

Formal Complaint Against Harrison Ray Water Company

Filed by Pat and Robert McDonald

143 Teri Road Burbank WA 99323 Walla Walla County

Mailing Address: PO Box 307, Burbank WA 99323

Harrison Ray Account Number [REDACTED]

STATE OF WASH.
UTIL. AND TRANSPT.
COMMISSION
RECEIVED
RECORDS MANAGEMENT
2018 FEB 14 AM 8:38

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

- I find their billing unacceptable.
- I would like the bills sent in a sealed stamped envelope.
- Bills must be itemized with each charge showing the calculated math.
 1. Base rate
 2. .88 cents per 100 cubic feet
 3. \$1.08 per 100 cubic feet
 4. \$1.33 per 100 cubic feet
 5. Subtotal
 6. Total amount due
- Beginning with the billing for May 2017 usage, which was not postmarked but reflected, on the paperwork provided to the UTC, a due date of August 8, 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 late October around the 23rd I received the bill for August usage showing a previous balance. This amount was never billed to me with the meter readings. This is the last bill I have received from Harrison Ray.
- None of the bills show the delinquent date if the bill is not paid.
- How does Harrison Ray compute the total charges when they show a previous charge along with a current charge with only one meter reading shown.
- Given the information printed on the bill I have done my own math and found overbilling.

WAC 480-110-115 Availability of Information

- I could not reach anyone by phone, and I made several calls a week in October 2017.

WAC 480-110-305 Access to Premises

- No one has any identification either on their person, or the equipment that comes around to read the meters.

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 requesting that the UTC do an audit on the math of the bills I am sending from May 2017 to October 2017 to check the calculations made by Harrison Ray as I believe we are being overcharged. I am also requesting that Harrison Ray provide valid contact information.

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

Sincerely,

Robert McDonald
Pat McDonald

Pat McDonald and Robert McDonald
143 Teri Road
Burbank WA 99323

Phone - (509) 531-1695

Washington State Complaint: CAS-21999-R2N8N8

Company: Harrison-Ray Water Company, Inc.

Industry: Water

Customer: Robert and Pat McDonald

Alt Contact:

Account Number:

Service Phone: 509-531-1695

E-mail Address: nanjmarquart@gmail.com

Service Address: 143 Teri Rd Burbank WA 99323

Complaint: CAS-21999-R2N8N8

Type: Complaint

Serviced By: Michelle Shepler

Grouped By: Disputed Bill

Opened On: 10/27/2017, 10:09:00 AM

Closed On: 12/29/2017, 2:49:40 PM

Disposition: Consumer upheld

Violations Total: 4

TA Total: 0

Amount Customer Saved:

Description:



HARRISON RAY WATER COMPANY

PO BOX 2818

PASCO, WA 99320

PHONE (509)545-1908 FAX (509)627-4313

ATTN: Michelle Shepler FAX: 360-664-4291

UTC complaint CA5 21999-R2N8N8

Robert and Pat McDonald

customer history billings, usage and check #

**sorry I am a couple days late, promise I will do better. Last
6 bills to follow.**

SINCERELY,

Harrison-Ray Water Company

Customer History - sing

Page: 1

Report Date(s): 01/01/2017 to 08/31/2017

Nov 02, 2017 02:40pm

Report Criteria:

Customer.Cust No [REDACTED]

[REDACTED] McDonald, Robert & Pat 143 Teri Rd

Account Summary:

Period	WATER	RETCK	RECON	Billings	Adj	Payments	Oth	Balance
12/31/2016								.00
01/31/2017	26.86	-	-	26.86				26.86
02/28/2017	60.39	-	-	60.39				76.24
03/31/2017	52.91	-	-	52.91		76.24		52.91
04/30/2017	64.19	-	-	64.19		52.91		64.19
05/31/2017	167.26	-	-	167.26		167.26		64.19
06/30/2017	172.82	-	-	172.82		172.82		64.19
07/31/2017	203.86	-	-	203.86				266.05
08/31/2017	221.22	-	-	221.22				469.27
Totals:	958.50	-	-	958.50		469.23		

MISSING PMT

Metered Services:

WATER Current Rate Table: 113 Water - Cubic Feet Burbank

Period	Read Date	Meter Id	Beg Read	End Read	Usage	Demand	Multiplier	Amount	Status
01/31/2017		74019592	495,867					25.85	
02/28/2017	02/28/2017	74019592	496,867	498,631	2,764	.0000	1.0000	50.39	
03/31/2017	03/31/2017	74019592	498,831	501,581	2,950	.0000	1.0000	52.91	
04/30/2017	04/30/2017	74019592	501,581	506,576	3,994	.0000	1.0000	64.19	
05/31/2017	05/31/2017	74019592	506,576	517,790	12,215	.0000	1.0000	167.26	
06/30/2017	06/30/2017	74019592	517,790	530,423	12,633	.0000	1.0000	172.82	
07/31/2017	07/31/2017	74019592	530,423	545,390	14,967	.0000	1.0000	203.86	
08/31/2017	08/31/2017	74019592	545,390	561,662	16,272	.0000	1.0000	221.22	
					65,795			958.50	

Transaction Detail:

Date	Type	Ref No	Service	Description	Check No	Source Id	Usage	Amount	Status
01/31/2017	Bill	41	WATER	Auto Billing - 04/04/17 14:28			0	25.85	
02/28/2017	Bill	1	WATER	Meter Entry - 04/13/17 08:08			2,764	50.39	
03/23/2017	Pmt	2		February water payment	2676		0	76.24	
03/31/2017	Bill	1	WATER	Meter Entry - 05/23/17 07:03			2,950	52.91	
04/28/2017	Pmt	6		March water payment	2689		0	52.91	
04/30/2017	Bill	1	WATER	Meter Entry - 06/15/17 03:20			3,994	64.19	
05/09/2017	Pmt	16		April water payment	2699		0	167.26	
05/31/2017	Bill	1	WATER	Meter Entry - 07/09/17 19:06			12,215	167.26	
06/21/2017	Pmt	8		June water payment	2707		0	172.82	
06/30/2017	Bill	1	WATER	Meter Entry - 08/02/17 23:57			12,633	172.82	
07/31/2017	Bill	1	WATER	Meter Entry - 09/11/17 14:36			14,967	203.86	
08/31/2017	Bill	1	WATER	Meter Entry - 10/04/17 12:31			16,272	221.22	
								469.27	

* * * Communication Result Report (Dec. 29. 2017 2:50PM) * * *

}}

Date/Time: Dec. 29. 2017 2:48PM

File No. Mode	Destination	Pg(s)	Result	Page Not Sent
0457 Memory TX	9-1-5096274313--1273484	P. 1	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. Duggan Park Drive SW
 PO Box 47250, Fairfax VA 22031-7250
 Phone: 360-604-1120 ext: 488-333 6332
 Fax: 360-604-4231
 www.do.va.gov

**Utilities and
 Transportation
 Commission**

Fax

To: Harrison-Ray From: Michella Shepler
 Fax: 509-627-4313 Pages: 1
 Phone: Date: Dec. 29, 2017
 Re: Richard Paul McDonald cc:

Urgent For Review Please Comment Please Reply Please Reply

Comments:

I have cited the following violations:

480-110-431 - (2 counts) Company filed tariff requires customer to pay monthly, but company failed to bill customer April 2017 and July 2017.

480-110-305(3)(e) - (2 counts) - Company failed to respond to commission within the two business day rule for additional information. Response due 12/8/17 and not received until 12/11/17.

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 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.

You can request a review of the investigation by the Consumer Protection Manager, Alice Finnan. To request this review, please clearly note why you are requesting a review and I will direct this information to Alice. To contact Alice directly, email alfinnan@do.va.gov or call 360-664-1103.

Thank you,

Michella Shepler
 Consumer Complaint Investigator
 360-664-1213 Office
mshewer@do.va.gov

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: Harrison-Ray **From:** Michelle Shepler

Fax: 509-627-4313 **Pages:** 1

Phone: **Date:** Dec., 29, 2017

Re: Robert and Pat McDonald **cc:**

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

● **Comments:**

I have cited the following violations:

480-110-431 – (2 counts) Company filed tariff requires customers to pay monthly, but company failed to bill customer April 2017 and July 2017.

480-110-385(3)(a) – (2 counts) - Company failed to respond to commission within the two business day rule for additional information. Response due 12/8/17 and not received until 12/11/17.

