

COMMENT FORM FOR: NANCY COOPER - ID# 300

Consumer Information			
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No	Contact Method	<input type="radio"/> Email <input checked="" type="radio"/> Mail <input type="radio"/> None
Name	NANCY COOPER		
Organization/Company			
Address	15401 KAYAK PT RD		
City, State, Zip Code	STANWOOD WASHINGTON 98292		
Email			
Primary Phone #		Fax #	
Secondary Phone #	360-652-2958		

Comment Information			
Theme		Open Date	10/07/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided	Closed Date	
Source	<input type="radio"/> Email <input type="radio"/> Mail <input checked="" type="radio"/> Phone <input type="radio"/> Web	Web Create Date	
Public Involvement Lead	John Cupp		
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No		
Description			
Attachments			

Follow-Up Information		Other Follow-Up Information	
Follow-Up	<input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up	<input type="radio"/> Yes <input type="radio"/> No
Follow-Up Staff		Other Follow-Up Staff	
Follow-Up Complete	<input type="radio"/> Yes <input type="radio"/> No		

Issue Information	
Issue ID	67
Company	Kayak Estates Water, Llc
Filing	051444
Staff	Danny Kermode

Complaint Information			
Unresolved Complaint	<input type="radio"/> Yes <input type="radio"/> No	Complaint ID	

Activites For Nancy Cooper

COMMENT FORM FOR: MIKE KAHLER - ID# 319

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Method	<input type="radio"/> Email <input checked="" type="radio"/> Mail <input type="radio"/> None
Name	MIKE KAHLER
Organization/Company	
Address	8007 145TH PL NW
City, State, Zip Code	STANWOOD WASHINGTON 98292
Email	
Primary Phone #	
Secondary Phone #	360-654-8590
Fax #	

Comment Information	
Theme	High Rates Poor Customer Service
Open Date	10/10/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input type="radio"/> Email <input checked="" type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	
Attachments	

Follow-Up Information		Other Follow-Up Information	
Follow-Up	<input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up	<input type="radio"/> Yes <input type="radio"/> No
Follow-Up Staff		Other Follow-Up Staff	
Follow-Up Complete	<input type="radio"/> Yes <input type="radio"/> No		

Issue Information	
Issue ID	67
Company	Kayak Estates Water, Llc
Filing	051444
Staff	Danny Kermode

Complaint Information	
Unresolved Complaint	<input type="radio"/> Yes <input type="radio"/> No
Complaint ID	

Activites For Mike Kahler

Company: Kayak Estates Water, LLC
Docket #: UW-051444
Lead Staff: Jim Ward

J. Ward
317



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2005 OCT 18 AM 8:03

10/10/2005

Dear Sirs,

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

<u>Month</u>	<u>Total Bill</u>
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	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	NIELS ESKELSEN
Organization/Company	
Address	14720 KAYAK PT RD
City, State, Zip Code	STANWOOD WASHINGTON 98292
Email	nielse@earthlink.net
Primary Phone #	
Secondary Phone #	
	Fax #

Comment Information	
Theme	High Rates
Open Date	10/10/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> 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	<input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up	<input type="radio"/> Yes <input type="radio"/> No
Follow-Up Staff		Other Follow-Up Staff	
Follow-Up Complete	<input type="radio"/> Yes <input type="radio"/> No		

Issue Information	
Issue ID	67
Company	Kayak Estates Water, Llc
Filing	051444
Staff	Danny Kermode

COMMENT FORM FOR: BETSY & TONY HOWARD - ID# 316

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	BETSY & TONY HOWARD
Organization/Company	
Address	15822 70TH AVE NW
City, State, Zip Code	STANWOOD WASHINGTON 98292
Email	thodes51@msn.com
Primary Phone #	
Secondary Phone #	
	Fax #

Comment Information	
Theme	Mismangement Poor Customer Service
Open Date	10/11/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	Please be advised that my husband and I are opposed to any rate increases as proposed by Kayak Estates Water, LLC. Not only have there been multiple problems with the water system, but their customer service leaves much to be desired as was evidenced by their rudeness during the outage of October 7, 2005. We are very much in favor of Snohomish County PUD purchasing Kayak Estates Water, LLC.
Attachments	

