COMMENT FORM FOR: N	ANCY COOPER	- ID# 300			
Consumer Information					
Confidential Comment	○ Yes ● No	eto constitui di mar inflitad prilitai delimbiti.	Conta	ct Method 🔾 Email 🗨	Mail O None
Name	NANCY COOPER	и потигот и политичения постат с фицу газа			
Organization/Company					
Address	15401 KAYAK PT	RD		Hegenterfyldin fram er eiste en eiste en der film sen er familier fram en fram en fram en en en en en en en en	
City, State, Zip Code	žemnimi i i i i i i i i i i i i i i i i i	SHINGTO	N 98292		
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Comment Information					
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	051444 D. V. J.	an main mentiling livers of .e. e.c			
	Danny Kermode		•	enugi zamata eti kenjangah da da	
Complaint Information					
Unresolved Complaint	○ Yes ○ No		Con	nolaint ID	

Activites For Nancy Cooper

COMMENT FORM FOR: M	<u>IKE KAHLER</u> - ID# 319		
Consumer Information			
Confidential Comment	O Yes ● No	Contac	t Method⊖ Email ● Mail ⊝ None
Name	MIKE KAHLER		Станов при
Organization/Company			
Address	8007 145TH PL NW	erestel hat dig ong bolon hat 1888 di hat bolot hat hat bolot di ast i at bolot di asti at bo	ummuma and muma muma ka ala ala ka an ka da kiriki ki ki ki ka kumun an umumi anda na midi ala ka ba ka na pun
City, State, Zip Code	STANWOOD WASHINGT	ON 98292	
Email	- I privit- Nieg N. Nieg Nathologo Nieg Priving propagato . A bei Nother Michael Priving		
Primary Phone #			Fax #
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Comment Information			
	High Rates		Open Date10/10/2005
	Poor Customer Service		
Filing Support	○ Yes • No	O Undecided	Closed Date
Source	○ Email ● Mail ○ Pho	ne 🔾 Web	Web Create Date
Pubilc Involvement Lead	John Cupp		
Duplicate Comment	○ Yes ○ No		
Description			
Attachments			
Follow-Up Information		Other Follow-	Up Information
	○ Yes ○ No	nggarangangan kalipat atawar 16 to 6 ta 15 ta 16 ta 17 ta 16 ta 16 ta 17 ta 16 ta 16 ta 16 ta 16 ta 16 ta 16 t	bllow-Up O Yes O No
Follow-Up Staff		Other Follow-	
Follow-Up Complete			
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Unresolved Complaint	○ Yes ○ No	Com	olaint ID

Activites For Mike Kahler

Company:

Kayak Estates Water, LLC

Docket #: Lead Staff: UW-051444 Jim Ward

10/10/2005

Dear Sirs,



RECEIVED
DISTRIBUTION CENTER

2005 OCT 18 AM 8: 03

STATE OF WASH. WUTC

As a 5 year customer of Kayak Estates Water, I am writing to express my view against the proposed rate increases. From 1999 through 2003, I and many of my neighbors experienced the worst service possible from Kayak Estates Water, including days on end of zero water pressure being delivered to our homes during summer months. In late 2003, Kayak Estates enacted metered rates for most of the system, which for the summer of 2004 and 2005 seems to have mostly remedied pressure loss problems, but also increased my modest-usage water bill from \$25 a month to a monthly average of \$32/month (see 9 months history below), an increase of roughly 28% over the prior flat rate. I have queried my neighbors and they too have experienced an overall increase in the rates paid since the metered rates became effective. So it behooves me how Kayak Estates Water was able to economically operate their system for 4 years (1999-2003) at the \$25 flat rate, effect a general increase in revenues collected via the metered rates in 2003, and now require an additional 37% rate increase in order to continue to provide service.

In early October 2005, Snohomish County PUD made notice of an intent to purchase Kayak Estates Water and make necessary improvements to the system, many which have been necessary since I first connected to the system in 1999. These include (see attached PUD letter dated 10/7/2005):

Add Failure Monitoring Equipment
Replace storage tanks with larger tanks
Add pressure reducing valves where necessary

Treat wells to remove manganese Abandon/Replace leak prone tank fill lines Add fire hydrants

To date, Kayak Estates Water has known of all these above problems but done a bare minimum to remedy any of the problems. Not until Washington State DOH ordered Kayak Estates to resolve low pressure problems in late 2002 was any perceptible action taken to remedy the zero pressure problems. I am therefore unsure that any revenue generated by the proposed rate increase would actually result in remedy of any of the above referenced problems, knowing the history of these problems dates back to 1999 and earlier. Kayak Estates Water has made no mention of correcting these deficiencies in their notice of requested rate increase; they only state the increase is necessary in order to continue to operate the water system.

In light of all the above, because I have already seen a rate increase of 28% in the past year, and because I see no mention of planned corrections to existing system deficiencies, I am entirely against the proposed rate increase.

Mike Kahler 8007 145th PI NW Stanwood, WA 98292 360-654-8590

Month	Total Bill
11/2004	\$27.61
12/2004	\$28.48
1/2005	\$27.73
2/2005	\$33.41
3/2005	\$29.63
4/2005	\$29.72
5/2005	\$31.64
6/2005	\$37.27
7/2005	\$33.32

COMMENT FORM FOR: NIELS ESKELSEN - ID# 306 Consumer Information Confidential Comment ○ Yes ● No Contact Method Email Mail O None Name NIELS ESKELSEN Organization/Company Address 14720 KAYAK PT RD City, State, Zip Code STANWOOD WASHINGTON 98292 Email nielse@earthlink.net Primary Phone # Fax# Secondary Phone # Comment Information Theme High Rates Open Date 10/10/2005 Filing Support O Yes No O Undecided Closed Date Source ● Email ○ Mail ○ Phone ○ Web Web Create Date Pubilc Involvement Lead John Cupp Duplicate Comment O Yes O No Description Dear Sir: I have been a customer of Kayak Point water company for the last four years. It has not been a good experience. Since Kayak Point Water was given the right to change its billing system, We have seen dramatic swings in our water bill for between \$20-\$130 per month without any explanation other than that is what the meter read. We have not seen any improvement in the watersytem since the last rate increase, nor to we expect to see any additional improvement over the water quality. If a rate increase is grated, it should at least include the requirement that the Kayak Water be required to filter out all the black sediment that comes through the pipes. Attachments Follow-Up Information Other Follow-Up Information Follow-Up O Yes O No Other Follow-Up O Yes O No Follow-Up Staff Other Follow-Up Staff Follow-Up Complete O Yes O No Issue Information Issue ID 67 Company Kayak Estates Water, Llc Filing 051444 Staff Danny Kermode