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 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.

You can request a review of the investigation by the Consumer Protection Manager, Alice Fiman. To request this review, please clearly note why you are requesting a review and I will direct this information to Alice. To contact Alice directly, email afiman@utc.wa.gov or call 360-664-1103.

Thank you,

Michelle Shepler
Consumer Complaint Investigator
360-664-1215 Office
mshepler@utc.wa.gov

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: Harrison-Ray **From:** Michelle Shepler

Fax: 509-627-4313 **Pages:** 4 total

Phone: **Date:** Dec. 6, 2017

Re: Jack Pierce and Robert/Pat McDonald **cc:**

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

● **Comments:**

Please see attached.

Response due 12/8/17, 5pm.

Than you,

Michelle Shepler
Consumer Complaint Investigator
360-664-1215 Office
mshepler@utc.wa.gov

Robert and Pat McDonald- CAS-21999-R2N8N8

143 Teri Rd

Burbank, WA 99323

Question #1 and # 2 is information not received in initial response.

1. Reviewed company's response and company failed provide the 12 month history as requested. Now will need Sept. 2016 to current.
2. Company also did not provide copies of the last six bill statements as requested. Now will need Jan. 2017 to current plus Oct. 2016 and Nov. 2016.
3. Consumer provided copies of bill statements but statements did not have USPS postmark stamp. Why?

Activities

Activity Type: Activity

Activity Date: 10/27/2017, 2:25:00 PM

Contact:

Subject: Faxed complaint to company

Attachments: 0

Description:

Activity Type: Activity

Activity Date: 11/2/2017, 3:49:00 PM

Contact:

Subject: Company's response

Attachments: 1

Description:

Activity Type: Activity

Activity Date: 12/4/2017, 8:00:00 AM

Contact:

Subject: Reviewed company's response

Attachments: 0

Description:

Reviewed company's response and found the following: - Company did not provide the 12 month history as requested. Now will need Sept. 2016 to current. - Company also did not provide copies of the last six bill statements as requested. Now will need Jan. 2017 to current plus Oct. 2016 and Nov. 2016. Reviewed bill statement from consumer: - Bill statements did not have USPS postmark stamp.

Activity Type: Activity

Activity Date: 12/6/2017, 9:30:00 AM

Contact:

Subject: Fax to company

Attachments: 1

Description:

Faxed company a request for more information. Response due 12/8/17, 5pm.

Activity Type: Activity

Activity Date: 12/11/2017, 8:00:00 AM

Contact:

Subject: Response from company

Attachments: 1

Description:

Company provided copies of bill statement.

Activity Type: Phone Call

Activity Date: 12/12/2017, 10:16:00 AM

Direction: Outgoing

Consumer states that he received a bill on Oct. 26, 2017, for usage from Aug. 1, 2017 to Aug. 31, 2017. Bill statement shows a previous balance of \$268.05, current balance of \$221.22, and a total amount owing of \$489.27. Consumer is concerned that his payment of 172.82 made on Aug. 14, 2017, does not reflect on bill.

Please provide 12 months of account history and copies of the last 6 bill statements.

10/27/17, 1:50pm; passed to Harrison-Ray via fax. Response due 10/31/17, 5pm.

Result:

Company's tariff requires consumer's to pay monthly, but company failed to bill consumer in April 2017 and July 2017. Consumer also failed to pay for those two months. Consumer's \$172.82 payment posted to consumer's account on Jun. 21, 2017. Consumer's has a balance owing of \$268.05. Violations reordered, and technical assistance provided.

Violations

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

Count: 2

TA:

Description: Company failed to respond to commission within the two business day rule for additional information. Response due 12/8/17 and not received until 12/11/17. (2 counts)

WAC or RCW: 480-110-431

Count: 2

TA:

Description: Company filed tariff requires customers to pay monthly, but company failed to bill customer April 2017 and July 2017. Company advised.

Customer: Robert and Pat McDonald

UTC POC: Michelle Shepler

Subject: Call to consumer

Description:

Called consumer to ask for the following: - Confirm that payments were made and provide copies of cleared checks. Apr. 2017, Jul. 2017, Aug. 2017, Sept. 2017, Oct. 2017, and Nov. 2017. I also explained that I will do what I can but he and the others may need to join together and file a formal complaint.