Follow-Up Information		Other Follow-Up Information	
Follow-Up	<input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up	<input type="radio"/> Yes <input type="radio"/> No
Follow-Up Staff		Other Follow-Up Staff	
Follow-Up Complete	<input type="radio"/> Yes <input type="radio"/> No		

Issue Information	
Issue ID	67
Company	Kayak Estates Water, Llc
Filing	051444
Staff	Danny Kermode

Complaint Information	
Unresolved Complaint	<input type="radio"/> Yes <input type="radio"/> No
Complaint ID	

COMMENT FORM FOR: DAVID BOWLING - ID# 309

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	DAVID BOWLING
Organization/Company	
Address	
City, State, Zip Code	
Email	saebird@earthlink.net
Primary Phone #	
Fax #	
Secondary Phone #	

Comment Information	
Theme	High Rates Poor Customer Service
Open Date	10/07/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>Hello Jim</p> <p>I gave up after years of sending info into Karen and the only out come being paying move for what little we get and use restrictions for what little we use.and no investigations, I started to look like some wacco so I gave up.</p> <p>-----Original Message-----</p> <p>From: Jim Ward <jward@wutc.wa.gov></p> <p>Sent: Oct 7, 2005 12:04 PM</p> <p>To: sagebird@earthlink.net</p> <p>Subject: Re: poor water</p> <p>Mr. David Bowling, have you reported these conditions to the water company and Department of Health (1-800-521-0323)?</p> <p>Jim Ward 360-664-1250, 360-586-1130 fax or jward@wutc.wa.gov</p> <p>sagebird@earthlin k.net</p> <p>To 10/07/2005 11:50 AM jward@wutc.wa.gov cc</p>

Please respond to
sagebird@earthlin
k.net

Subject
poor water

To ALL with interest and concerns 10/06/05

1. 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. Lets 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 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 maintenance, 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 maintenance, over the past years there has been personal property and local property damage done due to poor maintenance 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 main runs. This is why over the past few years I have lost four loads of White Clothing due to staining from dirty water, add that up when one dress shirt cost \$35.00 to \$ 70.00 now a days and it'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 due 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	<input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up	<input type="radio"/> Yes <input type="radio"/> No
Follow-Up Staff		Other Follow-Up Staff	
Follow-Up Complete	<input type="radio"/> Yes <input type="radio"/> No		

Issue Information	
Issue ID	67
Company	Kayak Estates Water, Llc
Filing	051444
Staff	Danny Kermode

Complaint Information	
Unresolved Complaint	<input type="radio"/> Yes <input type="radio"/> No
Complaint ID	

Activites For David Bowling

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

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Name	DAVID & JENIFER MCELROY
Organization/Company	
Address	16616 74TH AVE NW
City, State, Zip Code	STANWOOD WASHINGTON 98292
Email	ecs@cnw.com
Primary Phone #	
Secondary Phone #	
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Fax #	

Comment Information	
Theme	Poor Customer Service
Open Date	10/07/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>We are absolutely appalled that our water rates could increase when the quality of our water and water service is so poor!!! We moved into this neighborhood 1 year ago, when at which time, we noticed the discolored water coming through the taps. When contacting Kayak Estates Water, LLC, we were told (and mailed) information regarding the secondary contaminants in the water and the recommendation along with referrals to water filtration companies to install a home water filtration system. We have since invested almost \$2,000.00 in our home water filtration system in order to have healthy water to drink and clear water that won't stain our clothes, toilets, sinks, dishwasher, etc.</p> <p>Also, Kayak Estates Water, LLC has very poor piping and numerous leaks causing water to be turned off while repairing as well as blacktop/streets and land that never get repaired satisfactorily after they dig it up (including in front of our house!).</p> <p>There isn't any justification for water rate increases and we are absolutely opposed to such action!</p>
Attachments	

Follow-Up Information		Other Follow-Up Information	
Follow-Up	<input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up	<input type="radio"/> Yes <input type="radio"/> No
Follow-Up Staff		Other Follow-Up Staff	
Follow-Up Complete	<input type="radio"/> Yes <input type="radio"/> No		