COMMENT FORM FOR B	ETSY & TONY HOWARD - ID#	316		
Consumer Information				errennen 2 essencia in anno 1942. Constanta de anto acomo 1960 (1963)
Confidential Comment	○ Yes ● No	Contac	t Method 🛡 Email 🔾	Mail O None
Name	BETSY & TONY HOWARD			
Organization/Company				
	15822 70TH AVE NW			
The state of the s	STANWOOD WASHINGTON 982	92		\$
The state of the s	thodes51@msn.com			
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Secondary Phone #	Annual Control of the	dan danag taman ang Anagan ang Angan Salaman dan ang Angan ang Angan Salaman dan ang Angan Salaman dan ang Angan Salaman dan ang Angan Salaman dan ang Angan		
Comment Information				
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AND THE STATE OF THE PARTY OF T	■ Email ○ Mail ○ Phone ○ W	eb	Web Create Date	
Pubilc Involvement Lead				
Duplicate Comment			s port à similiar de mandre un mandre que per est en mandre de la servició de la servició de la servició de la	
Description	Please be advised that my husband a increases as proposed by Kayak Esta Not only have there been multiple pr	tes Water, I	ĹĹĊ.	
	but their customer service leaves mu- evidenced by their rudeness during t	ch to be des	sired as was	
	We are very much in favor of Snohor Kayak Estates Water, LLC.	nish Count	y PUD purchasing	
Attachments			I de la companya de l	
Follow-Up Information	Oth	er Follow-	Up Information	
Follow-Up	○ Yes ○ No	Other Fo	ollow-Up 🔾 Yes 🔾 N	lo
Follow-Up Staff	Ot	ner Follow-	Up Staff	
Follow-Up Complete	O Yes O No			
Issue Information				
	67			ente procesa de la completa de la 1960 de la La completa de la completa de la 1960 de la
Company	Kayak Estates Water, Llc			
Filing	051444		terministra di Paring Santa di Paring Paring Paring Santa di Paring	ane sum dinama apadema Production dinama
Stati	Danny Kermode	·		Control (1991) (1991) (1992) (
Complaint Information				
Unresolved Complaint	O Yes O No	Com	plaint ID	

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COMMENT FORM FOR: <u>DAVID BOWLING</u> - ID# 309

Consumer Information			
Confidential Comment	○ Yes ● No	ontact Method 🛡	Email 🔾 Mail 🔘 None
Name	DAVID BOWLING	The state of the s	Notice that is a second of the
Organization/Company			
Address	Basi permin otini in ing progresi oto singa a communggapawa mapagang ang pengilik si tengili mimpendak iti pilak ibidak ibid	tita hali tit minti titti uurimua uu u	t pagatataga magana manana
City, State, Zip Code			
Email	saebird@earthlink.net		NATIONAL TOTAL OF MANAGEMENT AND
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	come being paying move for what little we		
	for what little we use.and no investigation some wacco so I gave up.	s, i started to look	TIKE
	some wacco so I gave up.		
	Original Message		
	From: Jim Ward <jward@wutc.wa.gov></jward@wutc.wa.gov>		
	Sent: Oct 7, 2005 12:04 PM	•	
	To: sagebird@earthlink.net		
	Subject: Re: poor water		
	Mr. David Bowling, have you reported the	see conditions to th	no water
A	company	se conditions to ti	The Water I all the property of the property o
Report Mark Control of the Control o	and Department of Health (1-800-521-0323)?	
	•	•	
	lim Ward		
Parkitinus 2. 2. Labor (2006) il 1900. El la lingua e a parkitinus e una 2. Labo	360-664-1250, 360-586-1130 fax		
	or jward@wutc.wa.gov		
	sagebird@earthlin		
	k.net		
hone brook to be to belsen in 1974. Particologi by an Editoriosa Laterance	as a second of the second of t	o	en e
	10/07/2005 11:50 jward@wutc	wa.gov	
ali (huspeni) ni wasabasa sesar (wand	AM	cc	

Subject poor water

Please respond to sagebird@earthlin k.net

To ALL with interest and concerns 10/06/05

 I have sent info and asked for your help year after year, and here I am again. As you know the water system service here in kayak Estates SUCKS. At any given day there is something wrong with the system or the way Kayak Estates Water, LLC. Service supports us. ets look at today the well site has waste dump next to it from the last main brake and haz-mat, (all the pavement remove) dumped next to the well. I thought state laws clearly state the there is to be no storage or dumping at this kind of location. I also don't understand after years of asking for help with the lies Kayak Estates Water, LLC has told its customers such as the storage tanks cleaning, when asked when have they been clean last. The last time they answered this question, they came up with a fake date and when asked to show proof and records and never do, no one ever follows up so they have no need to do any system maintance, Example Today I go to take a shower at about 9:00 am and the water pressure is so low that I am not sure if I will get wet, but why call if no one will call you back or cares at Kayak Estates Water. Damage from poor system maintance, over the past years there has been personal property and local property damage done do to poor maintance and the lack of proper flushing. The system only has a few flush location (like three or four) and none are at the low point in the

location (like three or four) and none are at the low point in the main runs. This is why over the past few years I have lost four loads of White Clothing do to staining from dirty water, add that up when one dress shirt cost \$35.00 to \$ 70.00 now a days and itÂ?s a full load of wash. Here is

the response from Kayak Estates Water (Take Us to Court). Next the Damage done to my yard by them looking for service lines that they have no clue or mapping of there locations, laws state that a company is to restore as the land was found to be, but Kayak Estates Water when contacted will do nothing do no one will enforce the law or fine. The damage done to are road

ways here do to line main brakes running for days after reported and under mining the pavement, again state law states that the repair is to be as was. Also is no concern that the system is not running as stated and the real cost may be less to run, such as the statement that there is two wells on line and running and that they switch between the two to supply. there

is only one well on line and able to supply water. How can all of this be over looked and justify any rate increase if anything we should be getting a refund for poor service not meeting State Standards. My point is the last rate increase was approved to give us all better service and help cover the cost of improvements to the system. I

would like to know what improvement have been done to the system since, and at what cost. We were told the increase was meters, Meters have been installed to show and record water used by home owners with those large five acres lawns (ya right) I need some help understanding this The study done shows data on water used and billed? how can it be that Kayak Estates Water can bill for thousands of gallons more water than what the main meter at the well shows out put (HUM) for a month? Here is the problem most people think and feel that the State of Washington has a system in place to protect them from companies like Kayak Estates Water LLC from over charging and rates that are higher than what they should be, or what is called price gouging. I would like to ask for an investigation to be done on the data that Kayak Estates Water LLC records to support any and all rate increase. There is question if the data being used is all or even from this water system and that the data used to support the last approved rate was not from Kayak Estates Water

