2 AM 10:14
RECEIVED
COURT MANAGEMENT

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION
COMMISSION
2014 MAY -2 AM 10:14
PROCEEDINGS

In Re the Complaint of:)	
)	No. 117759 and
)	-----
MIKE and GLENDA BECK,)	No. 132268
)	
against)	COMPLAINANTS' REBUTTAL
)	WITNESS LIST & EXHIBIT
CRISTALINA WATER COMPANY.)	LIST
)	
Regulated Utility.)	

To: **The Washington Utilities
and Transportation Commission
Attn: Executive Director & Secretary**
P.O. Box 47250,
1300 South Evergreen Park Drive SW
Olympia, WA. 98504-7250
Via Facsimile 360.586.1150
Via Email: atorem@utc.wa.gov
Via Email: rpearson@utc.wa.gov

And to: **Cristalina Water Company, LLC**
Post Office Box 4055
Bellingham, WA. 98227
Via Email: maria@bellinghamhomes.net

And to: **Eric P. Gillett, Esq.**
Attorney at Law
901 Fifth Avenue, Suite 3400
Seattle, WA. 98164
Via Email: egillett@pregodonnell.com

YOU, EACH OF YOU, are advised that the undersigned hereby gives notice that pursuant to Washington State Administrative Rules relating to proceedings of this sort and on behalf of the

Complainants, he discloses names, addresses and nature of expected testimony of Complainants' **MIKE** and **GLEND A BECK'S** "Rebuttal" Witnesses.

Lay Witnesses

1. **Steven Elliott**
Utilities and Transportation Commissioner
Consumer Protection and Communications
P.O. Box 47250
1300 S. Evergreen Park Drive SW
Olympia, WA. 98504
(888) 333-9882
(360) 664-4291
selliott@utc.wa.gov

Steven Elliott may testify regarding his reconciliation of the Complainants Mike and Glenda Beck's account with Cristalina and the process he used to determine the amount owed by the Becks to Cristalina.

2. **Susan Burnett, Paralegal**
Rainier Legal Center, Inc.
Post Office Box 100
Black Diamond, WA. 98010
(425) 432-3380
susanrainierlegal@yahoo.com

Susan Burnett may testify regarding her review and comparison of the Water Company's exhibits with Mr. and Mrs. Beck's banking records between 2010 and 2014 and also the preparation of Exhibits C-GB-25(a), (b), and (c).

YOU AND EACH OF YOU are advised that the undersigned hereby gives notice that the Complainants will submit at Evidentiary Hearing in this matter the following "Rebuttal" Exhibits and Documents:

EXHIBIT "C"



Exhibit C-GB-25
Charts of Payments Made by Mike and Glenda Beck
[Comparing Water Company's Exhibit ML-5 versus Becks' Chart Record of Payments]

		Becks' Records		Amount of Payment		Bill Date/Paid Timely or Late Due to Receiving Statement Late		Exhibit Already Submitted		Location of Proof of Payment & Explanations		
	Year	Becks' Payment Date	Check #	Amount of Payment	Check #	Bill Date/Paid	Receiving Statement Late	Exhibit	Submitted	Location of Proof of Payment & Explanations		
May	2009	\$112.28		\$45.00				Unable to locate Becks' 2009 records to timely reply in Rebuttal Exhibit				
June	2009	\$120.28		\$77.00				Unable to locate Becks' 2009 records to timely reply in Rebuttal Exhibit				
July	2009	\$124.23		\$45.00				Unable to locate Becks' 2009 records to timely reply in Rebuttal Exhibit				
August	2009	\$127.61		\$57.00				Unable to locate Becks' 2009 records to timely reply in Rebuttal Exhibit				
September	2009	\$131.30		\$77.00				Unable to locate Becks' 2009 records to timely reply in Rebuttal Exhibit				
October	2009	\$134.57		\$77.00		10/14/2009		10/14/2009	#1600	\$57.00	Paid Oct. bill on 10/14/2009	See ML-1
November	2009	\$137.66		\$77.00		11/27/2009		11/27/2009	#1634	\$154.00	Paid Nov. bill and Dec. Bill	See ML-1
December	2009	\$138.87		\$77.00					#1634		\$77.00 paid with Nov. bill	See ML-1
January	2010	\$143.19		\$77.00							\$77.00 paid 3/10/2010	See ML-1
February	2010	\$147.60		\$77.00							\$77.00 paid 3/10/2010	See ML-1
March	2010	\$152.09		\$68.30					#1726	\$287.00	Extra Payment paid 3/10/2010	See ML-1
April	2010	\$149.36		\$70.00		3/10/2010		3/10/2010	#1736	\$70.00	Paid March bill on 3/10/2010	See ML-1
May	2010	\$152.34		\$70.00		4/15/2010		4/15/2010	#1772	\$70.00	Paid April bill on 4/15/2010	See ML-1
June	2010	\$155.39		\$70.00		5/10/2010		5/10/2010	#1809	\$70.00	Paid May bill on 5/10/2010	See ML-1
July	2010	\$158.50		\$70.00		6/22/2010		6/22/2010	#1838	\$70.00	Paid June bill on 6/22/2010	See ML-1
August	2010	\$161.67		\$70.00		7/1/2010		7/1/2010	#1877	\$70.00	Paid July bill on 7/1/2010	See ML-1
September	2010	\$164.90		\$68.30		8/13/2010		8/13/2010	#1907	\$70.00	Paid Aug. bill on 8/13/2010	See ML-1
October	2010	\$168.16		\$68.30		9/24/2010		9/24/2010	#1948	\$70.00	Paid Sept. bill on 9/24/2010	See ML-1
	2010			\$70.00		10/22/2010		10/22/2010	#1980	\$70.00	Paid Oct. bill on 10/22/2010	See ML-1