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

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Method	<input type="radio"/> Email <input checked="" type="radio"/> Mail <input type="radio"/> None
Name	DAVID & MARGARET BALES
Organization/Company	
Address	7933 145TH PL NW
City, State, Zip Code	STANWOOD WASHINGTON 98292
Email	
Primary Phone #	
Fax #	
Secondary Phone #	360-654-9778

Comment Information	
Theme	High Rates
Open Date	09/28/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>We would like to register our strong opposition to the proposed water rate increase presented by Kayak Estates Water LLC. We believe the request is unjustified and not reflective of true costs of maintaining the system. The company established new rates only two years ago when it applied for metered rates. Rates increased for average system users significantly when metering took effect. Revenues had to increase commensurately. It is simply impossible to believe that in two years, with no significant system or service improvements, that costs could increase requiring a 36.8% increase.</p> <p>Kayak Estates Water LLC has presented no information to system subscribers that indicates any infrastructure or capital improvements have been made. Given the company's past performance, which is well documented, we do not trust their assertions that this request is cost driven. It seems far more likely that in an environment of soaring energy costs (and energy company profits) Kayak Estates Water LLC is hoping to slip by a "me too" profit</p>

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

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	DONNA & MICHAEL COOK
Organization/Company	
Address	15507 72ND DR NW
City, State, Zip Code	STANWOOD WASHINGTON 98292
Email	d-m-cook@att.net
Primary Phone #	
Fax #	
Secondary Phone #	

Comment Information	
Theme	Poor Customer Service
Open Date	10/10/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Pubile Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>Yes, let's reward the water company for a job well done! But first, let's ask them to do the job. Please remember that many people here are too wrapped up in making a living and tending to their family to take the time to respond to items such as these. Unfortunately they have a habit of letting George do it.</p> <p>I do not see where a rate increase is deserved. Service here is nearly non-existent. Many times, like when you have little or no water, You cannot even reach anybody by phone. let alone in case of an emergency or even to answer a question. (some customer service department)</p> <p>I can understand why they need to increase the rates. If the system as exposed on my own property is an example of the whole. From what I witnessed the system is installed to no know acceptable standards. This is the results of greed, in order to get the system up and operational at the least amount of cost, quality was obviously tossed to the wind.</p> <p>The underground pipes I witnessed during a recent repair were not</p>

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 backfill 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.

I 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 job and protect their customers from substandard practices and the costs there-of.

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 cost of 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

Follow-Up Information

Follow-Up Yes No

Follow-Up Staff

Follow-Up Complete Yes No

Other Follow-Up Information

Other Follow-Up Yes No

Other Follow-Up Staff

Issue Information

Issue ID: 67

Company: Kayak Estates Water, Llc

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

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Name	GERALD E. MILLER
Organization/Company	
Address	15830 70TH AVE NW
City, State, Zip Code	STANWOOD WASHINGTON 98292
Email	gerald.e.miller@boeing.com
Primary Phone #	
Secondary Phone #	
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Fax #	

Comment Information	
Theme	Mismangement Poor Customer Service
Open Date	10/07/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>Dear Jim Ward, Oct 7, 2005</p> <p>The attempt to increase the water rates is not only wrong, it offends many residents of Kayak Estates. The Kayak Estates Water company does not maintain the water system properly, overcharges water use and inaccurately takes meter readings. Many residents are very dissatisfied with the company's performance. For years, the company has known that the underground routing is not up to county standard from the beginning of installations as far back as the 1980s, and has not attempted to right this wrong. This substandard water main installation has shown its ugly head on numerous occasions especially in the area of 66th, where several paving patches are evidence of broken/leaking water routes between the pump houses and the water tower. Much of the "repair costs" are due to this original substandard water main routing (Dorland's Iliad) and appears to be an attempt to push these costs on to the innocent residents(major cause). Many residences had to object to overcharges when the meters were first installed and several readings were taken by youths doing summer work.</p> <p>The residents had officially notified the Snohomish County Council that we were concerned with adding the Kayak Landing residents area would seriously degrade the Kayak Estates water system. This could be a major contributing cause.</p> <p>As of 4 A.M. this morning (Oct 7, 2005), a major break</p>

