

Formal Complaint Against Harrison Ray Water Company
Filed by Nancy Marquart
156 Teri Road Burbank WA 99323 Walla Walla County

RECEIVED
RECORDS MANAGEMENT
2018 FEB 14 AM 8:40
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Harrison Ray Account Number [REDACTED]

I am filing this formal complaint against Harrison Ray Water Company due to the non-compliance of Harrison Ray to the requests of the Washington State Utilities and Transportation Commission on my informal complaint.

The complaint points are:

WAC 480-110-375 Form of Bills

- Beginning with the billing for May 2017 usage, which was postmarked July 11, 2017 I have either not received bills or those that I do receive are months late and often reflect a past due amount that was never billed. This precludes me from knowing what the meter readings were for those non-billed months.
- In July 2017 I received the bill for May 2017 usage with a past due amount of \$61.23 for I assume April. The April bill was never received with the meter readings.
- In August 2017 I received a bill for June 2017 usage, which still reflected a past due amount of \$61.23. This bill had a stamp covering the due date and was not postmarked. At this point I paid the June bill and the \$61.23.
- In late October around the 23rd I received the bill for August usage showing a previous balance of \$167.41. This amount was never billed to me with the meter readings. This bill is not postmarked and the due date is covered with the stamp but appears to be due either Oct 3, 30th or 31st from what little I can read.
- None of the bills identify or show each separate charge as a line item.
- None of the bills show the delinquent date if the bill is not paid.
- Since the August usage I have not received a bill from Harrison Ray even though I know that the meters were read at a minimum once since then. On October 21, 2017 my son saw teenaged boys out by the meter and asked what they were doing on our property. Their response was that they were reading the water meter.

WAC 480-110-115 Availability of Information

- Beginning in August 2017, due to the billing irregularities, and upon learning that my neighbor was unable to contact Harrison Ray by phone I tried calling several times from my work number and my cell phone. Each time I left messages that I would like a return call about not receiving my bills. I never received a response.

I am attaching the bills and my cancelled checks as well as other correspondence I have sent to Harrison Ray. I am also attaching a copy that I received from the UTC on the detail of my informal complaint.

The relief I am requesting is consistent meter readings, consistent invoices and line item detail on those invoices. I am also requesting that Harrison Ray provide valid contact information, as it is very concerning that they can't be reached, especially if there was an emergency.

All my statements and documents are true and correct to the best of my knowledge..

Sincerely,

A handwritten signature in cursive script that reads "Nancy Marquart". The signature is written in black ink and is positioned above the typed name.

Nancy Marquart
156 Teri Road
Burbank WA 99323

I may also be reached via phone at 509-544-3522 or email nanjmarquart@gmail.com

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

PAST DUE IF PAYMENT IS NOT RECEIVED BY DUE DATE
 DELINQUENT ACCOUNTS SUBJECT TO PENALTIES,
 SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING

ACCOUNT NUMBER: [REDACTED]		
SERVICE FROM: 05/01/17		SERVICE TO: 05/31/17
PREVIOUS: 212984	CURRENT: 223276	USED: 10292

PREV BALANCE 61.23
 Water 141.68
 Returned Check Fee *CK*
 Reconnect Fee *7637*

BAL DUE/EQUAL PAY 202.91

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

RETURN SERVICE REQUEST



NUMBER: [REDACTED] 07/		
SERVICE ADDRESS: 156 Teri Rd		
PREVIOUS BAL: 61.23	CURRENT BAL: 141.68	TOTAL DUE: 202.91

Meter read 05/31/2017 Base rate with 0 usage
 \$25.85 0 up to 2,500 cubic feet \$0.88 per 100
 from 2,501-6,500 cubic feet \$1.08 per 100 over
 6,500 cubic feet \$1.33 per 100. If you have any
 questions please give me a call Mon-Fri 8:00am to

Please return this stub with payment

Marquart, Nancy
 156 Teri Rd
 Burbank WA 99323

Postmarked 7/11/17



UTILITY BILLING

25.85 Base
 $25 \times .88 = 22.00$
 $40 \times 1.08 = 43.20$
 $38 \times 1.33 = 50.54$

141.59

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

PAST DUE IF PAYMENT IS NOT RECEIVED BY DUE DATE
 DELINQUENT ACCOUNTS SUBJECT TO PENALTIES,
 SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING

ACCOUNT NUMBER: [REDACTED]		
SERVICE FROM: 06/01/17		SERVICE TO: 06/30/17
PREVIOUS: 223276	CURRENT: 233633	USED: 10357

PREV BALANCE 61.23
 Water 142.55
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 203.78

No Postmark

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

RETURN SERVICE REQUEST



NUMBER: [REDACTED] 07/		
SERVICE ADDRESS: 156 Teri Rd		
PREVIOUS BAL: 61.23	CURRENT BAL: 142.55	TOTAL DUE: 203.78

Meter read June 30, 2017 - base rate with 0 usage
 \$25.85 0 up to 2,500 cubic feet \$0.88 per 100
 from 2,501-6,500 cubic feet \$1.08 per 100 over
 6,500 cubic feet \$1.33 per 100

Please return this stub with payment

Marquart, Nancy
 156 Teri Rd
 Burbank WA 99323

Base = 25.85
 $25 \times .88 = 22.00$
 $40 \times 1.08 = 43.20$
 $39 \times 1.33 = 51.87$

142.92

CK 7645
~~*Paid full amount*~~ because *I had enough other stress in my life*
UTILITY BILLING
Check 7645

W. John and Nancy Marquart
 156 Teri Road
 Burbank, WA 99323
 509 554-3522

7637
98-8128/3251

7-20 2017

Pay to the Order of Harrison Ray \$ 14168
One hundred forty one 68/100 Dollars

Hapo Community Credit Union
 601 Williams Ave
 Richland WA 99352

for _____ *[Signature]*

07-27-20

Banner Bank Walla Walla

PAY TO THE ORDER OF
 AMERICANWEST BANK
 125107037
 FOR DEPOSIT ONLY
 HARRISON RAY WATER COMPANY

W. John and Nancy Marquart
 156 Ten Road
 Burbank, WA 99323
 509 554-3522

7645
98-8126/3251

8-16 2017

Pay to the Order of Harrison Ray \$ 203.78
Two hundred three 78/100 Dollars

Hapo Community Credit Union
 601 Williams Ave
 Richland WA 98352

For _____ *[Signature]*

PAY TO THE ORDER OF
 AMERICANWEST BANK
 125107037
 FOR DEPOSIT ONLY
 HARRISON RAY WATER COMPANY

08-23

Banner Bank Walla Walla WA

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

PAST DUE IF PAYMENT IS NOT RECEIVED BY DUE DATE
 DELINQUENT ACCOUNTS SUBJECT TO PENALTIES.
 SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING

ACCOUNT NUMBER		
[REDACTED]		
SERVICE FROM:		SERVICE TO:
08/01/17		08/31/17
PREVIOUS	PRESENT	USED
245859	254678	8819

PREV BALANCE 167.41
 Water 122.09
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 289.50

No Postmark

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

RETURN SER
 REQUESTE



METER NUMBER		1073
SERVICE ADDRESS		
156 Teri Rd		
<i>Never billed</i>		
PREVIOUS BAL	CURRENT AMT	TOTAL DUE
167.41	122.09	289.50

Meter-read Aug 31, 2017 Base-Rate with 0 usage
 \$25.85 0-2,500 cubic feet is 0.88 per 100 2,501
 up to 6,500 cubic feet \$1.08 per 100 over 6,500
 cubic feet is \$1.33 per 100

Please return this stub with payment

Marquart, Nancy
 156 Teri Rd
 Burbank WA 99323

UTILITY BILLING

25.85 Base
 $25 \times .88 = 22.00$
 $40 \times 1.08 = 43.20$
 $23 \times 1.33 = 30.59$

 121.64

billed 122.09
 Check 7718



W. John and Nancy Marquart
156 Toll Road
Burbank, WA 99323
509 554 3522

7718
99-81289251

11-3 20 17

Pay to the order of

Thomson Ray

\$1200.00

Hapo Community Credit Union
601 Williams Ave
Richland WA 99352

For

[Redacted]

W. John Marquart

Scanned

[Redacted]

[Redacted]

11-17-09

[Redacted]

Banner Bank Walla Walla

PAY TO THE ORDER OF
AMERICANWEST BANK
1 - 125107037
FOR DEPOSIT ONLY
HARRISON RAY WATER COMPANY

January 8, 2018

Harrison Ray Water Co
PO Box 2818
Pasco WA 99302-2818

Dear Harrison Ray,

Enclosed is a check for \$140.00. I have not received a bill since October which was supposedly August meter read. I know that we used water, but I can't afford to continue to not receive timely billings and then get hit with an astronomical bill because your company isn't sending out invoices. I am paying \$35.00 per month at this point for September, October, November and December.

Nancy Marquart
156 Teri Road
Burbank WA 99323
Account [REDACTED]

W. John and Nancy Marquart
156 Teri Road
Burbank, WA 99323
209 554-3522

7761
99-9126/3251

1-8 2018

Pay to the order of Harrison Ray \$140.00

One hundred forty

Hapo Community Credit Union
507 Williams Ave
Richland WA 99352

1.027.01

N. Marquart

[REDACTED]

SCHOLL

W. John and Nancy Marquart
 156 Teri Road
 Burbank, WA 99323
 509 554-3522

7761
 00-8126/3251

1-8 2018

Pay to the Order of Harrison Ray \$ 140
One hundred forty Dollars

Hapo Community Credit Union
 601 Williams Ave
 Richland WA 99352

For 1,027.01 N. Marquart

Security Features Available on Back

ROLL

BOTW < [REDACTED] > 81/18/2018, [REDACTED]

PAY TO THE ORDER OF
BANK OF THE WEST
FOR DEPOSIT ONLY
N.T. HARRISON BYPASS TRUST A
HARRISON WATER CO/KIONA

January 23, 2018

Harrison-Ray Water Co.
PO Box 2818
Pasco WA 99302-2818

Dear Harrison-Ray,

Enclosed is a check in the amount of \$167.41. This is for water usage, I assume for July, because it was showing as a past due on my August bill but I never received the statement nor proof of a meter reading. However I know that amount is indicative of our water usage during that time of year. We still have not received a statement since the August usage statement that was finally in my mailbox at the end of October.

Nancy Marquart
156 Teri Road
Burbank WA 99323
Account [REDACTED]

HARRISON-RAY WATER CO.
P.O. BOX 2818
PASCO, WA 99302-2818
PHONE (509) 545-1908

PAY DUE IF PAYMENT IS NOT RECEIVED BY DUE DATE
DELINQUENT ACCOUNTS SUBJECT TO PENALTIES,
SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING

ACCOUNT NUMBER [REDACTED]		
SERVICE FROM: 08/01/17		SERVICE TO: 08/31/17
PREVIOUS 245859	CURRENT 254678	USED 8819

PREV BALANCE 167.41
Water 122.09
Returned Check Fee
Reconnect Fee

No Postmark

HARRISON-RAY WATER CO.
P.O. BOX 2818
PASCO, WA 99302-2818
PHONE (509) 545-1908

RETURN SERVICE REQUESTED



METER NUMBER [REDACTED]		DATE 10/3
SERVICE ADDRESS 156 Teri Rd		
Never billed		
PREVIOUS BAL 167.41	CURRENT AMT 122.09	TOTAL DUE 289.50

Meter read Aug 31, 2017 Base Rate with 0 usage
\$25.85 0-2,500 cubic feet is 0.88 per 100 2,501
up to 6,500 cubic feet \$1.08 per 100 over 6,500
cubic feet is \$1.33 per 100

Please return this stub with payment

Marquart, Nancy
156 Teri Rd
Burbank WA 99323

W. John & Nancy Marquart
156 Teri Road
Burbank, WA 99323
509 554-3522

1-22-2018

Pay to the Order of Harrison Ray \$167.41
One hundred sixty seven and 41/100 Dollars

Hapo Community Credit Union

For [Signature]

7800
90-0126/3251

UTILITY BILLING



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY (360) 586-8203

December 22, 2017

Nancy Marquart
156 Teri Road
Burbank, WA 99323

Re: Consumer complaint CAS-22011-C0R0Q5

Dear Nancy Marquart:

Thank you for contacting the Utilities and Transportation Commission. I am responding to your complaint against Harrison-Ray Water Company, Inc (Harrison-Ray). I was unable to reach you at the phone number you provided, 509-998-4784.