Exhibit C-GB-25
Charts of Payments Made by Mike and Glenda Beck
[Comparing Water Company's Exhibit ML-5 versus Becks' Chart Record of Payments]

		Becks' Records		Becks' Payment		Amount of Payment		Bill Date/Paid Timely or Late Due to Receiving Statement Late		Exhibit Already Submitted		Location of Proof of Payment & Explanations	
Month	Year	Date	Check #	Payment	Check #	Payment	Check #	Amount	Bill Date/Paid	Exhibit	Location of Proof of Payment & Explanations		
November	2010	11/23/2010	#1996	\$70.00	#1996	\$70.00	#1996	\$70.00	Paid Nov. bill on 11/23/2010	See ML-1			
December	2010	12/8/2010	#2023	\$68.30	#2023	\$68.30	#2023	\$68.30	Paid Dec. bill on 12/8/2010	See ML-1			
January	2011	1/14/2011	#2055	\$68.30	#2055	\$68.30	#2055	\$68.30	Paid Jan. bill on 1/14/2011	See ML-1	See Exh C-GB-26		
January								\$0.40	Credit memo		See Exh C-GB-26		
February	2011	2/28/2011	#2074	\$68.30	#2074	\$68.30	#2074	\$68.30	Paid Feb. bill in March	See ML-1			
March	2011		#2147	\$68.30	#2147	\$68.30	#2147	\$68.30	Paid March bill/Recd Late April	See ML-1	See Exh C-GB-27		
April	2011	4/1/2011	#2136	\$68.30	#2136	\$68.30	#2136	\$68.30	Paid April bill/Recd Late May	See ML-1			
May	2011	5/5/2011	#2120	\$68.30	#2120	\$68.30	#2120	\$68.30	Paid March on 4/1/2011	See ML-1	See Exh C-GB-27		
June	2011	6/15/2011	#2228	\$136.60	#2228	\$68.30	#2228	\$68.30	Paid June bill on 6/15/2011	See ML-1	See Exh C-GB-28		
July	2011	7/31/2011	#2270	\$68.30	#2270	\$68.30	#2270	\$68.30	Paid July bill on 7/31/2011	See ML-1	See Exh C-GB-29		
August	2011	8/31/2011	#2305	\$68.30	#2305	\$68.30	#2305	\$68.30	Paid Aug. bill on 9/1/2011	See ML-1			
September	2011	9/15/2011	#2321	\$136.60	#2321	\$68.30	#2321	\$68.30	Paid Sept. bill on 9/15/2011	See ML-1	See Exh C-GB-30		
October	2011	10/11/2011	#2334	\$68.30	#2334	\$68.30	#2334	\$68.30	Paid Oct. bill on 10/11/2011	See ML-1	See Exh C-GB-31		
November	2011	12/1/2011	#2403	\$68.30	#2403	\$68.30	#2403	\$68.30	Paid Nov. bill on 12/1/2011	See ML-1	See Exh C-GB-32		
December	2011	12/1/2011	#2474	\$68.30	#2474	\$68.30	#2474	\$68.30	Paid Dec. bill on 1/2012	See A-GB-1;	See Exh C-GB-33		
January	2012	Not listed	#2510	\$68.30	#2510	\$68.30	#2510	\$68.30	Paid Jan. bill/Recd Late Feb.	See A-GB-2			
February	2012	4/1/2012	#2544	\$77.83	#2544	\$77.83	#2544	\$77.83	Paid Feb. bill/Recd Late March	See A-GB-3			
March	2012	3/15/2012	#2545	\$68.30	#2545	\$68.30	#2545	\$79.75	Paid March bill on 4/1	See A-GB-4			
April	2012	4/23/2012	#2635	\$157.68	#2635	\$80.10	#2635	\$80.10	Paid April bill/Recd Late May	See A-GB-5			
May	2012	6/10/2012	#2636	\$0	#2636	\$79.03	#2636	\$79.03	Paid May bill on 6/10	See A-GB-6			
June	2012	6/20/2012	#2643	\$159.13	#2643	\$80.14	#2643	\$79.14	Paid June bill on 7/12	See A-GB-7	Cristina over charged \$1.00		
July	2012	7/16/2012	#2705	\$78.51	#2705	\$79.14	#2705	\$79	Paid June bill/Recd Late Sept.	See A-GB-8			
August	2012	10/1/2012	#2736	\$81.90	#2736	\$81.90	#2736	\$81.90	Paid Aug. Bill/Recd Late Sept.	See A-GB-9			
September	2012	11/1/2012	#2730	\$80.49	#2730	\$80.49	#2730	\$80.49	Paid Sept. Bill/Recd Late Oct.	See A-GB-10			
October	2012	10/7/2012	#2823	\$78.40	#2823	\$78.51	#2823	\$78.66	Paid Oct. Bill/Recd Late Jan.	See A-GB-11	over paid \$.15		
November	2012	11/20/2012	#2824	\$81.36	#2824	\$80.49	#2824	\$81.36	Paid Nov. Bill/Recd Late Jan.	See A-GB-12	over paid \$.27		
December	2012	4/5/2013	#2839	\$79.23	#2839	\$79.23	#2839	\$79.23	Paid Dec. Bill/Recd Late March	See A-GB-13			