Activity Type: Activity

Activity Date: 12/21/2017, 9:35:00 AM

Contact:

Subject: Email from consumer

Attachments: 1

Description:

From: Nancy Marquart [mailto:nancy@travelleaders247.com] Sent: Thursday, December 21, 2017 9:35 AM To: Shepler, Michelle (UTC) Subject: Robert McDonald Harrison Ray complaint

Dear Michelle, I am sending you this documentation on behalf of my neighbor Robert McDonald.

Thank you.
Nancy

Nancy Marquart Accounting & Marketing nancy@travelleaders247.com 509 943-4686 509 588-7583 Direct We Appreciate Referrals!

Activity Type: Activity

Activity Date: 12/29/2017, 9:30:00 AM

Contact:

Subject: Cited violations

Attachments: 0

Description:

Activity Type: Phone Call

Activity Date: 12/29/2017, 1:53:00 PM

Direction: Outgoing

Customer: Robert and Pat McDonald

UTC POC: Michelle Shepler

Subject: Closing call to consumer

Description:

Called consumer and reviewed the following: Company's tariff requires consumer's to pay monthly, but company failed to bill consumer in April 2017 and July 2017. You missed paying for those two months. Your \$172.82 payment posted to consumer's account on Jun. 21, 2017. Your past due balance owing is \$268.05. Reviewed violations cited. Told consumer that I would mail out a formal complaint packet. Closed complaint.

Activity Type: Activity

Activity Date: 12/29/2017, 2:36:00 PM

Contact:

Subject: Mailed formal packet.

Attachments: 0

Description:

Activity Type: Activity

Activity Date: 12/29/2017, 2:44:00 PM

Contact:

Subject: Closing fax to company

Attachments: 1

Description:

To: Harrison-Ray From: Michelle Shepler Fax: 509-627-4313 Pages: Phone: Date: Dec.. 29, 2017 Re: Robert and Pat McDonald λ Comments: I have cited the following violations: 480-110-431 – (2 counts) Company filed tariff requires customers to pay monthly, but company failed to bill customer April 2017 and July 2017. 480-110-385(3)(a) – (2 counts) - Company failed to respond to commission within the two business day rule for additional information. Response due 12/8/17 and not received until 12/11/17. 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 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. You can request a review of the investigation by the Consumer Protection Manager, Alice Fiman. To request this review, please clearly note why you are requesting a review and I will direct this information to Alice. To contact Alice directly, email afiman@utc.wa.gov or call 360-664-1103. Thank you, Michelle Shepler Consumer Complaint Investigator 360-664-1215 Office mshepler@utc.wa.gov



Still need to No. 0353 P. 1
send last 6 bills.

1300 S. Evergreen Park Drive SW
PO Box 47250, Olympia, WA 98504-7250
Phone: 360-884-1120 or 1-888-333-9882
Fax 360-884-4291
www.utc.wa.gov

**Utilities and
Transportation
Commission**

Fax

From:

To:

To: Harrison-Ray

From: Michelle Shepler

Fax: 509-627-4313

Pages:

Phone:

Date: Oct 27, 2017

Re: Robert and Pat McDonald

cc:

- Urgent
- For Review
- Please Comment
- Please Reply
- Please Recycle

• Comments:

Washington UTC Complaint CAS-21999-R2N8N8
 Company: Harrison-Ray Water Company, Inc.
 Customer: Robert and Pat McDonald
 Account #:
 Contact:
 Service Address:
 143 Teri Rd
 Burbank WA 99323
 Primary Phone: 509-531-1695
 Secondary Phone:
 Email Address:
 Complaint Information:
 Complaint ID: CAS-21999-R2N8N8
 Serviced By: Michelle Shepler
 Opened On: 10/27/2017 10:09 AM
 Grouped By: Disputed Bill

12/11/17 P.S. Sorry I forgot
 copies of the
 billings. I have
 so many complaints
 out I'm not sure
 what to do this
 has never happened,
 since we started
 with the post cards
 all those years ago.
 David

Description:

Consumer states that he received a bill on Oct. 26, 2017, for usage from Aug. 1, 2017 to Aug. 31, 2017. Bill statement shows a previous balance of \$268.05, current balance of \$221.22, and a total amount owing of \$489.27. Consumer is concerned that his payment of 172.82 made on Aug. 14, 2017, does not reflect on bill. Please provide 12 months of account history and copies of the last 6 bill statements.