Harrison-Ray has been non-responsive to the commission's requests for information and documentation. I am unable to proceed with my informal investigation; however, I have recorded violations for the company's non-compliance. I am sorry the Consumer Protection section could not be of more assistance in this case.

The commission is currently reviewing the company's business practices; however, I am providing the information for you to file a formal complaint. If you choose to file a formal complaint, either individually or with your neighbors, you will control the timeline. You can contact our office to request a copy of your complaint file.

Your complaint is now closed. If you have any questions, please call me at 1-888-333-9882, Monday through Friday, between the hours of 8 a.m. and 5 p.m.

Sincerely,

A handwritten signature in blue ink, appearing to read "Aimee Woods".

Aimee Woods
Consumer Program Specialist

* * * Communication Result Report (Nov. 2. 2017 2:20PM) * * *

}}
}

Date/Time: Nov. 2. 2017 2:18PM

File No. Mode	Destination	Pg(s)	Result	Page Not Sent
0355 Memory TX	9-15096274313--6120304#	P. 2	OK	

Reason for error
 E. 1) Hang up or line fail
 E. 3) No answer
 E. 5) Exceeded max. E-mail size

E. 2) Busy
 E. 4) No facsimile connection
 E. 6) Destination does not support IP-Fax

1300 S. Evergreen Park Drive SW
 PO Box 47250, Olympia, WA 98504-2150
 Phone: 360-696-1120 or 1-800-333-9932
 Fax: 360-664-4201
 www.utwa.gov



Fax

To: Dada Harbor, Harrison-Ray Water Co. From: Aimee Woods, UTC
 Fax: 509-627-4313 Pages: 2
 Phone: 509-545-1908 Date: 11/2/2017
 Re: UTC Complait ccc

Urgent For Review Please Comment Please Reply Please Recycle

• Comments:

Dada,

Please see the attached complaint. The response for this complaint is due 11/9/2017 by 5 p.m.

Regards,
 Aimee Woods

1300 S. Evergreen Park Drive SW
PO Box 47250, Olympia, WA 98504-7250
Phone: 360-664-1120 or 1-888-333-9882
Fax: 360-664-4291
www.utc.wa.gov

**Utilities and
Transportation
Commission**

Fax

To: Dacia Harrison, Harrison-Ray Water Co. **From:** Aimee Woods, UTC
Fax: 509-627-4313 **Pages:** 2
Phone: 509-545-1908 **Date:** 11/2/2017
Re: UTC Complaint **cc:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

● **Comments:**

Dacia,

Please see the attached complaint. The response for this complaint is due 11/6/2017 by 5 p.m.

Regards,
Aimee Woods

Washington UTC Complaint CAS-22011-C0R0Q5

Company: Harrison-Ray Water Company, Inc.

Customer: Nancy Marquart

Account #: [REDACTED]

Contact:

Service Address:

156 Teri Rd

Burbank Washington 99323

Primary Phone: 509-554-3522

Secondary Phone:

Email Address: nanjmarquart@gmail.com

Complaint Information:

Complaint ID: CAS-22011-C0R0Q5

Serviced By: Aimee Woods

Opened On: 10/30/2017 10:50 AM

Grouped By: Disputed Bill

Description:

The customer has not been receiving all of her water bills. She has left several voice messages for Harrison-Ray Water Company requesting copies of her bills; however, she has not received a response. Some of the customer's statements are post-marked months after the services dates shown. Other billing statements are not post-marked at all. There is not a due date or delinquent date on the billing postcards so there is no way to know when a balance is overdue. There is also no tax information shown. The customer disputes the amount she is being charged and believes the company is not reading the meters.

Please send copies of the customer's monthly statement for January through October 2017 with your response.

Sent 11/2/2017 at 2:15 p.m. by email to Harrison-Ray Water Company and about 2:20 p.m. by facsimile. Response due 11/6/2017 by 5 p.m.



1300 S. Evergreen Park Drive SW
PO Box 47250, Olympia, WA 98504-7250
Phone: 360-664-1120 or 1-800-333-9882
Fax: 360-664-4291
www.utc.wa.gov

**Utilities and
Transportation
Commission**

November 10, 2017

Fax

TO:

To: Dacia Harrison, Harrison-Ray Water Co.	From: Aimee Woods, UTC
Fax: 509-627-4313	Pages: 1
Phone: 509-646-1908	Date: 11/7/2017
Re: UTC Complaint	cc:

- Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

Comments:

Dacia,

This is a reminder a response for complaint CAS-22011-COR0Q5 (Nancy Marquart) was due 11/6/2017. A violation of WAC 480-110-385(3)(a) has been recorded. Daily violations will be recorded until a response is received.

Regards,
Aimee Woods

Aimee Woods, UTC

Complaint CAS-22011-COR005

So sorry I'm late with this thought I was caught
not sure how that happened I mailed Sept ^{up}
billing Oct 17, 2017 due Oct 31, 2017. I guess
I made a mistake. Sorry about that Jim
human.

about her not receiving all her water bills.
I know her well believe me I would
remember her leaving messages I don't
recall. You would not ever like to be
on her bad side as I am, for what
reason I'm not sure. Anyway these
last five months have been trying
at best. So many people are complaining
about not receiving their bills we are
not sure what to do. So I have had
to re-send July - August then that
confuses everyone that did receive a
bill so then they say we are double
billing. You tell me what to do. Every
since they closed our Pasco Post office
all the mail leaves here to Spokane
then back again. In our defence Nancy
did send us a copy of the bin that
wasn't Post Marked. Couldn't believe
my eyes it's like I'm being sabotaged

as to due date always on the card you can see on the bills. what she means is our stamp is over the due date. we have no late fee. no tax information because we charge no tax. Our card/bills have all the info on them that UTC requires your the ones who helped us with that years ago when we started the post cards. Very helpful I may add.

yes meters are read every month. With the exception of cold weather. you guys (UTC) allow us two months in a row not to read due to bad weather. In those cases we are only allowed to charge the base rate which in Ms. Marquart's case it would be \$25.85. Then when we resume reading the meter the computer deducts the \$25.85 which you charged each month whether you use the water or not. Then it calculates accordingly base rate \$25.85 with 0 usage 0-2,500 cubic ft is \$0.88 per 100 then 2,501 upto 6,500 cubic ft. is \$1.08 per 100 over 6,500 cubic ft is \$1.33 per 100.

as you can see on our bills each month has the meter read & usage that's how their bills are calculated.

please help me resolve this matter as you can see I'm overwhelmed.

attached her bills January - October

Sincerely
Dacia Harrison

Copy of bills to follow! January - Oct
in a perfect world meter are read end
of each month, bills go out between
14-16 due end of the next month
the October bills out by 15th of November
due by the 30th. Per your UTC we
have to give our customers 15 working
days to pay their water bill.