System. This rate request should not be approved. The State and Kayak Estates Water LLC has an obligation to supply safe and usable clean water at a fair rate, I ask this ARE WE GETTING THIS and DO WE HAVE RIGHTS as CITIZENS of WASHINGTON and THE USA Thank You and Hopeful

David Bowling

Kayak Estates Home Owner

Attachments

Follow-Up Information	Other Follow-Up Information	
Follow-Up O Yes O No	Other Follow-Up O Yes O No	
Follow-Up Staff	Other Pollow-Up Staff	
Follow-Up Complete O Yes O No		
Issue Information		
Issue ID 67		
Company Kayak Estates Water, Llc		
Filing 051444		
Staff Danny Kermode		
Complaint Information Unresolved Complaint ○ Yes ○ No	Complaint ID	

Activites For David Bowling

COMMENT FORM FOR: DAVID & JENIFER MCELROY - ID# 311

Consumer Information		A Carlo Day				
Confidential Comment	⊃ Yes ● No	Conta	ct Method 🛡 Email 🔾	Mail O None		
Name	DAVID & JENIFER MCELROY					
Organization/Company		ara nanara ar araa ka araa ka araa a	Hamil kaska adalah sahim kikil kilikal hika adalah sahim kilah dalah sahim kilah sahim kilah sahim kalah sahim			
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	ecs@cnw.com	AT THE PARTY OF TH				
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Comment Information						
Theme	Poor Customer Service		Open Date	10/07/2005		
Filing Support	O Yes ● No O Uno	decided	Closed Date			
Source	● Email ○ Mail ○ Phone ○ We	eb	Web Create Date			
Pubilc Involvement Lead	John Cupp					
Duplicate Comment	○ Yes ○ No					
Description	We are absolutely appalled that our	water rate	es could increase when			
	the quality of our water and water se					
	nto this neighborhood 1 year ago, wl					
	the discolored water coming through	_	_			
	Kayak Estates Water, LLC, we were told (and mailed) information regarding the secondary contaminants in the water and the					
	recommendation along with referrals					
	to install a home water filtration syste	em. We ha	ve since invested			
	almost \$2,000.00 in our home water fi	-				
	healthy water to drink and clear water	er that wo	n't stain our clothes,			
	toilets, sinks, dishwasher, etc.	٠				
	Also, Kayak Estates Water, LLC has v	verv poor	piping and numerous			
	leaks causing water to be turned off v					
	blacktop/streets and land that never g		-			
	they dig it up (including in front of o	ur house!)).			
	There isn't any instification for water	rata inara	acce and two are	della specima i construccioni		
	There isn't any justification for water absolutely opposed to such action!	rate mere	ases and we are			
Attachments	and the second s		atanakhantaka danka danka danka danka danka danka dari dari			
Emma (Company) and the second of the second						
Follow-Up Information	ACCIDINATION OF THE PROPERTY O	geraten armini arabitan kerian k	-Up Information			
Follow-Up	○ Yes ○ No	SERVICE CONTRACTOR OF THE PROPERTY OF THE PROP	Follow-Up 🔾 Yes 🔾 N	Vo		
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Follow-Up Complete	○ Yes ○ No					
		Secretion and secretary	ackenson rate recent resemblicates to the fill the transfer of the fill the			

COMMENT FORM FOR: DAVID & MARGARET BALES - ID# 301

Consumer Information			
Confidential Comment	○ Yes ● No	ontact Method DEmail	l ● Mail ○ None
Name	DAVID & MARGARET BALES	***************************************	
Organization/Company			
Address	7933 145TH PL NW		anni i a did da di isa mada didi indi da dii gay fi iya di ma fi gifa isa mai i sa affan ni manini a bi da paga
City, State, Zip Code	STANWOOD WASHINGTON 98292	tajangga yayatgangga ng Sigaloga , at gang sa gan, at a sa a sa ana ang sa	
Email			
Primary Phone#	ALTINITIES HILLENDER SANIELE SANIERE S	Fax #	
Secondary Phone #	360-654-9778	Gradulululululuseli	
Comment Information			
	High Rates	Angal	Date 09/28/2005
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	● Email ○ Mail ○ Phone ○ Web	Web Create I	
Pubilc Involvement Lead		MCO-CICALCIA	
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The state of the s	We would like to register our strong oppo water rate	osition to the proposed	
	increase presented by Kayak Estates Wate	r LLC. We believe the	
Property and the second	request is		
guns in Schreibergerbeite Gregorieres	unjustified and not reflective of true costs	of maintaining the syste	em.
	The		
	company established new rates only two y	ears ago when it applie	
	for metered rates. Rates increased for average system	users significantly when	
Part that a part to the control of t	metering	users significantly when	
	took effect. Revenues had to increase com	mensurately. It is simp	ly
	impossible to believe that in two years, wi	th no significant system	or
endang subag dipelanbahan baga dan kelal Nambagan bagan berahan berahan dipelangkan baga	service improvements, that costs could in	crease requiring a 36.8%	da jara saaraken ja elivija ja kali Saaraki singerin jarak kalingsistä
	increase.		
	Kayak Estates Water LLC has presented n	o information to system	
	subscribers	•	
	that indicates any infrastructure or capital	improvements have be	en gjilogkis i sa sa sa s
	made.	111 11 1	The first between the control of the part
1. State Committee and Committ	Given the company's past performance, w	hich is well documented	
	we do not trust their assertions that this request is co	st driven. It seems far	ar ekolog ettektingiloksekon Sv. akok ekologiskakonson
	more	or arrein it seems ful	
	likely that in an environment of soaring e	nergy costs (and energy	
**************************************	company		
	profits) Kayak Estates Water LLC is hopin	g to slip by a "me too"	Stade Bajona caracterio da Salemando Caracterio de
	profit		