10/27/17, 1:50pm; passed to Harrison-Ray via fax. Response due 10/31/17, 5pm.
 Thank you,

Michelle Shepler
 Consumer Complaint Investigator
 360-884-1215 Office
 mshepler@utc.wa.gov

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 DUE DATE
 DELINQUENT ACCOUNTS SUBJECT TO PENALTIES.
 SERVICE CHARGES AND DISCONNECTION

UTILITY BILLING

ACCOUNT NUMBER		
SERVICE FROM: 02/01/17		
SERVICE TO: 02/28/17		
PREVIOUS 495867	PRESENT 498631	USED 2764

PREV BALANCE 25.85
 Water 50.39
 Returned Check Fee
 Reconnect Fee

SERVICE ADDRESS		
143 Teri Rd		
PREVIOUS BAL 25.85	CURRENT AMT 50.39	TOTAL DUE 76.24

February read 26th. Base rate with no usage
 \$25.85 up to 2,900 cubic feet is \$0.75 per 100
 2,901-8,000 cubic feet is \$1.00 per 100 over 8,000
 cubic feet is \$1.30 per 100.

Please return this stub with payment

McDonald, Robert & Pat
 PO BOX 307
 Burbank WA 99323

BAL DUE/EQUAL PAY 76.24



ROBERT B McDONALD		11-10/120	2676
PATRICIA A McDONALD		DATE <i>April 26, 2017</i>	
PO BOX 307		PAY TO THE ORDER OF <i>Harrison-Ray Water Co.</i> \$ <i>76.24</i>	
143 TERI RD,		<i>Seventy six and 24/100</i> DOLLARS	
BURBANK, WA 99323-0307		<i>Patricia McDonald</i>	

2676*

May 12

76.24

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

UTILITY BILLING 2017

ACCOUNT NUMBER	[REDACTED]	SERVICE TO:	[REDACTED]
SERVICE FROM:	03/01/17	SERVICE TO:	03/31/17
498894S	507587T	2950SED	

143 Teri Rd
 PREVIOUS BAL 92.91T
 CURRENT PAYT 92.91E
 192.91E

PREV BALANCE 52.91
 Water
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 52.91

Please return this stub with payment

McDonald, Robert & Pat
 PO BOX 307
 Burbank WA 99323

UTILITY BILLING

PAID TO THE ORDER OF: *Harrison - Ray Water Co*
 \$ *52.91*
 DATE: *June 23, 2017*
 USbank
 PATRICIA A McDONALD
 PO BOX 307
 BURBANK, WA 99323-0307
 2689

2689* Jun 29 52.91

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

UTILITY BILLING 2017

ACCOUNT NUMBER	[REDACTED]	SERVICE TO:	[REDACTED]
SERVICE FROM:	05/01/17	SERVICE TO:	05/31/17
498894S	517790T	12215SD	

143 Teri Rd
 PREVIOUS BAL 64.19
 CURRENT PAYT 167.26
 231.45E

PREV BALANCE 64.19
 Water
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 231.45

Please return this stub with payment

McDonald, Robert & Pat
 PO BOX 307
 Burbank WA 99323

UTILITY BILLING

PAID TO THE ORDER OF: *Harrison - Ray Water Co*
 \$ *231.45*
 DATE: *7-14-17*
 USbank
 PATRICIA A McDONALD
 PO BOX 307
 BURBANK, WA 99323-0307
 2699

2699 Jul 19 167.26

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

UTILITY BILLING

ACCOUNT NUMBER	[REDACTED]	SERVICE TO:	[REDACTED]
SERVICE FROM:	05/01/17	SERVICE TO:	05/31/17
498894S	517790T	12215SD	

143 Teri Rd
 PREVIOUS BAL 64.19
 CURRENT PAYT 167.26
 231.45E

PREV BALANCE 64.19
 Water
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 231.45

Please return this stub with payment

McDonald, Robert & Pat
 PO BOX 307
 Burbank WA 99323

UTILITY BILLING

PAID TO THE ORDER OF: *Harrison - Ray Water Co*
 \$ *231.45*
 DATE: *7-14-17*
 USbank
 PATRICIA A McDONALD
 PO BOX 307
 BURBANK, WA 99323-0307
 2699