Exhibit C-GB-25
Charts of Payments Made by Mike and Glenda Beck
[Comparing Water Company's Exhibit ML-5 versus Becks' Chart Record of Payments]

		Becks' Records		Amount of Payment		Bill Date/Paid		Timely or Late		Due		Exhibit		Location of Proof of Payment & Explanations	
		Payment:		Check #		To Receiving Statement		Late		Late		Already Submitted			
		Date		Date		Late		Late		Late		See A-GB-13			
2013	January	\$294.40	\$79.25	\$0	#2840	4/5/2013	\$79.25	Paid Jan. Bill/Recd Late	March			See A-GB-13			
2013	February	\$301.86	\$81.16	\$0	#3103	12/15/2013	\$81.16	Paid Feb. Bill/Never Recd Bill	March			See A-GB-22			
2013	March	\$309.54	\$79.22	\$160.02	#3103	3/8/2012	\$78.86	Paid Mar Bill/Never Recd Bill	March			See A-GB-22			
2013	April	\$314.44	\$79.77	\$0	#2902	5/9/2013	\$79.77	Paid April Bill on 5/9/2013	March			See A-GB-14			
2013	May	\$311.99	\$79.58	\$159.54	#2937	6/6/2013	\$79.58	Paid May Bill on 6/10/2013	March			See A-GB-15			
2013	June	\$326.83	\$80.92	\$79.77	#3080	11/26/2013	\$80.92	Paid June Bill/Recd Late Oct.	March			See A-GB-20			
2013	July	\$333.39	\$80.10	\$40.00	#3039	10/7/2013	\$80.10	Paid July Bill/Recd Late Sept.	March			See A-GB-17			
2013	August	\$341.60	\$81.66	\$0	#3038	10/7/2013	\$81.56	Paid August Bill/Recd Late Sept.	March			See A-GB-15			under paid \$.10
2013	September	\$350.12	\$79.34	\$0	#3068	11/1/2013	\$79.34	Paid Sept. Bill/Recd Late Oct.	March			See A-GB-19			
2013	October	\$358.71	\$78.40	\$161.66	#3091	Not listed	\$78.40	Paid Oct. Bill on 10/23/2013	March			See A-GB-18			
2013	November	\$364.22	\$79.86	\$79.34	#3092	11/7/2013	\$79.86	Paid Nov. Bill on 11/28/2013	March			See A-GB-21			
2013	December	\$371.52	\$79.86	\$239.18	#3129	12/3/2013	\$78.25	Paid Dec. Bill on 12/26/2013	March						See C-GB-34; under paid \$1.61
					#3103	12/15/2013	\$160.00	Money Returned Back to Becks by Cristalina	March			See A-GB-22			
2014	January	\$375.76	\$74.61	\$78.25	#3129	1/13/2014	\$78.25	Payment Acknowledged by Cristalina	March			See ML-5			overpaid \$3.64
2014	February	\$383.20	\$81.25	\$74.61	#3164	2/7/2014	\$74.61	Payment Acknowledged by Cristalina	March			See ML-5			underpaid \$6.62
2014	March	\$391.00	\$78.79	\$81.93	#3192	3/3/2014	\$81.93	Payment Acknowledged by Cristalina	March			See ML-5			overpaid \$3.14
									March						overpaid \$.26; note Cristalin's error in Exhibit ML-1 showing Beck's payment different at \$78.79
2014	April	\$398.76	\$79.53	\$79.79	#3234	4/14/2014	\$79.79	Money Received by Cristalina	March			See ML-5			

