

UW-180146-F

Utilities and Transportation Commission
Attn: Records Center
P.O. Box 47250
Olympia, WA 98504

January 26, 2018

RECEIVED
RECORDS MANAGEMENT
2018 FEB 14 AM 8:41
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Re: Harrison-Ray Water Company

Dear Commissioners,

We are writing in reference to Harrison-Ray Water Company and what we feel are poor business practices.

We have not received water bills in a timely manner for over a year. The last bill we received was the last week of October, 2017, and it was a bill for the month of August, 2017. We have not been billed for September, October, November or December of 2017. The bills do not show the breakdown of charges.

We received a bill the 10th of July, 2017, for the water usage in May, 2017, stating we had a balance forward, but we had not received a bill for April's water usage.

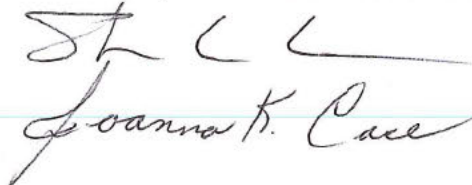
We also received a bill in November, 2016, stating that it was a 2 month bill, but not breaking the bill down by month. We have attached copies of some of our bills, showing these things that we feel are not consistent with WAC 480-110-375, Form of Bills. On most of the bills the due date is covered by the postage stamp or not visible.

Concerning WAC 480-110-315, Availability of Information. The bills do not have any business hours on them or any 24 hour emergency number. Very often you can not reach anyone when you call the listed phone number.

We are asking that this company provides billing in a timely manner and that the billing provides a breakdown of charges.

Sincerely,

Stanton C. and Joanna K. Case
192 Teri Rd.
Burbank, WA 99323
Phone: 509/547-1072
Harrison-Ray Water Co. Account Number [REDACTED]


Joanna K. Case

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:	
09/01/16	09/30/16	
PREVIOUS	PRESENT	USED
945260	957303	12043

PREV BALANCE
Water 164.97
Returned Check Fee
Reconnect Fee

BAL DUE/EQUAL PAY 164.97

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

2016 DISCOUNT NUMBER [REDACTED]

SERVICE ADDRESS

192 Teri Rd

PREVIOUS BAL	CURRENT AMT	TOTAL DUE
	164.97	164.97

Meter read October 31, 2016 This is a 2 month bill
due to illness for September 1, 2016-Oct 31, 2016..
Base rate no usage \$25.85 0 up to 2,500 cubic
feet is \$0.88 per 100 from 2.501 up to 6.500 cubic

Please return this stub with payment

Case, Stanton C.
192 Teri Rd
Burbank WA 99323

received in Nov
bill is for Aug + Sept.

No due date

This is a 2
month bill

23-350692



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:		SERVICE TO:
05/01/17		05/31/17
DEBITS	CREDITS	USED
965221	975023	9802

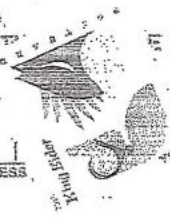
We were not billed in April

→ PREV BALANCE 61.69
 Water 135.17
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 196.86

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

No post mark



No due date

SERVICE ADDRESS		
192 Teri Rd		
PREV BAL	CURRENT AMT	TOTAL DUE
61.69	135.17	196.86

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

Case, Stanton C.
 192 Teri Rd
 Burbank WA-99323



UTILITY BILLING

*Billed in July
 for April and May*

STANTON C. OR JOANNA K. CASE
 192 TERI RD. 509-547-1072
 BURBANK, WA 99323

19-10/1250

13077

07/13 2017

Pay to Harrison Ray Water Co. \$ 196.⁸⁶
 the Order of One hundred ninety six & 86/100 Dollars

US BANK

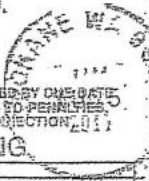
Pad Under Protest

for 1.032.01

SCC

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

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



PAST DUE IF PAYMENT IS NOT RECEIVED BY 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	975023	PRESENT	983185	USED	8162

NUMBER	[REDACTED]	DATE	07/31/17
SERVICE ADDRESS			
192 Teri Rd			
PREVIOUS BAL	CURRENT AMT	TOTAL DUE	
	113.35	113.35	

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

PREV BALANCE
Water 113.35
Returned Check Fee
Reconnect Fee

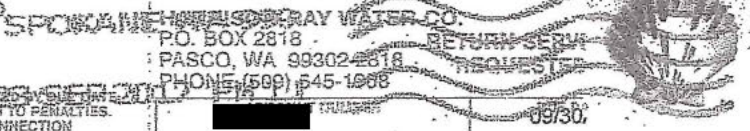
Please return this stub with payment

Case, Stanton C.
192 Teri Rd
Burbank WA 99323

BAL DUE/EQUAL PAY 113.35

UTILITY BILLING

ARRISON-RAY WATER CO.
P.O. BOX 2818
PASCO, WA 99302-2818
PHONE (509) 645-1908



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

UTILITY BILLING

ACCOUNT NUMBER [REDACTED]		
SERVICE FROM: 07/01/17		SERVICE TO: 07/31/17
PREVIOUS 983785	CURRENT 994777	USED 10992

SERVICE ADDRESS 192 Teri Rd		
PREVIOUS BAL	CURRENT AMT 150.99	TOTAL DUE 150.99

This is July billing resent due to people calling regarding not getting their billings.

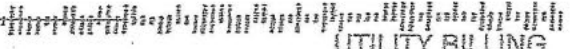
PREV BALANCE
Water 150.99
Returned Check Fee
Reconnect Fee

Please return this stub with payment

Case, Stanton C.
192 Teri Rd
Burbank WA 99323

BAL DUE/EQUAL PAY 150.99

Billed in September for July

350632  UTILITY BILLING

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

PAID 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
994177	5791	11614

PREV BALANCE
Water 159.27
Returned Check Fee
Reconnect Fee

BAL DUE/EQUAL PAY 159.27

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

RETURN SERVICE
REQUESTED

METER NUMBER		DUE DATE
[REDACTED]		10/31/17
SERVICE ADDRESS		
192 Teri Rd		
PREVIOUS BAL	CURRENT AMT	TOTAL DUE
	159.27	159.27

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

Case, Stanton C.
192 Teri Rd
Burbank WA 99323

UTILITY BILLING

*Billed in October
for August*

*We have not received
a bill since this one.*