2699 Jul 19 167.26

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

UTILITY BILLING

ACCOUNT NUMBER	[REDACTED]	SERVICE TO:	[REDACTED]
SERVICE FROM:	05/01/17	SERVICE TO:	05/31/17
498894S	517790T	12215SD	

143 Teri Rd
 PREVIOUS BAL 64.19
 CURRENT PAYT 167.26
 231.45E

PREV BALANCE 64.19
 Water
 Returned Check Fee
 Reconnect Fee

BAL DUE/EQUAL PAY 231.45

Please return this stub with payment

McDonald, Robert & Pat
 PO BOX 307
 Burbank WA 99323

UTILITY BILLING

07/01/17 07/31/17

530423 545390 14967

PREV BALANCE

64.19

Water

Returned Check Fee

Reconnect Fee

BAL DUE/EQUAL PAY 268.05

143 Teri Rd

64.19

203.86

268.05

meter read July 29, 2017 base rate with 0 usage is \$25.85 0 thru 2,500 cubic feet is \$0.88 per 100 2,501-6,500 cubic feet is \$1.08 per 100 over 6,500 cubic feet is \$1.33 per 100

McDonald, Robert & Pat
PO BOX 307
Burbank WA 99323

No Bill Received

R. Mr Swedel

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

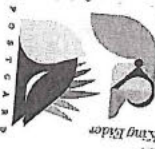
HARRISON-RAY WATER CO.
 RETURN SERVICE REQUESTED
 P.O. BOX 2818
 PASCO, WA 99302-2818
 PHONE (509) 545-1908



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

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

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



ACCOUNT NUMBER	[REDACTED]
SERVICE FROM:	SERVICE TO:
08/01/17	08/31/17
PREV BALANCE	268.05
Water	221.22
Returned Check Fee	
Reconnect Fee	

143 Teri Rd	143 Teri Rd	2734
PREV BAL	CURRENT AMT	489.27
268.05	221.22	

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

PREV BALANCE 268.05
 Water 221.22
 Returned Check Fee
 Reconnect Fee

No Bill for July

McDonald, Robert & Pat
 PO BOX 307
 Burbank WA 99323

*No Post Mark
 on cards 1-2-3*

BAL DUE/EQUAL PAY 489.27

*Date 2/1.27
 CK # 2734 - Nov. 9*

INVOICE TO: *Harrison Ray Water Co.*
 FROM: HARRISON-RAY WATER CO.
 143 TERI RD.
 BURBANK, WA 99323-0307

DATE: *Aug 14 2017*

AMOUNT DUE: *\$ 221.22*

USbank

2734

NOV 20 221.22

ACCOUNT NUMBER	[REDACTED]
SERVICE FROM:	SERVICE TO:
06/01/17	06/30/17
PREV BALANCE	64.19
Water	172.82
Returned Check Fee	
Reconnect Fee	

143 Teri Rd	143 Teri Rd	2707
PREV BAL	CURRENT AMT	172.82
64.19	172.82	

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

PREV BALANCE 64.19
 Water 172.82
 Returned Check Fee
 Reconnect Fee

*No Billing
 Prepa*

McDonald, Robert & Pat
 PO BOX 307
 Burbank WA 99323

*Paid
 Check #
 2707
 8-14-17*

BAL DUE/EQUAL PAY 237.01

INVOICE TO: *Harrison Ray Water Co.*
 FROM: HARRISON-RAY WATER CO.
 143 TERI RD.
 BURBANK, WA 99323-0307

DATE: *Aug 14 2017*

AMOUNT DUE: *\$ 172.82*

USbank

2707

AUG 21 172.82

09/01/17	09/30/17
561652	573534
14872	14872
PREV BALANCE	489.27
Water	202.50
Returned Check Fee	
Reconnect Fee	
BAL DUE/EQUAL PAY	691.87

meter read September 29 2017 base rate with 0
 usage is \$25.85 0 thru 2,500 cubic feet is \$0.88
 per 100 2,501-5,500 cubic feet is \$1.08 per 100
 over 5,500 cubic feet is \$1.33 per 100