Billing Questions: Terry Cooper 360-236-7318 Water issues: Dick Unger 425-271-3218 Late fees: 2% monthly		Due Date	Amount Due	Amount Enc.	
		February 15, 2011	\$7,199.78		
Date	Description	Amount	Balance		
01/01/2011	Balance forward		7,130.36		
01/04/2011	CREDMEM #11972.	4.40	7,125.96		
01/14/2011	PMT #2055.	-68.30	7,057.66		
01/31/2011	INV #FC 4620. Finance Charge	73.82	7,131.48		
02/01/2011	INV #11985.	68.30	7,199.78		
<p><i>PA OK #</i></p> <p><i>73820</i></p> <p><i>440</i></p> <p><i>6830</i></p> <p><i>6830</i></p>					
Billing from Feb. 1, - Feb. 28, 2011	Flat Rate Capita. Improvement Surcharge Capita. Repair Surcharge	\$32.00 \$32.00 \$4.30			
		68.30			
Current	1-30 Days Pas: Due	31-60 Days Past Due	61-90 Days Past Due	Over 90 Days Past Due	Amount Due
68.30	73.82	143.53	162.01	6,752.12	\$7,199.78

Billing Questions: Stephanie Opsteeg: 360-296-7318
 Water issues: Dick Utger 425-271-3218
 Late fees: 2% monthly

		Due Date	Amount Due	Amount Enc.
		4/16/2011	\$8,109.43	
Date	Description	Amount		
03/01/2011	Balance forward	8,106.07		
04/01/2011	Beck, Michael-1056- PMT #2120.	-68.10		
04/01/2011	INV #FC 4697. Finance Charge	62.46		
Billing from March 1, - March 31, 2011	Flat Rate Capital Improvement Surcharge Capital Repair Surcharge	\$32.00 \$32.00 \$4.30		
Current		1-30 Days Past Due	31-60 Days Past Due	61-90 Days Past Due
68.10 62.46		0.00	584.57	68.30
			7,385.10	Amount Due
				\$8,100.43

OK # 2147
68.10

CRISTALINA, LLC

PO Box 2626
Bellingham, WA 98227
Physical Address:
1200 Old Fairhaven Pkwy, Suite #106
Bellingham, WA 98225

Statement

Date

6/1/2011

Bill To

1056 - BECK, MICHAEL
27107 - 314th Ave. SE
Ravensdale, WA. 98051

Billing Questions: Stephanie Opsteegh 360-296-7318
Water issues: Dick Unger 425-271-3218
Late fees: 2% monthly