COMMENT FORM FOR: DONNA & MICHAEL COOK - ID# 308

Consumer Information					
Confidential Comment	○ Yes ● No		Contact 1	Method● Email ○	Mail O None
Name	DONNA & MICHAE	L COOK			
Organization/Company			والمراجع والمراجع المالية والمساعمة ومسام والمالية	in jajang sajalay samujugaan njaanjay yo joo yo ni sa yayaa ya ya	
	15507 72 ND DR NW			:	•
	STANWOOD WASH	IINGTON 98292			
TRANSPORTED TO THE PARTY OF THE	d-m-cook@att.net		41-14-20-14-1	go konstirog gang go si kwa gamat kitaki akatikika asa a sitaatikika asa d	- man - man state to the second of the secon
Primary Phone #	Birkan karangan kara Birkan karangan kara			Fax#	a jaga kapiloga koga asaa asaa ay kalifi no (pin si 1890) kalaya asaa isaa
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Comment Information					
Theme	Poor Customer Servic	. е	12.1621.001m.202.0127273	Öpen Date	10/10/2005
Filing Support	○ Yes ● No	O Unde	cided	Closed Date	Norman on meter a menor conserva a sua antica com a real a section de Conserva a section de la conserva a
Source	● Email ○ Mail () Phone () Web	1000 1000 1000 1000 1000 1000 1000 100	Web Create Date	
Pubile Involvement Lead	John Cupp				
Duplicate Comment	○ Yes ○ No				
Description	Yes, let's reward the v	vater company fo	r a job wel	l done! But first,	
	let's		_		
	ask them to do the job	. Please remembe	er that mar	ny people here are	
	too wrapped up in making	a a living and ten	ding to the	oir family to take	
nianteres estruturas de la composición del composición de la compo	the time	5 a nymig ana ten	iding to the	in family to take	
	to respond to items su	ich as these. Unfo	ortunately t	they have a habit of	
	letting George do it.				
ca an Chippen a communication of the second particularity of the second of the second			1.0	. 1 . 1	
	I do not see where a ra non-existent. Many tin			-	
	cannot	nes, nee when yo	u nave mu	ie of no water, rou	
	even reach anybody by	y phone. let alon	e in case o	of an emergency or	
executively also decreased and a result of the second of t	even to				
	answer a question. (so	ome customer ser	vice depar	tment)	i dalah kan orang pagaran da da Bada pagaran da
	I can understand why	they need to incr	ease the ra	tes. If the system	
	as				principal control of the first
	exposed on my own p what I	roperty is an exai	mple of the	e whole. From	
	witnessed the system i This is	is installed to no l	know acce _l	ptable standards.	en e
	the results of greed, in the	order to get the	system up	and operational at	gradunares observament dam ble Politica dam de de la comercia de la comercia Politica de la comercia del la comercia de la comercia del la comercia de la comercia del la comercia de la comercia del la comerc
	least amount of cost, o	quality was obvic	ously tossed	d to the wind.	
	The underground pipe	es I witnessed du	ring a rece	nt repair were not	

bedded

properly prior to backfill. I doubt if any thrust blocks were installed. Inadequate cover has resulted in multiple failures in the roadways and

through out the system. There is no evidence that U.B.C. trench

codes were followed. Acceptable U.B.C. and Snohomish County underground

utility repair procedures on roadways appear to be totally ignored. And I

doubt if they have ever heard of ASTM or what compaction requirements are or the benefit thereof.

Kayak Estates Water LLC now find themselves in a self induced quandary.

They have a water system falling apart from every angle, band aids falling

off all over and no funds to do repairs.

They are the ones that applied all the band-aids not the rate-payers. It is

not the rate payers fault there is no money. The lack of funds are the fault of the management of Kayak Estates Water LLC.

As little or no maintenance has ever been performed. I doubt if they even

have a regular or established routine inspection and maintenance program in

place.

Now small repairs have turned into large repairs. (See P.U.D. report) Of

course our elected and or appointed officials at the W.U.T.C. are very aware

of incompetence and the cost there-of. You have witnessed this very thing

on other systems within the County.

firmly believe that the Kayak Estates Water LLC management team should be

made to sit in on the Alderwood Sewer and Water Districts or Silver Lake

Water& Sewer Districts monthly maintenance meetings. Then maybe they would

know what is required to operate and maintain a public water system. I for

one and most responsible people do not mind paying rate increases for a

service well run and managed.

	Why not have the Kayak Estates Water LLC board actually do their ob and
	protect their customers from substandard practices and the costs
	Why not try something new? Have the water company bring the water system up
	to acceptable standards, repair our roadways that were damaged by
	their pipeline failures and set up a customer service department, then
	give them a rate increase.
	Now I will try to qualify my statements made above accusing the Kayak
	Estates Water LLC of substandard construction and repair methods. I am a
	graduate Civil Engineer, Fixed and Public works, highways, sewer
	systems, irrigation, drainage and drinking systems have been my life for the last 40
	years. Mostly in private enterprise. I presently am employed in the Planning
	and Development Department of Snohomish County. We are not a critical
	bunch. However, over time we have noticed that when attention to known
	standards are applied during construction, life of the system and
	operation is greatly affected in a positive way. This system was not constructed for ease of operation or longevity. It was constructed purely
	for quick profit motivated by greed. The maintenance programs are operated
	along the same lines and now the wolves are home to feed.
	Again I say no to a rate increase at least until performance improves.
Attachments	

THE THE PERSON OF THE PERSON O	****
Follow-Up Information Other Follow-Up Information	
Follow-Up O Yes O No Other Follow-Up O Yes O No	
Follow-Up Staff Other Follow-Up Staff	
Follow-Up Complete O Yes O No	

