

**Exhibit No. ___ (TY-13)
Docket UW-101818
Witness: Travis Yonker**

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

MARIA K. LINDBERG,

Respondent.

DOCKET UW-101818

EXHIBIT TO

DIRECT TESTIMONY OF

Travis Yonker

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

*September 14, 2010, Email and Attachments from
Terryl Cooper to Travis Yonker*

June 23, 2011

Yonker, Travis (UTC)

From: Terry Cooper [terrylatindberg@gmail.com]
Sent: Tuesday, September 14, 2010 11:51 AM
To: Yonker, Travis (UTC)
Subject: Re: FW: Questions regarding Cristalina customer accounts
Attachments: #1001 Invoice.pdf; #1081 Invoice.pdf; #1086 Invoice.pdf; answers to Travis Yonker's questions.wps

Hello Travis;

Attached are the requested invoices & explanations. Let me know if you have any further questions.

Terryl

On Tue, Sep 14, 2010 at 11:27 AM, Yonker, Travis (UTC) <Tyonker@utc.wa.gov> wrote:

Thanks for the update, Terryl. Please keep me posted. In addition, depending on what you find or don't find, we may need to have a conference call with Maria to resolve some of the remaining question marks.

Travis

From: Terry Cooper [mailto:terrylatindberg@gmail.com]
Sent: Friday, September 10, 2010 5:13 PM
To: Yonker, Travis (UTC)
Subject: Re: FW: Questions regarding Cristalina customer accounts

Hello Travis;

I am sorry but I have not had a chance to investigate yet because I am working on a filing for the commission. I will try to get you that info next week.

Thanks,

Terryl

On Thu, Sep 9, 2010 at 8:14 AM, Yonker, Travis (UTC) <Tyonker@utc.wa.gov> wrote:

Terryl,

If I recall correctly, you were going to send me the following information:

1. The bills for accounts 1001, 1005, 1061, 1081, and 1086.
2. Documentation of why one customer received an adjustment on his monthly fee (I can't remember if that was customer 1001 or 1005).
3. An explanation of what prompted the reduction in monthly charge to all customers on 8/1/09, and again beginning 12/1/09.
4. Information regarding how the billing cycles work, and documentations showing what the monthly flat rate charge has been since 3/1/10.

If you haven't had a chance to look into these issues, could you give me an estimate of how much time you need?

Thanks,

Travis

From: Yonker, Travis (UTC)
Sent: Thursday, August 19, 2010 11:11 AM
To: 'terryl@lindberggroup.com'
Subject: Questions regarding Cristalina customer accounts

Terryl,

Per our last conversation, I am sending you a list of my specific questions regarding the individual accounts for Cristalina. I reviewed the old tariff and the subsequent changes and consulted with Amy White about the tariff changes. After reviewing the tariffs it appears the proper monthly rate for each customer was \$77 until March 1, 2010, when it should have gone to \$68.30 (\$32 monthly rate + \$32 surcharge + 4.30 additional surcharge).

1. It appears that in pretty much all cases, customers were charged \$57 on 8/1/09 instead of \$77. Please explain the difference.

2. On 12/1/09, customers' monthly charge went down to \$70. This is three months before the new tariff rate went into effect, and even if this change was due to the tariff change, why was it \$70 and not \$68.30?
3. On account 1001, why was the customer charged only \$10 on 12/1/09?
4. On account 1005, why was the customer charged \$53.62 on 9/1/09? In other cases, an odd amount ended up being a service charge, but this charge is not labeled as a service charge. Please explain.
5. On account 1061, why was there no bill for 9/1/09 or 10/1/09, and then a bill for \$120 on 11/1? Was service disconnected and then reconnected in November?
6. On account 1081, why was the customer charged \$127 on 11/1/09? Since this is the first charge to that customer, this may be the initial initiation fees, but why not \$120 since that amount seems to be the general charge for initiating service?
7. On account 1086, why was the customer only charged \$50 on 8/1/09?
8. How do the billing cycles run? For example, the new tariff changes went into effect on 3/1/10, however, the charges to customers on that date did not change. Would the customers not have been charged the new amount until 4/1/10, or should the 3/1/10 bills have reflected the changed amount? If the change would not have shown up on a bill until 4/1/10, then I think we will need to get supplemental account information for April 2010 so that we can confirm that the rate charged to customers changed properly.

I am happy to discuss these questions with you on the phone if that would be helpful. Thank you for your help,

Travis Yonker

Compliance Investigator

Consumer Protection and Communications

Washington Utilities and Transportation Commission

PO Box 47250

Olympia, WA 98504-7250

(360) 664.1224 Phone

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ANSWERS TO QUESTIONS:

1. This was due to huge problems with the water service. It was a one-time credit to all customers.
2. I do not have any info regarding this.
3. Acct. 1001; see invoice
4. Re; #1005 I am not seeing an invoice for \$53.62 on 9/1/09? I show that invoice for \$77.00.
5. Acct. 1061; it looks like their water was discontinued for a couple of months and then restarted. I have no documentation on this.
6. Acct. 1081; see invoice. There was a hook-up charge of \$50 plus the \$77.00
7. Acct. 1086; see invoice. To process new account.
8. I am investigating this. I believe Maria has correspondence with Amy White in this regards.

Invoice

CRISTALINA, LLC
P O BOX 2626
BELLINGHAM, WA 98227

| Date | Invoice # |
|-----------|-----------|
| 12/1/2009 | 10561 |

| |
|---|
| Bill To |
| 1001 - POST, STEVEN P.O. Box 421 Ravensdale, WA 98051 |

PAID
01/29/2010

| Description | Amount |
|-------------------------------------|----------------|
| MONTHLY WATER FEE | 38.00 |
| WATER SYSTEM IMPROVEMENTS SURCHARGE | 32.00 |
| Reversed Water Fees | -60.00 |
| Total | \$10.00 |


CRISTALINA, LLC

P O BOX 2626
BELLINGHAM, WA 98227

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Invoice

| Date | Invoice # |
|----------|-----------|
| 8/1/2009 | 10146 |

| |
|--|
| Bill To |
| 1086 - ROACH, PHIL & JAMA  |

PAID
07/28/2009


| Description | Amount |
|---------------------|----------------|
| Process new account | 50.00 |
| Total | \$50.00 |

CRISTALINA, LLC
P O BOX 2626
BELLINGHAM, WA 98227

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Invoice

| Date | Invoice # |
|-----------|-----------|
| 11/1/2009 | 10490 |

| |
|---|
| Bill To |
| 1081- Diane Park  |

PAID
11/11/2009

| Description | Amount |
|-------------------------------------|-----------------|
| MONTHLY WATER FEE | 45.00 |
| WATER SYSTEM IMPROVEMENTS SURCHARGE | 32.00 |
| PROCESS NEW ACCOUNT | 50.00 |
| Total | \$127.00 |