* * * Communication Result Report (Nov. 7. 2017 9:33AM) * * *

1}
2}

Date/Time: Nov. 7. 2017 9:32AM

File No. Mode	Destination	Pg(s)	Result	Page Not Sent
0367 Memory TX	915096274313--6120304#	P. 1	OK	

Reason for error

E. 1) Hang up or line fail	E. 2) Busy
E. 3) No answer	E. 4) No facsimile connection
E. 5) Exceeded max. E-mail size	E. 6) Destination does not support IP-Fax

1300 S. Evergreen Park Drive SW
 PO Box 47209, Olympia, WA 98504-7209
 Phone: 360-661-1120 or 1-800-333-0082
 Fax: 360-661-4191
 www.ifcwa.org



Fax

To: Dacia Harrison, Harrison-Roy Water Co. From: Almee Woods, UTC

Fno: 509-627-4313 Pages: 1

Phone: 609-645-1000 Date: 11/7/2017

Re: UTC Complaint cc:

Urgent For Review Please Comment Please Reply Please Recycle

• Comments

Dacia,

This is a reminder a response for complaint CAS-22011-C018025 (Nancy Marquet) was due 11/6/2017. A violation of WAC 480-110-385(3)(a) has been recorded. Daily violations will be recorded until a response is received.

Regards,
Almee Woods

1300 S. Evergreen Park Drive SW
PO Box 47250, Olympia, WA 98504-7250
Phone: 360-664-1120 or 1-888-333-9882
Fax: 360-664-4291
www.utc.wa.gov

**Utilities and
Transportation
Commission**

Fax

To: Dacia Harrison, Harrison-Ray Water Co. **From:** Aimee Woods, UTC
Fax: 509-627-4313 **Pages:** 1
Phone: 509-545-1908 **Date:** 11/7/2017
Re: UTC Complaint **cc:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

● **Comments:**

Dacia,

This is a reminder a response for complaint CAS-22011-C0R0Q5 (Nancy Marquart) was due 11/6/2017. A violation of WAC 480-110-385(3)(a) has been recorded. Daily violations will be recorded until a response is received.

Regards,
Aimee Woods

* * * Communication Result Report (Nov. 15. 2017 9:09AM) * * *

1}}

Date/Time: Nov. 15. 2017 9:08AM

File No. Mode	Destination	Pg(s)	Result	Page Not Sent
0379 Memory TX	915096274313--6120304#	P. 1	OK	

Reason for error

E. 1) Hang up or line fail	E. 2) Busy
E. 3) No answer	E. 4) No facsimile connection
E. 5) Exceeded max. E-mail size	E. 6) Destination does not support IP-Fax

1300 S. Freysson Park Drive SW
 PO Box 47260, Olympia, WA 98504-7260
 Phone: 360.661.1100 or 1.888.333.0882
 Fax: 360.634.4281
 www.tdca.gov

**Utilities and
 Transportation
 Commission**

Fax

To: Dacia Harrison, Harrison-Ray Water Co. From: Almee Woods, UTC
 Fax: 509-627-4313 Pages: 2
 Phone: 509-646-1800 Date: 11/22/2017
 Re: UTC Complaint cc:
 Urgent For Review Please Comment Please Reply Please Recycle

• Comments:

Dacia,

I received a partial response to complaint GAS-22011-COR005 for Nancy Marquat however, this response is considered incomplete because no bills were attached as requested by commission staff. You said the bills would follow, however, as of Nov. 16, I have not received anything further from Harrison-Ray Water Co.

Daily violation will continue to accrue as previously stated until a full response is received.

The customer sent me copies of the postcards she received in May and July of 2017. WAC 400-110-375(1)(i) states a bill must show the date the bill becomes delinquent...minimum specified time must be fifteen days after mailing within Washington; however, there is no mailing date or post mark on two of the postcards. Furthermore, the due date is covered by a stamp and is illegible.

Customers need to be able to see the date it was mailed and the date the bill is due. Per WAC 400-110-375, customers also need enough information to be able to calculate if their bill is accurate.

You stated the problem is that the post office is not delivering bills to all of your customers; however, you will need to file a complaint with them. The post cards need to have mailing dates on them, whether stamped by the post office or dated by you when the bills are mailed out. The postal service is not within our jurisdiction.

I hope this information helps.

Regards,
 Almee Woods

1300 S. Evergreen Park Drive SW
PO Box 47250, Olympia, WA 98504-7250
Phone: 360-664-1120 or 1-888-333-9882
Fax: 360-664-4291
www.utc.wa.gov

**Utilities and
Transportation
Commission**

Fax

To: Dacia Harrison, Harrison-Ray Water Co. **From:** Aimee Woods, UTC
Fax: 509-627-4313 **Pages:** 2
Phone: 509-545-1908 **Date:** 11/2/2017
Re: UTC Complaint **cc:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

● **Comments:**

Dacia,

I received a partial response to complaint CAS-22011-C0R0Q5 for Nancy Marquart; however, this response is considered incomplete because no bills were attached as requested by commission staff. You said the bills would follow; however, as of Nov. 15, I have not received anything further from Harrison-Ray Water Co.

Daily violations will continue to accrue as previously stated until a full response is received.

The customer sent me copies of the postcards she received in May and July of 2017. WAC 480-110-375(1)(f) states a bill must show the date the bill becomes delinquent...minimum specified time must be fifteen days after mailing within Washington; however, there is no mailing date or post mark on two of the postcards. Furthermore, the due date is covered by a stamp and is illegible.

Customers need to be able to see the date it was mailed and the date the bill is due. Per WAC 480-110-375, customers also need enough information to be able to calculate if their bill is accurate.