Issue Information	
Issue ID 67	

Company Kayak Estates Water, Llc

COMMENT FORM FOR: GERALD E, MILLER - ID# 310

Consumer Information			inn de Godualnia Kalifoliada	
Confidential Comment O Yes	s ● No	Contac	t Method 🛡 Email 🔾	Mail O None
Name GERA	ALD E. MILLER			
Organization/Company				
Address 15830	70TH AVE NW			
City, State, Zip Code STAN	IWOOD WASHINGTO	ON 98292		
Email geral	d.e.miller@boeing.com	E HTAEHREN, HE EN TO A THE STATE OF THE STAT		Children Control of the Control of t
Primary Phone #	MONOTO LA LA SALIS I I SALIDITA LA RIPULLA ALI III ALI ROBILLI, DORI ALI ADRIBU		Fax#	
Secondary Phone #	The state of the s	HETT THE TALL AND A THE ATTENDED TO THE THE PROPERTY OF THE TALL AND T		
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Comment Information		lings eiling besons en en en en eil. Harringen einer		
Theme Mism	=		Open Date	10/07/2005
	Customer Service			menne Alves Se es
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Source En	nail 🔾 Mail 🔾 Phon	e O Web	Web Create Date	
Pubilc Involvement Lead John				
Duplicate Comment O Ye	s O No			
Description	Dear Jim Ward,			
Oct 7,	2005			
	-	ncrease the water ra	•	
Name of the Control o	z, it offends many reside	-	-	
The state of the s	s Water company does		•	
	rly, overcharges water (igs. Many residents are			
	mance. For years, the c			lian ing backari
	ground routing is not u	-		
	ning of installations as f			
* ************************************	oted to right this wrong			
2,314.27.27.27.27.27.27.27.27.27.27.27.27.27.	ation has shown its ugl			kana kana saka saka saka saka saka saka Zamba saka saka saka saka saka saka saka
especi	ally in the area of 66th,	where several pav	ing patches are	
Committee of the process of the contract of th	nce of broken/leaking w			
A CONTROL OF THE PROPERTY OF T	e water tower. Much o	•		
	al substandard water m	-		
	rs to be an attempt to p			
\$275.00.00 10 10 10 10 10 10 10 10 10 10 10 10 1	nocent residents(major	_	· · · · · · · · · · · · · · · · · · ·	
	rcharges when the mete Igs were taken by youth			urula ekolenta (Boshulkara ese ekolen esent en da ese
an a la l		d officially notified		
Count	y Council that we were	-		
where a many a district of the form of the property of the pro	ng residents area would			
Andrew State Control of the Control	system. This could be	÷ –	=	
	=	•	005), a major break	ures du la companie de la companie d

was observed having occurred near our residence at the end of 70th avenue (15830 70th). When my neighbor attempted to contact the company, it was not until about 8:30 AM before a telephone response occurred. Even though the water pressure is not excessive at the end residences, Steve (Iliad maintenance crew) indicated that excess pressure as the culprit. The water has been dirty on numerous occasions, has ruined clothing, has required excess cleaning of clothes washers, and needed purging of dirt sediment from toilet tanks and plumbing. This in, addition to the unseen damage to valves and water pumps within the system, makes this a very suspect attempt to increase rates. The purging and cleaning at the residences have been at the residences expense, including the "excess" water use. Many repairs were done without notifying the adjacent residences of water shutoff or purging requirement (communication improvement). We also haven't received an answer regarding the Kayak Point Maintenance Association water rate reduction, re: your letter to Sondra LeBaron, Kayak Estates Water, LLC. Although the company has updated the residents as to the water testing quality, it appears to be a mandated requirement. We strongly recommend the disapproval of rate increases until the utility commission has investigated.

Attachments

Follow-Up Information	Other Follow-Up Information
Follow-Up \bigcirc Yes \bigcirc No	Other Follow-Up 🔾 Yes 🔾 No
Follow-Up Staff	Other Follow-Up Staff
Follow-Up Complete O Yes O No	
Issue Information Issue ID 67	
Company Kayak Estates Wa	ater, Llc
Filing 051444	
Staff Danny Kermode	
Complaint Information Unresolved Complaint Yes No	Complaint ID

Activites For Gerald E. Miller

COMMENT FORM FOR: GREG ANDERSON - ID# 304 Consumer Information Confidential Comment O Yes No Contact Method Email Mail None Name GREG ANDERSON Organization/Company Address 15915 66TH AVE NW City, State, Zip Code STANWOOD WASHINGTON 98292 Email greg.anderson@weyerhaeuser.com Fax# Primary Phone # Secondary Phone # Comment Information Theme Mismangement Open Date 09/29/2005 Filing Support O Yes Undecided Closed Date No Source • Email O Mail O Phone O Web Web Create Date Pubilc Involvement Lead John Cupp Duplicate Comment O Yes O No Description: I find the request for a rate increase both laughable and insulting. Kayak Estates Water does not maintain the water system properly now. We have had numerous leaks, both small and large, in the 15 months since I moved here. Though I am a new member of the community I bought my home because of the location and the beauty of the surroundings. The water company takes far too long to respond to notifications of problems, is lackadaisical in there approach to repairs and leaves the road surface in far worse condition than it was before the break happened. Though I am not a water expert I can tell you that the water is often dirty and this has caused financial loss to me, and I am sure others, in dealing with clothing that was ruined in the washer, problems caused in the water heater by dirt build up, and plumbing problems In that dirt and sediment was introduced into the system that may have been needless had the the water system been up to standards I've seen in other areas of the county in which I have lived. I recommend, in the strongest terms, against any rate increase and request that the utility commission conduct a thorough investigation before any such increase is considered. Greg A. Anderson Midrange System Support Phone: 253 924 7384

COMMENT FORM FOR: K	AREN DICKSON - ID	4 312	enganises septembris estembris dan Pindhosas sesahin diberis septembris	
Consumer Information				
Confidential Comment	○ Yes ● No	Contact	Method● Email ○ N	∕Iail ○ None
Name	KAREN DICKSON			
Organization/Company		LAZIKAN LIZIHA ANI INDIA		in a second of the second of t
	16213 66TH AVE NW			
property of the second control of the second	STANWOOD WASHING	GTON 98292		
	kranmom@hotmail.com	Anny iven was a risk in man which rights in the way of the con-		acamatanamananan katalah kenalah adalah dan ber
Primary Phone #			Fax#	National and the Market Constitution
Secondary Phone #	en e			
Comment Information		ancolomoreanpunguaspus en unitalis. Pinastrika		
Theme	High Rates		Open Date 10)/09/2005
Filing Support	○ Yes • No	O Undecided	Closed Date	a dia linea sani non in a mineri di 1817 il minerite i ever (di minerite i este (di mi
Source	● Email ○ Mail ○ Pl	none O Web	Web Create Date	
Pubilc Involvement Lead	Gerenen er	Nilians del menmenmenmenmenmenmenmenmenmenmen		ndersid Signer resensives - menuli Sensinada signe sensionas i Sensia
Duplicate Comment		<u> deliki kakululan manak kolok kari menempadah</u> in kan kecampadan menyera menenyera menenye menenye menenye menen	NOT ADM THE PROPERTY AS AND AS	
Description	Until Kayak Water can pr	ove that they will fix p	ipes, roads etc	
	they should not get a rate incre	ase, especially a 36.8%.	0 de 50 0	
	Should hot get a rate mere	aso, especially a solo io		
	That is an unbelieveable ra	ate increase and does n	ot fit in at all with	
	peoples wages.			
	Come on government, we	are being taxed out of	our homes and with	
	rate	are being taked out or		
	increases on all utilities we	e will all be forced into	poverty.	
Attachments		mmanyyy magan amana a		
Fallavi-Us Information		Other Follow-U	In Information	
Follow-Up Information	○ Yes ○ No	aprings the property of the state of the sta	llow-Up ○ Yes ○ No	
Follow-Up Staff		Other Follow-I	neggy to the man programment of the residence of the least of the first of the first of the first of the first	n been with the action of the action of the state of the
Follow-Up Complete	£			
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Issue Information				de la la companya de
Issue ID				
	Kayak Estates Water, Llc			
	051444	TANNATAN'A no mandrina mandrina ao tao tao tao tao tao tao tao tao tao		Laborate de la company de la
Staff	Danny Kermode		्रामा अवस्था स्थापना स	
Complaint Information				
Unresolved Complaint	O Yes O No	and a commentation of the contract of the cont	laintID	ilena karine kanana mining barang dan
		idalidian and a second	The transfer of the second second second	MANSASARAHI IMIN LEMANSERAMANAHAN MENER TAHAN M