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

Follow-Up Yes No

Follow-Up Staff

Follow-Up Complete Yes No

Other Follow-Up Information

Other Follow-Up Yes No

Other Follow-Up Staff

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 Gerald E. Miller

COMMENT FORM FOR: GREG ANDERSON - ID# 304

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	GREG ANDERSON
Organization/Company	
Address	15915 66TH AVE NW
City, State, Zip Code	STANWOOD WASHINGTON 98292
Email	greg.anderson@weyerhaeuser.com
Primary Phone #	
Secondary Phone #	
	Fax #

Comment Information	
Theme	Mismangement
Open Date	09/29/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>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.</p> <p>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.</p> <p>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.</p> <p>Greg A. Anderson</p> <p>Midrange System Support Phone: 253 924 7384</p>

COMMENT FORM FOR: KAREN DICKSON - ID# 312

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	KAREN DICKSON
Organization/Company	
Address	16213 66TH AVE NW
City, State, Zip Code	STANWOOD WASHINGTON 98292
Email	kranmom@hotmail.com
Primary Phone #	
Secondary Phone #	
	Fax #

Comment Information	
Theme	High Rates
Open Date	10/09/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>Until Kayak Water can prove that they will fix pipes, roads etc... they should not get a rate increase, especially a 36.8%.</p> <p>That is an unbelievable rate increase and does not fit in at all with peoples wages.</p> <p>Come on government, we are being taxed out of our homes and with rate increases on all utilities we will all be forced into poverty.</p>
Attachments	

Follow-Up Information		Other Follow-Up Information	
Follow-Up	<input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up	<input type="radio"/> Yes <input type="radio"/> No
Follow-Up Staff		Other Follow-Up Staff	
Follow-Up Complete	<input type="radio"/> Yes <input type="radio"/> No		

Issue Information	
Issue ID	67
Company	Kayak Estates Water, Lic
Filing	051444
Staff	Danny Kermode

Complaint Information	
Unresolved Complaint	<input type="radio"/> Yes <input type="radio"/> No
Complaint ID	

COMMENT FORM FOR: KERRY COOLEY - ID# 313

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Name	KERRY COOLEY
Organization/Company	
Address	
City, State, Zip Code	
Email	kscooley@starband.net
Primary Phone #	
Secondary Phone #	
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Fax #	

Comment Information	
Theme	High Rates Poor Customer Service
Open Date	10/10/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>Hello, my name is Kerry Cooley and my family has had a resident's at Kayak Estates for 19 yrs. now.(1986) Nevertheless I understand Dave Dorland (Kayak Water) has requested he gets approved to rob his customers yet a little more.Ya know when I first moved onto my property if I'm not mistaken the cost of water was \$9.50 each 3 months and that was for a much as you wanted to use, of course that would be asking a little much in today's market. All the same approving a cost increase for the quality of water we get now is also asking too much. We have damaged clothes every time the line breaks because all the magnesium breaks free from the outside of the pipes from the air bubbles that travel through, and we have over 40 patches in our road (and some of those have been dug more than once) where the lines have broke, so that's alot of clothes. Not to mention a good 1,000 feet of our road is like driving on a rocky river bottom due to the poor quality patches which are placed after each water line repair. Mr. Dorland has shown little to no good faith to his current customers. Now if he was going to correctly replace the water lines and repair the roads back to the good condition they were prior to breaks and add filtration to the water system I may consider this increase positively, But be certain that's not the case and he is merely making an attempt to BS you and all of us that he cannot operate on income generated by current rates. He has created his own burden here by doing such a shoddy job installing that it has come back to haunt him and he expects us, the customer to bail him out... Ha. I don't think so!! Does your office require him to submit true and real documentation to support his request? If so, I would</p>

investigate each and every item's authenticity prior to even considering its validity. As you can see I am apposed, enough said.
Thank you for your time

Attachments

Follow-Up Information

Follow-Up Yes No

Follow-Up Staff

Follow-Up Complete Yes No

Other Follow-Up Information

Other Follow-Up Yes No

Other Follow-Up Staff

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 Kerry Cooley

Date

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COMMENT FORM FOR: LAURA THOMPSON - ID# 317