You stated the problem is that the post office is not delivering bills to all of your customers; however, you will need to file a complaint with them. The post cards need to have mailing dates on them, whether stamped by the post office or dated by you when the bill is mailed out. The postal service is not within our jurisdiction.

I hope this information helps.

Regards,
Aimee Woods

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Phone: 360-664-1120 or 1-888-333-9882
Fax: 360-664-4291
www.utc.wa.gov

**Utilities and
Transportation
Commission**

Fax

To: Dacia Harrison, Harrison-Ray Water Co. **From:** Aimee Woods, UTC
Fax: 509-627-4313 **Pages:** 1
Phone: 509-545-1908 **Date:** 12/22/2017
Re: UTC Complaint **cc:**

Urgent **For Review** **Please Comment** **Please Reply** **Please Recycle**

● **Comments:**

Hi Dacia,

Please see attached.

Regards,
Aimee Woods

CAS-22011-COROQ5 NANCY MARQUART

Hi Dacia,

Since you have not responded to the commission's requests for information and documentation, we will be closing the informal complaint process at this time. A formal complaint and investigation may follow.

I have recorded the following violations:

Violation: WAC 480-110-315(2) – (1 count): The company failed to notify the commission of changes to its contact information (email and phone number) ten days prior to the effective date.

Violation: WAC 480-110-375(1)(e) – (4 counts): The company failed to include enough information on the customer's March, May, June and August 2017 bills that, together with tariff rates, the customer could calculate her bill(s).

Violation: WAC 480-110-375(1)(f) – (4 counts): The company failed to show the date the bill becomes due or the bill was due within fifteen days after it was mailed for the customer's March, May, June and August 2017 statements.

Violation: WAC 480-110-385(3)(a) – (35 counts): The company failed to investigate and report the results of the complaint to the commission staff within two business days. The request for billing and information was due Nov. 6, 2017. A partial response was received until Nov. 10, 2017; however, the response was incomplete. A complete response had still not been received by the date of this complaint's closing, Dec. 22, 2017. One violation is recorded for each business day.

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.

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 review and/or re-opening.

The company may request a review of this investigation by Alice Fiman, Consumer Protection Manager. Please clearly note why the company requests a review and I will forward the request. To contact Alice directly, email afiman@utc.wa.gov or call 360-664-1103.

Regards,
Aimee

* * * Communication Result Report (Dec. 22. 2017 5:20PM) * * *

2}

Date/Time: Dec. 22. 2017 5:18PM

File No.	Mode	Destination	Pg(s)	Result	Page Not Sent
0453	Memory TX	915096274313--6120304	P. 3	OK	

Reason for error

- m. 1) Hang up or line fail
- m. 3) No answer
- m. 5) Exceeded max. E-mail size

- E. 2) Busy
- E. 4) No facsimile connection
- E. 6) Destination does not support IP-Fax

1300 S. Evergreen Park, Bldg 5W
 PO Box 47250, Olympia, WA 98504-7250
 Phone: 360-694-1120 or 1-888-933-9392
 Fax: 360-694-4291
 www.tdawa.gov



Fax

To: Dack Harrison, Harrison-Ray Water Co.	From: Alnoe Woods, UTC
Fax: 609-627-4313	Pages: 1
Phone: 609-645-1900	Date: 12/22/2017
Re: UTC Complaint	cc:

Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

• Comments

Hi Dack,
 Please see attached.
 Regards,
 Alnoe Woods

Washington State Complaint: CAS-22011-C0R0Q5

Company: Harrison-Ray Water Company, Inc.

Industry: Water

Customer: Nancy Marquart

Alt Contact:

Account Number: [REDACTED]

Service Phone: 509-554-3522

E-mail Address: nanjmarquart@gmail.com

Service Address: 156 Teri Rd Burbank Walla Walla County Washington 99323

Complaint: CAS-22011-C0R0Q5

Type: Complaint

Serviced By: Aimee Woods

Grouped By: Disputed Bill

Opened On: 11/2/2017, 2:15:00 PM

Closed On: 12/22/2017, 5:18:00 PM

Disposition: Consumer upheld

Violations Total: 44

TA Total: 0

Amount Customer Saved:

Description:

The customer has not been receiving all of her water bills. She has left several voice messages for Harrison-Ray Water Company requesting copies of her bills; however, she has not received a response. Some of the customer's statements are post-marked months after the services dates shown. Other billing statements are not post-marked at all. There is not a due date or delinquent date on the billing postcards so there is no way to know when a balance is overdue. There is also no tax information shown. The customer disputes the amount she is being charged and believes the company is not reading the meters.

Please send copies of the customer's monthly statement for January through October 2017 with your response.

Sent 11/2/2017 at 2:15 p.m. by email to Harrison-Ray Water Company and about 2:20 p.m. by facsimile. Response due 11/6/2017 by 5 p.m.

Result:

The company was non-responsive to the commission's requests for documents and information. The customer was sent information on how to file a formal complaint. Violations - (44)

Violations

WAC or RCW: 480-110-315(2)

Count: 1

TA:

Description: The company failed to notify the commission of changes to its contact information (email and phone number) ten days prior to the effective date. The company was notified of the violation(s).

WAC or RCW: 480-110-375(1)(e)

Count: 4

TA:

Description: The company failed to include enough information on the customer's March, May, June and August 2017 bills that, together with tariff rates, the customer could calculate her bill(s). The company was notified of the violation(s).

WAC or RCW: 480-110-375(1)(f)

Count: 4

TA:

Description: The company failed to show the date the bill becomes due or the bill was due within fifteen days after it was mailed for the customer's March, May, June and August 2017 statements. The company was notified of the violation(s).

WAC or RCW: 480-110-385(3)(a)

Count: 35

TA:

Description: The company failed to investigate and report the results of the complaint to the commission staff within two business days. The request for billing and information was due Nov. 6, 2017. A partial response was received Nov. 10, 2017; however, the response was incomplete. A complete response had still not been received by the date of this complaint's closing, Dec. 22, 2017. One violation is recorded for each business day. The company was notified of the violation(s).