COMMENT FORM FOR: KERRY COOLEY - ID# 313

Consumer Information		
Confidential Comment ○ Yes No	Contact Method Ema	ail 🔾 Mail 🔘 None
Name KERRY COOLEY		*
Organization/Company		trajan (f. 10. de g.), ego (f. 11. ennement) (f. 11. de g.), to sino immeno en entre (f. 1200 en en
Address	ann an in i Mhònn a budh ann air aid aid bhibhidh bhidh dhi bhi bhi air in aid inn an gin ai ail ghi an 18 mobh nail i bann air suan ann an ga ga	e santanti trangg 111, mito pirampiratori vana si foregno promonglimopranden perte missi depire
City, State, Zip Code		
Email kscooley@starband.net		Sortier or de Sall Sone Internet sources for maleum commences and 25, 192, con-
Primary Phone #	Pax #	en de man mende mende de man mende men Terres de mende
Secondary Phone #		
Comment Information		
Theme High Rates	in in the second se	Date 10/10/2005
Poor Customer Service		and A chair and Year distance of the chair and the chair a
Filing Support O Yes • No O	Undecided Closed	Date
Source ● Email ○ Mail ○ Phone ○	Web Create	Date
Pubilc Involvement Lead John Cupp	che un carità i inno indicini cano cano e consolina cabadad had Hall Phellipe con cella de la leche la l	The state of the s
Duplicate Comment O Yes O No	ter and and the material and an experience of the second state of the second second second second second second	
Description Hello, my name is Kerry Cooley	and my family has had a reside	ent's
at Kayak Estates for 19 yrs. now.(
Dave Dorland (Kayak Water) ha	s requested he gets approved t	o rob
his customers yet a little more. Ya		my
property if I'm not mistaken the c		
months and that was for a much a	-	that
would be asking a little much in t		
approving a cost increase for the		also
asking too much. We have damag	-	
breaks because all the magnesium pipes from the air bubbles that tra		Indian on the or common Avenue of the common by the or published by the property of the common and the common and the common of
patches in our road (and some of		
once) where the lines have broke		
mention a good 1,000 feet of our r		
bottom due to the poor quality pa		
water line repair. Mr. Dorland ha		The same of the contract of the form of the property of the contract of the co
his current customers. Now if he	was going to correctly replace	the
water lines and repair the roads b	ack to the good condition they	
were prior to breaks and add filt	•	The state of the s
consider this increase positively, l		
and he is merely making an attem	-	
cannot operate on income general	-	Lucional manager approximation and approximation of the contraction of
his own burden here by doing such		The first of the period on the court of the second of the
come back to haunt him and he ex		
out Ha. I don't think so!! Does y		THE RESERVE THE PROPERTY OF TH
true and real documentation to su	ipport ius requestr ii so, i wou	IU British Bri

	investigate each and every iter considering its validity. As yo Thank you for your time	n's authenticity prior to even u can see I am apposed, enough said.	
Attachments	incedere bilgide bit te beneve en ett en bit an het te beteken bilden av benavet en ett en en er en ett en ett :		
Follow-Up Information		Other Follow-Up Information	C.T. J.E. St. Doogney regular
Follow-Up	○ Yes ○ No	Other Follow-Up O Yes O No	
Follow-Up Staff		Other Follow-Up Staff	
Follow-Up Complete	○ Yes ○ No		PUTCH AND
Issue Information			The second secon
Issue ID	67		
Company	Kayak Estates Water, Llc		
in the second se	051444		
Staff	Danny Kermode		
Complaint Information			
Unresolved Complaint	O Yes O No	Complaint ID	
Activites For Kerry Cooley			
Date			
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* STATE OF THE STA			
Vapoucovavanus			

COMMENT FORM FOR: LAURA THOMPSON - ID# 317

Consumer Information		
Confidential Comment ○ Yes ● No	Contact Method● Email ○ Mail ○ None	
Name LAURA THOMPSON		
Organization/Company		
Address 8214 153RD PL NW	en e	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
City, State, Zip Code STANWOOD WASHINGTON 982	292	
Email llday777@aol.com		
Primary Phone #	THE TRANSPORT OF THE PARTY OF T	
Secondary Phone #		olither The late
		27770
Comment Information		Commence of the commence of th
Theme High Rates	Open Date 10/12/2005	
Mismangement		
Poor Customer Service		
Filing Support ○ Yes ● No ○ Un	ndecided Closed Date	
Source ● Email ○ Mail ○ Phone ○ W	Veb Web Create Date	
Pubilc Involvement Lead. John Cupp	And the state of t	70012 A
Duplicate Comment O Yes O No		
Description I WOULD LIKE TO COMMENT ON	N THE RATE INCREASE FOR	Augument
THE KAYAK ESTATES WATER DIS	STRICT. I AM IN OPPOSITION	**************************************
OF THIS RATE INCREASE BEACAI	USE OF THE PAST	
MISMANAGEMENT OF THIS WAT		
PURCHASED BY THIS COMPANY	France part of the second seco	1000
RATE INCREASE, WATER RESTRIC	17-74-18-18-18-18-18-18-18-18-18-18-18-18-18-	10000000000000000000000000000000000000
IMPOSED WITHOUT NOTICE. WE		
WON'T DRINK BECAUSE IT IS BRO ALL THE TIME. SO WE PURCHASI		
CRYSTAL SPRINGS FOR ANOTHE		C. (100 mm v / 100 mm
PERIODICALLY BLEACH THE WA		
NOTIFIED BY A SMALL SIGN AT T		100 y 000 200 y
DEVELOPMENT SO WE NEVER KN	The second of th	
WHAT IS IN OUR WATER. THERE		
PRESSURE AND THEY TURN OFF	THE EXTRA PUMP SO THAT	
WHEN MY NEXT DOOR NEIGHBO	ORS HOUSE WAS ON FIRE	
AFTER SEVERAL MINUTES ALL T	THE FIRE DEPT COULD GET	
OUT OF THE HOSE WAS MUD. TH	HE HOUSE BURNED TO THE	
GROUND. I HAVE NOT SEEN WH	A CAN A MARK A CAN	
PROPOSING OR IS REQUIRED TO		
WITH THIS INCREASE OF ANNUA	And the second of the second o	
BEEN CONCERNED ABOUT THE I	Entrance of the Control of the Contr	
MORE HOMES IN A NEW DEVELO	[0.000] [0.000	
WOULD OF COURSE MAKE THES		
ADDITION WE RECENTLY RECEN	VED A LETTER FROM	A