Due Date	Amount Due	Amount Enc.
6/16/2011	\$8,294.20	

Date	Description	Amount	Balance
05/01/2011	Balance forward		8,161.02

M.R. BECK
G.A. BECK
27107 314TH AVE SE
RAVENSDALE, WA 98061
360.886.0284

2228
34-8271251

6/15 2011

Pay to the order of *Cristina* \$68.30
Dirty Dollars

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

For *June 2011* *Jenida Beck*

⑆ 125108272⑆ 1101144074⑆ 2228

Billing from May 1, - May 31, 2011	Flat Rate	\$32.00				
	Capital Improvement Surcharge	\$32.00				
	Capital Repair Surcharge	\$4.30				
		<i>70</i>				
		<i>ck</i>				
		<i>2011</i>				
		<i>68.30</i>				
Current	1-30 Days Past Due	31-60 Days Past Due	61-90 Days Past Due	Over 90 Days Past Due	Amount Due	
0.00	133.18	60.59	62.46	8,037.97	\$8,294.20	

Statement

Date

7/1/2011

CRYSTALINA, LLC

PO Box 2626

Bellingham, WA 98227

Physical Address:

1200 Old Fairhaven Pkwy, Suite #106

Bellingham, WA 98225

Bill To

1056 - BECK, MICHAEL

27107 - 314th Ave. SE

Ravensdale, WA. 98051

Billing Questions: Stephanie Orsteegh 360-296-7318

Water issues: Dick Unger 425-271-3218

Late fees: 2% monthly

Account

MR. BECK

G.A. BECK

27107 314TH AVE SE

RAVENS DALE, WA 98051

981260284

2270

34-8271253

07/01/2011

Crystalina Water

\$68.30

to the order of

Audrey erget and John

Dollars

COLUMBIA BANK

23824 225TH WAY SE

MAPLE VALLEY, WA 98043

July 2011 payment

10125108272011011448741# 2270

Due Date	Amount Due	Amount Enc.
7/1/2011	\$7,867.99	
		Balance
		7,821.10
		7,752.80
		7,867.99

Flat Rate
 Capital Improvement Surcharge
 Capital Repair Surcharge

\$32.00
 \$32.00
 \$4.30

Billing from June 1, -
 June 30, 2011

9/15/2011

HERE IS MY September 2011
payment Tax
Gordon Beck

M.F. BECK
G.A. BECK
27107 314TH AVE SE
RAVENSDALE, WA 98051
206.898.0524

2321

34-82711251

9/15 2011

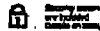
Pay
to the order of

Cristaluna

\$ 68.30

Sixty eight and 30/100

Dollars



COLUMBIA BANK
23924 225TH WAY SE
MAPLE VALLEY, WA 98028

For

Sept 2011 PD payment

Gordon Beck

⑆ 1 25 108 27 20 1 10 1 14 48 74 ⑆ 2321 ⑆

Oct 11, 2011

Here is my October 2011 payment.

Thanks
Gloria

M.R. BECK
G.A. BECK
27107 314TH AVE SE
RAVENSDALE, WA 98051
360.886.0624

2334
34-8271251

10/11 2011

Pay to the order of Cristalena \$ 68.30
Sixty eight and 30/100 Dollars

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

FOR Oct 2011 payment Josida Beck
⑆ 125108272⑆ 1101144874⑆ 2334

CRISTALINA, LLC

PO Box 2626
 Bellingham, WA 98227
 Physical Address:
 1200 Old Fairhaven Pkwy, Suite #106
 Bellingham, WA 98225

Statement

Date

11/5/2011

Bill To

1056 - BECK, MICHAEL
 27107 - 314th Ave. SE
 Ravensdale, WA. 98051

Billing Questions: Stephanie Opsteegh 360-296-7318
 Water issues: Dick Unger 425-271-3218
 Late fees: 2% monthly

Due Date	Amount Due	Amount Enc.
11/20/2011	2403	

Date	Balance
10/01/2011	7,981.16

M.R. BECK
 G.A. BECK
 27107 314TH AVE SE
 RAVENSDALE, WA 98051
 360.886.0524

Pay to the order of

Cristalina
Mike Light and Son

\$ 68.30

Dollars

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

For *DDV payment*

⑆ 2510827201101144874 2403

Billing from Oct 1, - Oct 31, 2011

Flat Rate
 Capital Improvement Surcharge
 Capital Repair Surcharge

\$32.00
 \$32.00
 \$4.30

Current	1-30 Days Past Due	31-60 Days Past Due	61-90 Days Past Due	Over 90 Days Past Due	Amount Due
0.00	312.30	0.00	386.37	7,526.49	\$8,225.16