Activities

Activity Type: Email

Activity Date: 10/30/2017, 10:51:34 AM

To: awoods@utc.wa.gov;

From: CRMAdmSvc@utc.wa.gov

Subject: CAS-22011-C0R0Q5 has been Assigned to You CRM:0042372

Attachments: 0

Body:

CAS-22011-C0R0Q5

Activity Type: Email

Activity Date: 10/30/2017, 10:51:53 AM

To: awoods@utc.wa.gov;

From: CRMAdmSvc@utc.wa.gov

Subject: CAS-22011-C0R0Q5 has been Assigned to You CRM:0042372

Attachments: 0

Body:

CAS-22011-C0R0Q5

Activity Type: Phone Call

Activity Date: 11/2/2017, 12:58:00 PM

Direction: Outgoing

Customer: Nancy Marquart

UTC POC: Aimee Woods

Subject: 11/2/2017 12:58 p.m. Left voice message for customer

Description:

11/2/2017 12:58 p.m. I said I didn't have information about what the complaint was for except that she'd like to file a complaint against Harrison-Ray Water Company. I requested a call back to discuss her complaint. I provided UTC's toll-free number and my office hours.

Activity Type: Phone Call

Activity Date: 11/2/2017, 1:11:00 PM

Direction: Outgoing

Customer: Nancy Marquart

UTC POC: Aimee Woods

Subject: 11/2/2017 1:11 p.m. Incoming call from customer

Description:

11/2/2017 1:11 p.m. The customer said she was billed for service from March 1 to March 31, but it wasn't post-marked until May 27. Then a bill for May 2017 showed she had a previous balance of \$61.23; however, she was never billed for it. She asked for the bill for April and never received anything. She paid the full amount. Then in June, it showed the balance was still there. Then her August bill shows \$167.41 with no post-marked date on it; however, she got it in October. She can't get a hold of anyone at Harrison-Ray. Customers are billed based on cubic-foot usage. She doesn't think they're even reading the meters. She and her neighbors have left messages with no calls back. She's concerned she's being over-billed. She'll send me copies of her billing statements. I explained the complaint process and timeline to the customer. I also explained the problem with Harrison-Ray's non-responsiveness. She said she understands since they can't get a response either.

Activity Type: Email

Activity Date: 11/2/2017, 1:22:27 PM

To: nanjmarquart@gmail.com;

From: awoods@utc.wa.gov

Subject: Follow-up to your request re: Harrison-Ray Water Co. CRM:0039321

Attachments: 0

Body:

Dear Nancy Marquart,

You can attach your billing statements by replying to this email. The attachments will automatically be filed with your complaint. Thank you.

Sincerely,
Aimee Woods
Consumer Program Specialist

Activity Type: Email

Activity Date: 11/2/2017, 1:23:43 PM

To: awoods@utc.wa.gov;

From: nanjmarquart@gmail.com

Subject: Re: Follow-up to your request re: Harrison-Ray Water Co. CRM:0039321

Attachments: 1

Body:

On Thu, Nov 2, 2017 at 1:22 PM, Woods, Aimee
(UTC) <awoods@utc.wa.gov> wrote:
Dear Nancy Marquart,

You can attach your billing statements by replying to this email. The attachments will automatically be filed with your complaint. Thank you.

Sincerely,

Aimee Woods
Consumer Program Specialist

Activity Type: Email

Activity Date: 11/2/2017, 2:15:16 PM

To: tomco11@frontier.com;

From: awoods@utc.wa.gov

**Subject: WA UTC Complaint CAS-22011-C0R0Q5 for Nancy Marquart
CRM:0039322**

Attachments: 0

Body:

Washington UTC Complaint CAS-22011-C0R0Q5

Company: Harrison-Ray Water Company, Inc.

Customer: Nancy Marquart

Account #: [REDACTED]

Contact:

Service Address:

156 Teri Rd

Burbank Washington 99323

Primary Phone: 509-554-3522

Secondary Phone:

Email Address: nanjmarquart@gmail.com

Complaint Information:

Complaint ID: CAS-22011-C0R0Q5

Serviced By: Aimee Woods

Opened On: 10/30/2017 10:50 AM

Grouped By: Disputed Bill

Description:

The customer has not been receiving all of her water bills. She has left several voice messages for Harrison-Ray Water Company requesting copies of her bills; however, she has not received a response. Some of the customer's statements are post-marked

months after the services dates shown. Other billing statements are not post-marked at all. There is not a due date or delinquent date on the billing postcards so there is no way to know when a balance is overdue. There is also no tax information shown. The customer disputes the amount she is being charged and believes the company is not reading the meters.

Please send copies of the customer's monthly statement for January through October 2017 with your response.

Sent 11/2/2017 at 2:15 p.m. by email to Harrison-Ray Water Company and about 2:20 p.m. by facsimile. Response due 11/6/2017 by 5 p.m.

Activity Type: Activity

Activity Date: 11/2/2017, 2:18:00 PM

Contact:

Subject: Fax confirmation

Attachments: 1

Description:

Activity Type: Activity

Activity Date: 11/7/2017, 9:33:00 AM

Contact:

Subject: Violations recorded - Fax confirmation

Attachments: 1

Description:

Activity Type: Activity

Activity Date: 11/10/2017, 12:00:00 PM

Contact:

Subject: Incoming fax from company

Attachments: 1

Description:

So sorry Im late with this thought I was caught up not sure how that happened I mailed Sept billing Oct. 17, 2017 due Oct. 31, 2017. I guess I made a mistake. Sorry about that I'm human. about her not receiving all her water bills. I know her well believe me I would remember her leaving messages I don't recall. You would not ever like to be on her bad side as I am, for what rason I'm not sure. Anyway these last five months have been trying at best. So many people are complaning about no receving their bills we are not sure what to do. So I have had to resent July - August Then that confuses everyone that did recieve a bill so then they say we are double billing. You tell me what to do. Every since they closed our Pasco Post office all the mail leaves here to Spokane then back again. In our defence Nancy did send us a copy of the bill that wasn't post marked. Couldn't believe my eyes it's like I'm being sabataughed as to due date always on the card you can see on the bills. What she means is our stamp is over the due date. We have no late fee. no tax information because we charge no tax. Our card/bills have all the info on them that UTC requires your the ones who helped us with that years ago when we started the post cards. Very helpful I may add. Yes meters are read every month. with the exception of cold weather. you guys (UTC) allow us two months in a row not to read due to bad weather. In those cases we are only allowed to charge the base rate which in Ms. Marquart's case it would be \$25.85. Then when we resume reading the meter the computer deducts the month wheather you use the water or not. Then it calculates accordingly base rate \$25.85 with 0 usage 0-2,500 cubic ft is \$0.88 per 100 then 2,501 up to 6,500 cubic ft. is \$1.08 per 100 over 6,500 cubic ft is \$1.33 per 100. as you can see on our bills each month has the meter read + usage thats how their bills are calculated. please help me resolve this matter as you can see I'm overwhelmed. attached her bills January - October. Sincerely Dacia Harrison Copy of bills to follow! January - Oct in a perfect world meter are read end of each month, bills go out between 14-16 due end of the next month ie October bills out by 15th of November due by the 30th. Per you UTC we have to give our customers 15 working days to pay their water bill.