SNOHOMISH CO PUD REGARDING A POSSIBLE PURCHASE WITH A RATE HIKE. I WAS WONDERING SINCE THEIR DATE WAS THE 28TH OF OCTOBER WOULD WE BE GETTING A DOUBLE RATE HIKE? IF THIS GOES INTO EFFECT THE 27TH AND THEN PUD PURCHASES IT WITH A 17 - 24 DOLLAR PER CUSTOMER PER MONTH INCREASE ON OCTOBER 28TH, THAT WOULD BE A HORRIFIC MONTHLY WATER BILL SINCE MINE CURRENTLY AVERAGES ABOUT \$80 PER MO., ALREADY FOR A FAMILY OF 4. AT LEAST THE PUD LISTED THE IMPROVEMENTS THEY PLANNED TO MAKE WITH THE PROPOSED INCREASE. PLEASE DO NOT ALLOW A RATE INCREASE FOR THIS TERRIBLE WATER DISTRICT!! THANK YOU.

Attachments

Follow-Up Information	Other Follow-Up Information
Follow-Up O Yes O No	Other Follow-Up \bigcirc Yes \bigcirc No
Follow-Up Staff	Other Follow-Up Staff
Follow-Up Complete O Yes O.No	
Issue Information	
Issue ID 67	
Company Kayak Estates Water, Llc	
Filing 051444	
Staff Danny Kermode	
Complaint Information Unresolved Complaint O Yes O No	Complaint ID
Activites For Laura Thompson Date	

COMMENT FORM FOR: STAN & SHERRY STEBING - ID# 303

Consumer Information				
Confidential Comment	○ Yes ● No	Contact Met	hod DEmail 🔘	Mail O None
Name	STAN & SHERRY STEBING			
Organization/Company				
Address	16315 66TH AVE NW	ter a haj di gili gili dan saj sid sida aj sa sa san san ang sa sa		
City, State, Zip Code	STANWOOD WASHINGTON 98292			
Enail	scstebing@earthlink.net			
Primary Phone #		Fa	nx # .	
Secondary Phone #	360-654-8738	Andreadistation of the control of th		
Comment Information				
	High Rates		Open Date I	0/05/2005
Filing Support	And the second state of th	Application of the second of t	Closed Date	
	● Email ○ Mail ○ Phone ○ Web	2366003222	Web Create Date	ng ta ting (a) gi ni ningata issibila bi ambimbana tambanan kara
Pubilc Involvement Lead		Francis Grader Jereman Grader Jerema	TED CICALE DAIL	
Duplicate Comment				
The state of the s	I am in receipt of a notice from Kayak E	statos Wator	IIC notifying	
CONTROL OF THE PROPERTY OF THE	their customers that they have filed for a			
	Washington Utilities and Transportation		\$50	
ENTER STEEL ST ENTER STEEL S	in water rates. I find this somewhat unb	elievable sin	ce your March	
[25, A32, 25, 25, 25, 25, 25, 25, 25, 25, 25, 2	11, 2005 letter to Kayak Estates Water, L			
	rate reduction was in order (see attachm		100	
	Estates Water, LLC is defending their cu offensive posture of requesting higher ra	•	taking the	
	onensive posture of requesting higher re	1103.		en de la Carlo de La Carlo La Carlo de La
	Snohomish County PUD recently compl	eted a "Repo	rt on	n Palitalija ipraasia (1908) ja Palitaja Suoma Sanasia
The state of the s	Engineering Feasibility Study for Acquir	-	122	ng palituda de manda de como p
	System (ID# 231115) (see attachment). K	•		
	the Washington Department of Health, i	-		
n a Chairle Bhaille ann an Taonn ann an Taonn ann an Taonn ann an Taonn an Taonn an Taonn an Taonn an Taonn a Taonn a taonn an Tao	Snohomish County PUD and is assigned	to this proje	CL.	g de sprintentina en en el entre de la companya de La companya de la co
	I would ask the WUTC to not approve a	rate increase	at this time.	
Figure 1 and	Kayak Estates Water, LLC did not respo			
	months with the information that was re		22	
The second section of the second seco	March 11, 2005 (see attached). In addition			
	that Snohomish County PUD will purch LLC, and that their rates would be less t	•	131	
	LLC, it would be prudent to wait and se	-	163	
	proposed purchase.		F	
Attachments				referral architecturist. 1881 in 18 September
	WUTC 3-11-2005.pdf PUD_Kayak_EstatesFeasibil	tuStudu net		
	TTO TO TIT TOO LAW TO DE LA STATE STATES TE CASIONI	-youay.pu		

COMMENT FORM FOR: RIC CADE - ID# 318 Consumer Information Contact Method Email Mail None Confidential Comment O Yes No. Name RIC CADE Organization/Company Address PO BOX 3652 City, State, Zip Code ARLINGTON WASHINGTON 98223 Email riccade@earthlink Primary Phone # Fax# Secondary Phone # Comment Information Theme Cost of Living Open Date 10/13/2005 Poor Customer Service Filing Support O Yes No O Undecided Closed Date Source ● Email ○ Mail ○ Phone ○ Web Web Create Date Pubile Involvement Lead John Cupp Duplicate Comment O Yes O No Description I want to voice my strong opposition to the proposed water rate increase by Kayak Estates Water LLC. They propose a 36.7% increase. This is an outrageous proposal. The CPI in this area has ncreased at about 3% per year. They received an increase approximately 2 years ago so a 6% increase should be the most they are entitled to. However with their poor service record and failure to follow the direction of the Utilities and Transportation Commission they should be rebating the customers rather then getting any increase. Attachments Follow-Up Information Other Follow-Up Information Follow-Up O Yes O No Other Follow-Up O Yes O No Follow-Up Staff Other Follow-Up Staff Follow-Up Complete O Yes O No Issue Information Issue ID 67 Company Kayak Estates Water, Llc Filing 051444 Staff Danny Kermode **Complaint Information** Unresolved Complaint O Yes O No Complaint ID