Final Bill

Cristalina LLC
PO Box 4055
1200 Old Fairhaven Pkwy #106
Bellingham, WA 98227
Telephone: 360-296-7318

Office Hours:

ACCOUNT #	CUSTOMER NAME	RATE	TELEPHONE NUMBER	SERVICE ADDRESS	
1056 -	Beck, Michael & Glenda	1		27107 314th Ave SE	
Service		Number Days	Meter Readings		Usage in Cubic Feet
From	To		Previous	Current	
11/10/2013	12/05/2013	25	39335	39673	338
Water BASE Water USAGE Capital Improve.					
<p><i>This is your final bill with Cristalina. Your past owing is being sent to collections.</i></p> <p>Last Payment received was \$79.86 on 12/03/2013 Mail Payment To: PO Box 4055 Bellingham WA 98227</p>					
M.R. BECK G. A. BECK 27107 314TH AVE SE RAVENSDALE, WA 98051 253-336-0293				3129 94-82771251	13 78.25
Pay <i>Cristalina</i> <i>Seventy eight and 25/100</i>				\$ 78.25	
COLUMBIA BANK 23004 225TH WAY SE MAPLE VALLEY, WA 98038					
#1056 For 11/10/2013 to 12/5/2013					
⑆ 25 108 27 20 1 10 1 14 48 74 ⑆ 3 1 2 9					
BECK, MICHAEL & GLENDA 27107 314TH AVE SE RAVENSDALE, WA 98051					

Cristalina LLC
PO Box 4055, 1200 Old Fairhaven Pkwy #106
Bellingham, WA 98227

Water Bill

Beck, Michael & Glenda
27107 - 314th Ave. SE
Havensdale, WA 98051

ACCOUNT NUMBER	DUE DATE	AMOUNT DUE
1056	12/23/2013	78.25
Billing Date	Rate Code	Meter #
12/06/2013	1	1056

3/15/11

To whom it may concern:

I did not receive a March statement for water service this month. Here is my payment. Can you please make sure I get a statement to paid my water bill on time.

Thank
Mrs Beck

*Cristalina
Water Company*

January 21, 2012

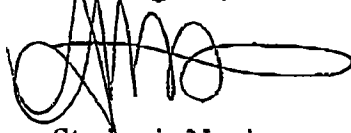
Dear Cristalina Customer,

We received several messages reporting that many people did not receive their bill within last month. I was out of the office from Christmas Eve until last week recovering from an unexpected surgery. While I tried to get to everyone as best as I could, it hasn't been easy to return all of the calls that have been left over the past couple of weeks. If you have been waiting, I sincerely apologize and will get back to you by the end of the week.

After going through all of the payments received during my absence, I have printed out mini account summaries and attached them to your statement. This statement includes December as well for anyone who has not already received it. If you have already received it and sent payment, please disregard that amount. Otherwise, please take a moment to review the payments we show received for November, December & January and let me know if I have overlooked anything. I will be returning your calls over the next few days and wanted to make sure you have our updated account balance.

We hope you all had a nice holiday season!

Kind regards,



Stephanie Norris

360-296-7318

The logo for Cristalina Water Company is written in a cursive, handwritten-style font. The word "Cristalina" is on the top line and "Water Company" is on the line below it.

August 3, 2012

Dear Cristalina Customer,

Several customers have informed me they did not receive their July bill. I did send them out later than usual since I was away on vacation. If you have already received your bill and have sent payment, please disregard.

There are a few other issues we would like to address:

First, we would like to thank you for your patience during what has been a challenging transition for everyone. We understand it can be frustrating to have bills that are not received at predictable times and are often not accurate. This has been extremely difficult for us as well. As many of you know, Maria has purchased, a 2nd new software that does not have the bugs that this 1st one did. I had hoped to have it fully up last month, but was not able to finish entering all of the data over from the last software. This can be a long and tedious process but we are now finished with the majority of data transfer and will be mailing August bills, on the 20th using this new software. The 20th will be our continued date to mail bills, which will give us plenty of time to record meter readings, investigate any questions and record payments from the previous month.