Activity Type: Activity

Activity Date: 11/15/2017, 9:08:00 AM

Contact:

Subject: Fax request sent to company

Attachments: 1

Description:

Dacia, I received a partial response to complaint CAS-22011-C0R0Q5 for Nancy Marquart; however, this response is considered incomplete because no bills were attached as requested by commission staff. You said the bills would follow; however, as of Nov. 15, I have not received anything further from Harrison-Ray Water Co. Daily violations will continue to accrue as previously stated until a full response is received. The customer sent me copies of the postcards she received in May and July of 2017. WAC 480-110-375(1)(f) states a bill must show the date the bill becomes delinquent...minimum specified time must be fifteen days after mailing within Washington; however, there is no mailing date or post mark on two of the postcards. Furthermore, the due date is covered by a stamp and is illegible. Customers need to be able to see the date it was mailed and the date the bill is due. Per WAC 480-110-375, customers also need enough information to be able to calculate if their bill is accurate. You stated the problem is that the post office is not delivering bills to all of your customers; however, you will need to file a complaint with them. The post cards need to have mailing dates on them, whether stamped by the post office or dated by you when the bill is mailed out. The postal service is not within our jurisdiction. I hope this information helps. Regards, Aimee Woods

Activity Type: Phone Call

Activity Date: 11/21/2017, 7:45:00 AM

Direction: Outgoing

Customer: Dacia Harrison

UTC POC: Aimee Woods

Subject: 11/21/2017 7:45 a.m. Left voice message for company

Description:

11/21/2017 7:45 a.m. I said we tried sending a fax to 509-627-4313 and are told the subscriber's voice mailbox hasn't been set up yet. We also tried fax number 509-627-2937. I told her I still need copies of the customer's billing statements. I need a call back. I provided the UTC's toll-free number, as well as my phone number and Alice's phone number.

Activity Type: Phone Call

Activity Date: 11/21/2017, 8:00:00 AM

Direction: Incoming

Customer: Dacia Harrison

UTC POC: Aimee Woods

Subject: 11/21/2017 8 a.m. Incoming call from company

Description:

11/21/2017 8 a.m. Dacia said her fax machine was out of paper, which is why it isn't working. I told her I need the customer's billing statements. Dacia said she stayed up until 3 a.m. gathering billing statements. She's sending them over to me today. There's paper in her fax machine now and I can resend the request.

Activity Type: Phone Call

Activity Date: 11/21/2017, 8:10:00 AM

Direction: Outgoing

Customer: Dacia Harrison

UTC POC: Aimee Woods

Subject: 11/21/2017 8:10 a.m. Left voice message for company

Description:

11/21/2017 8:10 a.m. The message says I've reached 509-727-2105. I said we tried to send another fax and it's still not working. If the fax machine isn't working, the

commission needs another means to discuss or file complaints. She needs to provide a working phone number or email address. This my request for more information. I need copies of the customer's bills. I provided my phone number and Alice's phone number and requested a call back.

Activity Type: Phone Call

Activity Date: 11/21/2017, 3:44:00 PM

Direction: Outgoing

Customer: Dacia Harrison

UTC POC: Aimee Woods

Subject: 11/21/2017 3:44 p.m. Left voice message for company

Description:

11/21/2017 3:44 p.m. I said I still haven't received any faxes. It's almost 3:45 p.m. I requested a call back.

Activity Type: Phone Call

Activity Date: 12/14/2017, 12:50:00 PM

Direction: Outgoing

Customer: Dacia Harrison

UTC POC: Aimee Woods

Subject: 12/14/2017 12:50 p.m. Left voice message for company

Description:

12/14/2017 12:50 p.m. I said if she's not going to voluntarily comply or cooperate with the complaint process, we would have to stop the informal complaint process and close the complaints. The customers then have the option of filing a formal complaint, which is more of a legal process and goes through our commissioners, if they choose to do so and we have had customers who have voiced that's their intent. I hope we can

resolve this without going that route. I requested a call back and provided my direct phone number.

Activity Type: Phone Call

Activity Date: 12/22/2017, 4:05:00 PM

Direction: Outgoing

Customer: Nancy Marquart

UTC POC: Aimee Woods

Subject: 12/22/2017 4:05 p.m. Left voice message for customer

Description:

12/22/2017 4:05 p.m. I said the commission wasn't getting a response from Harrison Ray Water so I'll be closing the complaint at this time. The customer can choose to file a formal complaint alone or with her neighbors. I'll send the information in the mail. I'll be recording violations against the company and closing the complaint. If the customer would like a copy of her complaint or has any questions, I provided UTC's toll-free number.