COMMENT FORM FOR: ROGER RANCOURT - ID# 315

Consumer Information				
Confidential Comment	○ Yes ● No	Contact Meth	nod 🛡 Email 🔘	Mail O None
Name	ROGER RANCOURT			
Organization/Company		ikiseka dia kirana irana ira-ira-ara-		
	7528 150TH PL NW			
ETS COMMENTS OF THE PROPERTY O	STANWOOD WASHINGTON 98292	Mineral and Supplemental Control of Control		
Email	roger.rancourt@mossadams.com	n ta kranca ya ay aya niyo kizali bi kika i iyi iyi iyi ki ki		annen ann an a
Primary Phone #		Fa	×#	ne de secuer en prospone en compre en boat batte (del LERALER DE DE PERSONAL DE SERVICE DE LA COMPANION DE LA
Secondary Phone #			ir linaria izreza eje pendura	
		neren per parameter de la activa de la compansión de la compansión de la compansión de la compansión de la comp	elle dessumes silven, ag he silvegraf on hara hantsi i gr, hal in girgin da sar ang desgan da han a mana da banan da hang da hang da hang da sar	n on his samel present had nearly specified. It is a sign of the an independent of the sign of the second present of the sign
Comment Information			0	10/10/200E
	Mismangement Poor Customer Service	2 may	Open Date 1	10/10/2005
Filing Support		rided	Closed Date	maanse van diden e en be over en een een een een een die did en een een een een een een een een een
The state of the s	○ Email ● Mail ○ Phone ○ Web	Market Commission	Veb Create Date	روا و هنده المعالم الم
Pubilc Involvement Lead	\		rep escale pate	
Duplicate Comment	 			
Description		toe ie not only	wrong it	
THE STATE OF THE S	offends many residents of Kayak Estates			
and a second distriction of the second secon	company does not maintain the water sy		125	
	water use and inaccurately takes meter r	eadings. Mar	ny residents are	
	very dissatisfied with the company's per			
The state of the s	company has known that the undergrou		- 12	
	county standard from the beginning of i			
PRODUCE AND ADDRESS OF THE PRODUCE AND ADDRESS O	1980s, and has not attempted to right thi water main installation has shown its ug	_	100	
FOR THE PROPERTY SHOULD SEE THE SECOND SECON	occasions especially in the area of 66th, v	-	100	
\$1.50 C 1.50 C 1.	are evidence of broken/leaking water ro		122	era etamiera eta eta eta eta eta eta eta eta eta et
	houses and the water tower. Much of th	ie "repair cost:	s" are due to	
	this original substandard water main ro	_	100	
2.72/25/2004/2004 1990/2000 1990/2000 1990/2000 1990/2000 1990/2000 1990/2000 1990/2000 1990/2000 1990/2000 1990/2000	appears to be an attempt to push these o		i Pi	
	residents(major cause). Many residence overcharges when the meters were first	•	154	
	readings were taken by youths doing su		Severar	
	The residents had officially notified t		n County	
	Council that we were concerned with ad		- :::	
The telephone and the second s	residents area would seriously degrade	_	ates water	
	system. This could be a major contribut		-	
	As of 4 A.M. this morning (Oct 7, 200			
	observed having occurred near our resic avenue (15830 70th). When my neighbo		22	poso e designati etektrasi saladin Kalindrasi etektrisi etek
transfer and the second of the	company, it was not until about 8:30 AM	-		s Angels (2006) day bay an Kanadah sebesah dakan
Annual Control of the	response occurred. Even though the wa		100	
	T	- L		

at the end residences, Steve (Iliad maintenance crew) indicated that excess pressure as the culprit.

The water has been dirty on numerous occasions, has ruined clothing, has required excess cleaning of clothes washers, and needed purging of dirt sediment from toilet tanks and plumbing. This in, addition to the unseen damage to valves and water pumps within the system, makes this a very suspect attempt to increase rates. The purging and cleaning at the residences have been at the residences expense, including the "excess" water use. Many repairs were done without notifying the adjacent residences of water shutoff or purging requirement (communication improvement).

We also haven't received an answer regarding the Kayak Point Maintenance Association water rate reduction, re: your letter to Sondra LeBaron, Kayak Estates Water, LLC.

Although the company has updated the residents as to the water testing quality, it appears to be a mandated requirement.

We strongly recommend the disapproval of rate increases until the utility commission has investigated.

Attachments

Follow-Up Information	Other Follow-Up Information
Follow-Up O Yes O No	Other Follow-Up O Yes O No
Follow-Up Staff	Other Follow-Up Staff
Follow-Up Complete O Yes O No	
Issue Information	
Issue ID 67	
Company Kayak Estates Water, Llc	
Filing 051444	
Staff Danny Kermode	
Complaint Information	
Unresolved Complaint O Yes O No	Complaint ID
Activites For Roger Rancourt	
Date	
AND STREET, CONTRACTOR STREET, C	саныли выска энстрогия в провеня выправления выправления выправления выправления в провеня выправления в прида В применения в приме

COMMENT FORM FOR: <u>SHEREE BERG</u> - ID# 307 Consumer Information Confidential Comment 🔾 Yes 🗣 No Contact Method Email Mail None Name SHEREE BERG Organization/Company Address 7101 163RD ST NW City, State, Zip Code STANWOOD WASHINGTON 98292 Email sheree@northwest.net Primary Phone # Fax # Secondary Phone # 360-659-6676 Comment Information Theme Poor Customer Service Open Date 10/07/2005 Filing Support O Yes No Undecided Closed Date Source Email Mail Phone Web Web Create Date Pubilc Involvement Lead John Cupp Duplicate Comment O Yes O No Description: I have been a homeowner in Kayak Estates since October of 1993. I have had continued water problems since I purchased my house. Ever since the meters were installed my water has actually been worse, which means I am paying more for worse service. For example, I came home from work on Wednesday with dark brown water in my white toilet, so I ran the water for awhile obviously paying for it as I flushed my lines. I have had to continually change out my toilet parts as they never work and my plumber says its the water. Then this morning I had half of the usual water pressure. Obviously the last price increase did not improve the service or the quality of my water, why would this increase make any difference? I pray you will understand this situation and NOT approve a rate increase. Thank you for your consideration, please call me anytime at 360-659-6676 Monday thru Friday.

Follow-Up Information	Other Follow-Up Information
Follow-Up O Yes O No	Other Follow-Up O Yes O No
Follow-Up Staff	Other Follow-Up Staff
Follow-Up Complete O Yes O No	

Attachments