For now email billing has been suspended. Our new system has a really helpful online feature that will allow any customers who wish to go online, check their balance and pay their bill. However, we are planning to run a couple billing cycles with all paper bills to ensure that is working efficiently and everyone is satisfied with the invoices and all questions are answered. We will notify everyone when the online option is available and you will be able to sign up for it if you choose.

Second, we would like to address the issue on the upgraded water system. We have received several questions over the last weeks and months and will take this opportunity to explain what has happened, and what will still be done in the future.

Ultimately, 75% of the system was upgraded. The remaining portion that was not completed will be done in the future as soon as we are approved for another loan. The project cost was way more than expected, therefore we took care the pipes that were the furthest away from the pump house and with the highest elevations. It is not uncommon for any construction project to run over estimate, especially one of this magnitude.

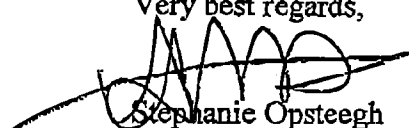
It is my understanding that since the work was completed, the water pressure problems along with other service issues have been eliminated. We are in the process of asking for additional monies to finish the remaining portion of the work. However, since the water system is functioning properly and we are not experiencing any problems from the non-improved area, it is not as urgent as finalizing the accounting system upgrade.

There have also been several inquiries about the understanding that firestands would be installed with the upgrade. Initially, Maria did believe this would be possible and she agreed it would be beneficial to the residents. However, our engineer has explained to us, that it is simply not feasible to upgrade our system to the capacity required to support such stands. That would require larger pipes and larger water reserves, which would have raised the construction costs drastically. As I previously stated, we already were not able to complete the entire project with the funds we had.

Maria, Dick and I are dedicated to making sure you all have clean & adequate water, good customer service and accurate and on time billing. We have invested many hours in these upgrades: billing, construction and computer. We have tested and replaced several meters that were of concern. We have also helped detect leaks for a couple of residents who were using extremely large amounts of water.

We are doing the best we can to answer all questions, and resolve any issues. We apologize for any mistakes that have happened in the process either due to human or computer errors. We would like to express our appreciation for the patience everyone has shown over these months.

Very best regards,



Stephanie Opsteegh
Cristalina Water Company
360-296-7318
stephnorr@hotmail.com

TO ALL CRISTALINA CUSTOMERS:

There was a problem with our billing software and some of your statements did not print correctly. Please replace your recent statement with the enclosed.

Sorry for any inconvenience. Please call with any questions or concerns.

**Terryl Cooper
Bookkeeper
(360)296-7318**

The logo for Cristalina Water Company features the name "Cristalina" in a large, elegant, cursive script. Below it, the words "Water Company" are written in a smaller, simpler font, also in a cursive style.

October 17, 2013

Dear Customer,

We regret to inform you that at the end of August, we discovered many anomalies in our accounting records. Since then, we have hired an accountant to reconcile all customer accounts for the last two years. During this process, we discovered that the May – June billing was never completed. The employee in charge of billing entered the meter readings into the system but never issued invoices for that month. At the same time, we discovered that invoices were not being sent timely, payments were credited to incorrect accounts, payments were never deposited and many credits were issued to customers without justification. We will be contacting all of the affected customers with our review of their accounts. Once all corrections have been made, a 3rd party management company will handle all future billings to ensure that this does not occur again.

We have contacted the Washington Utilities and Transportation Commission for guidance on this issue. They have also requested a review of our records and will be monitoring our progress. We regret that this unfortunate incident occurred and hope to resolve this situation as quickly as possible.

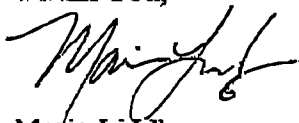
Enclosed is the June billing for the time period of 5/20/2013 to 6/11/2013. As mentioned in our 10/14/2013 posting on our website, we have completed a review of all customer accounts and have determined that this invoice was never mailed to customers. No late fees will be charged for this enclosed billing and we are willing to make payment arrangements for any customers in need.

If you have any questions or concerns, feel free to give us a call at 360-296-7318 or e-mail us at cristalinawater@gmail.com. Billing questions are generally answered on Tuesdays and Wednesdays.

Boil water advisory update:

Please keep an eye on the Cristalina website (www.cristalinawater.com). We are hoping the boil water advisory will be lifted on Tuesday, October 22nd or sooner.

Thank You,

A handwritten signature in black ink, appearing to read "Maria Lindberg".

Maria Lindberg
Manager