Activity Type: Letter

Activity Date: 12/22/2017, 4:45:00 PM

Direction: Outgoing

Customer: Nancy Marquart

UTC POC: Aimee Woods

Subject: Closing letter to customer

Description:

Dear Nancy Marquart: Thank you for contacting the Utilities and Transportation Commission. I am responding to your complaint against Harrison-Ray Water Company, Inc (Harrison-Ray). I was unable to reach you at the phone number you

provided, 509-998-4784. Harrison-Ray has been non-responsive to the commission's requests for information and documentation. I am unable to proceed with my informal investigation; however, I have recorded violations for the company's non-compliance. I am sorry the Consumer Protection section could not be of more assistance in this case. The commission is currently reviewing the company's business practices; however, I am providing the information for you to file a formal complaint. If you choose to file a formal complaint, either individually or with your neighbors, you will control the timeline. You can contact our office to request a copy of your complaint file. Your complaint is now closed. If you have any questions, please call me at 1-888-333-9882, Monday through Friday, between the hours of 8 a.m. and 5 p.m. Sincerely,
Aimee Woods Consumer Program Specialist

Activity Type: Activity

Activity Date: 12/22/2017, 5:18:00 PM

Contact:

Subject: Closing fax to company

Attachments: 1

Description:

Hi Dacia, Since you have not responded to the commission's requests for information and documentation, we will be closing the informal complaint process at this time. A formal complaint and investigation may follow. I have recorded the following violations: Violation: WAC 480-110-315(2) – (1 count): The company failed to notify the commission of changes to its contact information (email and phone number) ten days prior to the effective date. Violation: WAC 480-110-375(1)(e) – (4 counts): The company failed to include enough information on the customer's March, May, June and August 2017 bills that, together with tariff rates, the customer could calculate her bill(s). Violation: WAC 480-110-375(1)(f) – (4 counts): The company failed to show the date the bill becomes due or the bill was due within fifteen days after it was mailed for the customer's March, May, June and August 2017 statements. Violation: WAC 480-110-385(3)(a) – (35 counts): The company failed to investigate and report the results of the complaint to the commission staff within two business days. The request for billing and information was due Nov. 6, 2017. A partial response was received until Nov. 10, 2017; however, the response was incomplete. A complete response had still not been received by the date of this complaint's closing, Dec. 22, 2017. One violation is recorded for each business day. 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. 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 review and/or re-opening. The company may request a review of this investigation by Alice Fiman, Consumer Protection Manager. Please clearly note why the company requests a review and I will forward the request. To contact Alice directly, email afiman@utc.wa.gov or call 360-664-1103. Regards, Aimee

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

PAST DUE IF PAYMENT IS NOT RECEIVED BY DUE DATE
 DELINQUENT ACCOUNTS SUBJECT TO PENALTIES
 SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING 2017

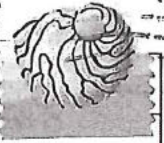
ACCOUNT NUMBER		
SERVICE FROM: 03/01/17		SERVICE TO: 03/31/17
PREVIOUS 208599	PARENT 209264	USED 665

PREV BALANCE 4.49 CR
 Water 31.76
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 27.27

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

RETUR.
 REQ.



METER NUMBER		
SERVICE ADDRESS 156 Teri Rd		
PREVIOUS BAL 4.49 CR	CURRENT AMT 31.76	TOTAL DUE 27.27

This is the March billing Base Rate \$25.65 with no usage 0 up to 2,500 cubic feet is \$0.88 per 100 from 2,501-6,500 cubic feet \$1.08 per 100 Over 6,500 cubic feet \$1.33 per 100

Please return this stub with payment

Marquart, Nancy
 156 Teri Rd
 Burbank WA 99323

Postmarked 5/27/17

UTILITY BILLING

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

PAST DUE IF PAYMENT IS NOT RECEIVED BY DUE DATE
 DELINQUENT ACCOUNTS SUBJECT TO PENALTIES
 SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING

ACCOUNT NUMBER		
SERVICE FROM: 08/01/17		SERVICE TO: 08/31/17
PREVIOUS 245889	PARENT 254678	USED 8819

PREV BALANCE 167.41
 Water 122.09
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 289.50

No Postmark

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

RETURN SER
 REQUEST



METER NUMBER		
SERVICE ADDRESS 156 Teri Rd		
PREVIOUS BAL 167.41	CURRENT AMT 122.09	TOTAL DUE 289.50

Meter read Aug 31, 2017 Base Rate with 0 usage \$25.65 0-2,500 cubic feet is 0.88 per 100 2,501 up to 6,500 cubic feet \$1.08 per 100 over 6,500 cubic feet is \$1.33 per 100

Please return this stub with payment

Marquart, Nancy
 156 Teri Rd
 Burbank WA 99323

UTILITY BILLING

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

PAST DUE IF PAYMENT IS NOT RECEIVED BY DUE DATE
 DELINQUENT ACCOUNTS SUBJECT TO PENALTIES.
 SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING

ACCOUNT NUMBER		
SERVICE FROM: 06/01/17		SERVICE TO: 06/30/17
PREVIOUS 223276	CURRENT 233633	USED 10357

PREV BALANCE 61.23
 Water 142.55
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 203.78

CK 7645

Paid full amount because I had enough other stress in my life
 UTILITY BILLING

No Postmark
 HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

RETURN SERVICE REQUEST



NUMBER		
07		
SERVICE ADDRESS		
156 Teri Rd		
PREVIOUS BAL 61.23	CURRENT LEFT 142.55	TOTAL DUE 203.78

Meter read June 30, 2017. Base rate with 0 usage
 \$25.85 0 up to 2,500 cubic feet \$0.88 per 100
 from 2,501-6,500 cubic feet \$1.08 per 100 over
 6,500 cubic feet \$1.33 per 100

Please return this stub with payment

Marquart, Nancy
 156 Teri Rd
 Burbank WA 99323

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

PAST DUE IF PAYMENT IS NOT RECEIVED BY DUE DATE
 DELINQUENT ACCOUNTS SUBJECT TO PENALTIES.
 SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING

ACCOUNT NUMBER		
SERVICE FROM: 05/01/17		SERVICE TO: 05/31/17
PREVIOUS 212984	CURRENT 223276	USED 10292

PREV BALANCE 61.23
 Water 141.68
 Returned Check Fee CK
 Reconnect Fee 7637

BAL DUE/EQUAL PAY 202.91

HARRISON-RAY WATER CO.
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908

RETURN SERVICE REQUEST



NUMBER		
07		
SERVICE ADDRESS		
156 Teri Rd		
<i>Never billed</i>		
PREVIOUS BAL 61.23	CURRENT LEFT 141.68	TOTAL DUE 202.91

Meter read 05/31/2017 Base rate with 0 usage
 \$25.85 0 up to 2,500 cubic feet \$0.88 per 100
 from 2,501-6,500 cubic feet \$1.08 per 100 over
 6,500 cubic feet \$1.33 per 100. If you have any
 questions please give me a call Mon-Fri 8:00am to

Please return this stub with payment

Marquart, Nancy
 156 Teri Rd
 Burbank WA 99323

Postmarked 7/11/17

UTILITY BILLING