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	LAURA THOMPSON
Organization/Company	
Address	8214 153RD PL NW
City, State, Zip Code	STANWOOD WASHINGTON 98292
Email	llday777@aol.com
Primary Phone #	
Secondary Phone #	
	Fax #

Comment Information	
Theme	High Rates Mismanagement Poor Customer Service
Open Date	10/12/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	I WOULD LIKE TO COMMENT ON THE RATE INCREASE FOR THE KAYAK ESTATES WATER DISTRICT. I AM IN OPPOSITION OF THIS RATE INCREASE BECAUSE OF THE PAST MISMANAGEMENT OF THIS WATER SYSTEM. SINCE IT WAS PURCHASED BY THIS COMPANY WE HAVE HAD A HUGE RATE INCREASE, WATER RESTRICTIONS AND LATE FEES IMPOSED WITHOUT NOTICE. WE HAVE WATER THAT WE WON'T DRINK BECAUSE IT IS BROWN WITH RESIDUAL IN IT ALL THE TIME. SO WE PURCHASE BOTTLED WATER FROM CRYSTAL SPRINGS FOR ANOTHER \$22 PER MONTH. THEY PERIODICALLY BLEACH THE WATER BUT WE ARE ONLY NOTIFIED BY A SMALL SIGN AT THE ENTRANCE OF THE DEVELOPMENT SO WE NEVER KNOW UNLESS WE LEAVE WHAT IS IN OUR WATER. THERE IS TERRIBLE WATER PRESSURE AND THEY TURN OFF THE EXTRA PUMP SO THAT WHEN MY NEXT DOOR NEIGHBORS HOUSE WAS ON FIRE AFTER SEVERAL MINUTES ALL THE FIRE DEPT COULD GET OUT OF THE HOSE WAS MUD. THE HOUSE BURNED TO THE GROUND. I HAVE NOT SEEN WHERE THE COMPANY IS PROPOSING OR IS REQUIRED TO MAKE ANY IMPROVEMENTS WITH THIS INCREASE OF ANNUAL REVENUE. WE HAVE ALL BEEN CONCERNED ABOUT THE PROPOSITION TO ADD ON MORE HOMES IN A NEW DEVELOPMENT AS WELL, THIS WOULD OF COURSE MAKE THESE ISSUES ALL WORSE. IN ADDITION WE RECENTLY RECEIVED A LETTER FROM

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	<input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up	<input type="radio"/> Yes <input type="radio"/> No
Follow-Up Staff		Other Follow-Up Staff	
Follow-Up Complete	<input type="radio"/> Yes <input type="radio"/> No		

Issue Information	
Issue ID	67
Company	Kayak Estates Water, Llc
Filing	051444
Staff	Danny Kermod

Complaint Information	
Unresolved Complaint	<input type="radio"/> Yes <input type="radio"/> No
Complaint ID	

Activites For Laura Thompson



Date

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

Consumer Information

Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No	Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	STAN & SHERRY STEBING		
Organization/Company			
Address	16315 66TH AVE NW		
City, State, Zip Code	STANWOOD WASHINGTON 98292		
Email	scstebing@earthlink.net		
Primary Phone #		Fax #	
Secondary Phone #	360-654-8738		

Comment Information

Theme	High Rates	Open Date	10/05/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided	Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web	Web Create Date	
Public Involvement Lead	John Cupp		
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No		
Description	<p>I am in receipt of a notice from Kayak Estates Water, LLC notifying their customers that they have filed for approval from the Washington Utilities and Transportation Commission for an increase in water rates. I find this somewhat unbelievable since your March 11, 2005 letter to Kayak Estates Water, LLC indicated that a probable rate reduction was in order (see attachment). It appears that Kayak Estates Water, LLC is defending their current rates by taking the offensive posture of requesting higher rates.</p> <p>Snohomish County PUD recently completed a "Report on Engineering Feasibility Study for Acquiring: Kayak Estates Water System (ID# 231115) (see attachment). Karen Heneghan, formerly of the Washington Department of Health, is now employed by Snohomish County PUD and is assigned to this project.</p> <p>I would ask the WUTC to not approve a rate increase at this time. Kayak Estates Water, LLC did not respond to the WUTC for several months with the information that was requested from them on March 11, 2005 (see attached). In addition, with the high probability that Snohomish County PUD will purchase Kayak Estates Water, LLC, and that their rates would be less than Kayak Estates Water, LLC, it would be prudent to wait and see what develops with the proposed purchase.</p>		
Attachments	  WUTC 3-11-2005.pdf PUD_Kayak_EstatesFeasibilityStudy.pdf		