McDonald, Robert & Pat
 PO BOX 307
 Burbank WA 99323

143 Teri Rd

489.27	202.50	691.87
--------	--------	--------

10/31/17

*No Bill Received
 R. M. Donald*

10/31/17
 576534 579682 3148
 PREV BALANCE 470.85
 Water 55.05
 Returned Check Fee
 Reconnect Fee

143 Tarif Rd

470.65 \$5.05 525.70

meter read October 30, 2017 base rate with 0 usage is \$25.85 thru 2,500 cubic feet is \$0.88 per 100 2,501-6,500 cubic feet is \$1.08 per 100 over 6,500 cubic feet is \$1.33 per 100

McDonald, Robert & Pat
 PO BOX 307
 Burbank WA 99323

BAL DUE/EQUAL PAY 525.70

CUSTOMER'S RECEIPT DO NOT SEND THIS RECEIPT FOR PAYMENT
 KEEP IT FOR YOUR RECORDS

Serial Number 51295136725 Year, Month, Day 180119 Post Office 993230 U.S. Dollars and Cents *180*00

To
 Address Harrison Roy McDonald
 PO Box 2818
 Pasco WA 99302-2818
 Metro Acc # [redacted]

From Patricia Mc Donald
 Address PO Box 307
 Burbank WA 99323

This receipt is your guarantee for a refund of your money order. If this lost or in the space provided, No claim for money order information on the money order payment, if your money order is lost or stolen, present this receipt and file a claim for a refund at your Post Office.

An inquiry Form 6401 may be filed at any time for a fee. A replacement will not be issued until 60 days after the money order purchase date, provided the money order has not been paid.

No Bill Received
 R. McDonald

* Also no bills received for November or December *
 of 2017 (partial)

Made these payments as per case worker suggestion,

Cashier Check
 1-19-18
 Pay months for these months
 (F) Dec. 30.00
 (B) Nov. 30.00
 (C) Oct. 50.00
 (D) Sept. 70.00
 Total check for \$180.00

U.S. Bank Confidential Communication



Requested by: Chau Nguyen

This check image contains confidential information. If you print this image, please store it in a secure place to avoid unauthorized usage of this information. Increased security awareness when discarding or destroying this document is recommended.

Item #1
Account No.: [REDACTED] **Check No.:** 2750 **Sequence No.:** [REDACTED]
Amount: \$203.86 **Routing No.:** [REDACTED] **Date:** 01/18/2018

Front:

ROBERT B McDONALD 19-10/1250 **2750**
PATRICIA A McDONALD
 PO BOX 307
 143 TERI RD.
 BURBANK, WA 99323-0307

DATE Jan 9, 2018

PAY TO THE ORDER OF Harrison - Ray Water Co \$ 203.⁸⁶
Two hundred three and 86/100 DOLLARS

usbank.
 MEMO [REDACTED] Patricia McDonald

Back:

ENDORSE HERE

PAY TO THE ORDER OF
 BANK OF THE WEST
 FOR DEPOSIT ONLY OR REMOTE DEPOSIT
 W. T. HARRISON BYPASS TRUST A
 HARRISON WATER COMPANY
 R. LANE [REDACTED] INSTITUTE, N USE *

[REDACTED] 81/18/2018 [REDACTED]

Payment for July - as required by the U.T.C. M-Shepter.

The security features listed below, as well as those not listed, exceed industry guidelines.
 Security Features:
 Microprint
 Security Paper
 Chemical Sensitive Paper
 Security Seros
 * Federal Reserve Bureau of Governmental Risk, CC.

R. McDonald

U.S. Bank Confidential Communication



Requested by: Chau Nguyen

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Item #1
 Account No.: [REDACTED] Check No.: 2749 Sequence No.: [REDACTED]
 Amount: \$64.19 Routing No.: [REDACTED] Date: 01/18/2018

Front:

ROBERT B McDONALD
 PATRICIA A McDONALD
 PO BOX 307
 143 TERI RD.
 BURBANK, WA 99323-0307

19-10/1250 2749

DATE Jan 9, 2018

PAY TO THE ORDER OF Harrison - Ray Water Co. \$ 64.19
Sixty Four and 19/100 DOLLARS

MEMO acc [REDACTED] Patricia McDonald

Back:

81/18/2018

Payment for APRIL as required by the U.T.C.
 M. Shepler

W. T. HARRISON BYPASS TRUST A
 HARRISON WATER FOR S...
 FEDERAL RESERVE BOARD OF GOVERNORS REG. U.S.

ENDORSE HERE

The security features listed below, as well as those not listed, are used to help protect your money. Results of document alteration:
 Security Features: [REDACTED]
 Microprint: [REDACTED]
 Color: [REDACTED]
 Paper: [REDACTED]
 Watermark: [REDACTED]
 Hologram: [REDACTED]
 Security Thread: [REDACTED]
 Magnetic Ink: [REDACTED]
 Security Features: [REDACTED]

R. McDonald

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	5055795	5177997	1227550
Service From	05/01/17		05/13/17

PREV BALANCE 103.07 CR
Water 167.26
Returned Check Fee
Reconnect Fee

BAL DUE/EQUAL PAY 64.19

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

RETURN SERVICE
REQUESTED

143 Ten Rd

meter read May 30 2017 base rate with Usage
is \$26.85 0 thru 2,500 cubic feet is \$0.86 per 100
2,501-5,500 cubic feet is \$1.08 per 100 over 5,500
cubic feet is \$1.33 per 100

Please return this stub with payment
McDonald, Robert & Pat
PO BOX 307
Burbank WA 99323

UTILITY BILLING



143 Teri Rd

07/31/17

06/01/17 06/30/17 108.63 CR 172.82 64.19

meter read June 29, 2017 base rate with 0 usage is \$25.85 0 thru 2,500 cubic feet is \$0.88 per 100 2,501-6,500 cubic feet is \$1.08 per 100 over 6,500 cubic feet is \$1.33 per 100

517790 530423 12633
PREV BALANCE 108.63 CR
Water 172.82
Returned Check Fee
Reconnect Fee

BAL DUE/EQUAL PAY 64.19

McDonald, Robert & Pat
PO BOX 307
Burbank WA 99323

07/01/17		07/31/17	
530423	545390	14967	
PREV BALANCE		64.19	
Water		203.86	
Returned Check Fee			
Returned Fee			
BAL DUE/EQUAL PAY		268.05	

143 Teri Rd

08/31/17

64.19 203.86 268.05

meter read July 29, 2017 base rate with 0 usage is \$25.85 0 thru 2,500 cubic feet is \$0.88 per 100 2,501-6,500 cubic feet is \$1.08 per 100 over 6,500 cubic feet is \$1.33 per 100

McDonald, Robert & Pat
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 Burbank WA 99323

08/01/17	08/31/17	
545390	561662	16272
PREV BALANCE		268.05
Water		221.22
Returned Check Fee		
Reopened Fee		
BAL DUE/EQUAL PAY		489.27

143 Teri Rd

meter read August 29, 2017 base rate with 0
 usage is \$25.85 0 thru 2,500 cubic feet is \$0.88
 per 100 2,501-6,500 cubic feet is \$1.08 per 100
 over 6,500 cubic feet is \$1.33 per 100

McDonald, Robert & Pat
 PO BOX 307
 Burbank WA 99323

09/29/17

88

09/01/17 09/30/17

561662 576534 14872

PREV BALANCE 489.27

Water 202.60

Returned Check Fee

Returned Fee

BAL DUE/EQUAL PAY 691.87

143 Teri Rd

10/31/17

489.27 202.60 691.87

meter read September 29 2017 base rate with 0 usage is \$25.85 0 thru 2,500 cubic feet is \$0.88 per 100 2,501-6,500 cubic feet is \$1.08 per 100 over 6,500 cubic feet is \$1.33 per 100

McDonald, Robert & Pat
PO BOX 307
Burbank WA 99323

BAL DUE/EQUAL PAY 525.70

PREV BALANCE 470.65
Water 55.05
Returned Check Fee
Reconnect Fee

10/01/17 579682 3148
10/31/17

meter read October 30, 2017 base rate with 0
usage is \$25.85 0 thru 2,500 cubic feet is \$0.98
per 100 2,501-6,500 cubic feet is \$1.08 per 100
over 6,500 cubic feet is \$1.33 per 100

143 Tarif Rd

470.65 55.05 525.70

11/30/17

McDonald, Robert & Pat
PO BOX 307
Burbank WA 99323