COMMENT FORM FOR: RIC CADE - ID# 318

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Name	RIC CADE
Organization/Company	
Address	PO BOX 3652
City, State, Zip Code	ARLINGTON WASHINGTON 98223
Email	riccade@earthlink
Primary Phone #	
Secondary Phone #	
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Fax #	

Comment Information	
Theme	Cost of Living Poor Customer Service
Open Date	10/13/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> 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 increased 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 than getting any increase.
Attachments	

Follow-Up Information		Other Follow-Up Information	
Follow-Up	<input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up	<input type="radio"/> Yes <input type="radio"/> No
Follow-Up Staff		Other Follow-Up Staff	
Follow-Up Complete	<input type="radio"/> Yes <input type="radio"/> No		

Issue Information	
Issue ID	67
Company	Kayak Estates Water, Llc
Filing	051444
Staff	Danny Kermode

Complaint Information	
Unresolved Complaint	<input type="radio"/> Yes <input type="radio"/> No
Complaint ID	

COMMENT FORM FOR: ROGER RANCOURT - ID# 315

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	ROGER RANCOURT
Organization/Company	
Address	7528 150TH PL NW
City, State, Zip Code	STANWOOD WASHINGTON 98292
Email	roger.rancourt@mossadams.com
Primary Phone #	
Secondary Phone #	
	Fax #

Comment Information	
Theme	Mismangement Poor Customer Service
Open Date	10/10/2005
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input type="radio"/> Email <input checked="" type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>The attempt to increase the water rates is not only wrong, it offends many residents of Kayak Estates. The Kayak Estates Water company does not maintain the water system properly, overcharges water use and inaccurately takes meter readings. Many residents are very dissatisfied with the company's performance. For years, the company has known that the underground routing is not up to county standard from the beginning of installations as far back as the 1980s, and has not attempted to right this wrong. This substandard water main installation has shown its ugly head on numerous occasions especially in the area of 66th, where several paving patches are evidence of broken/leaking water routes between the pump houses and the water tower. Much of the "repair costs" are due to this original substandard water main routing (Dorland's Iliad) and appears to be an attempt to push these costs on to the innocent residents(major cause). Many residences had to object to overcharges when the meters were first installed and several readings were taken by youths doing summer work.</p> <p>The residents had officially notified the Snohomish County Council that we were concerned with adding the Kayak Landing residents area would seriously degrade the Kayak Estates water system. This could be a major contributing cause.</p> <p>As of 4 A.M. this morning (Oct 7, 2005), a major break 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</p>

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 <input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up <input type="radio"/> Yes <input type="radio"/> No
Follow-Up Staff	Other Follow-Up Staff
Follow-Up Complete <input type="radio"/> Yes <input type="radio"/> No	

Issue Information
Issue ID 67
Company Kayak Estates Water, Llc
Filing 051444
Staff Danny Kermode

Complaint Information	
Unresolved Complaint <input type="radio"/> Yes <input type="radio"/> No	Complaint ID

Activites For Roger Rancourt

Date

COMMENT FORM FOR: SHEREE BERG - ID# 307

Consumer Information	
Confidential Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Contact Method	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> 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	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Closed Date	
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web
Web Create Date	
Public Involvement Lead	John Cupp
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>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.</p> <p>Then this morning I had half of the usual water pressure.</p> <p>Obviously the last price increase did not improve the service or the quality of my water, why would this increase make any difference?</p> <p>I pray you will understand this situation and NOT approve a rate increase.</p> <p>Thank you for your consideration, please call me anytime at 360-659-6676 Monday thru Friday.</p>
Attachments	

Follow-Up Information		Other Follow-Up Information	
Follow-Up	<input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up	<input type="radio"/> Yes <input type="radio"/> No
Follow-Up Staff		Other Follow-Up Staff	
Follow-Up Complete	<input type="radio"/> Yes <input type="radio"/> No		