

**COMMENT FORM FOR: ALLAN & MELODY MANZAK - ID# 24736**

<b>Consumer Information</b>		Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	ALLAN & MELODY MANZAK	
Organization Company		
Address	8822 E. WOODLAND PARK DR	
City, State, Zip Code	SPOKANE WASHINGTON 99217	
Email	allan@spokaneoverheaddoor.com	
Primary Phone #	509-926-1332	Fax #
Secondary Phone #	509-475-6044	

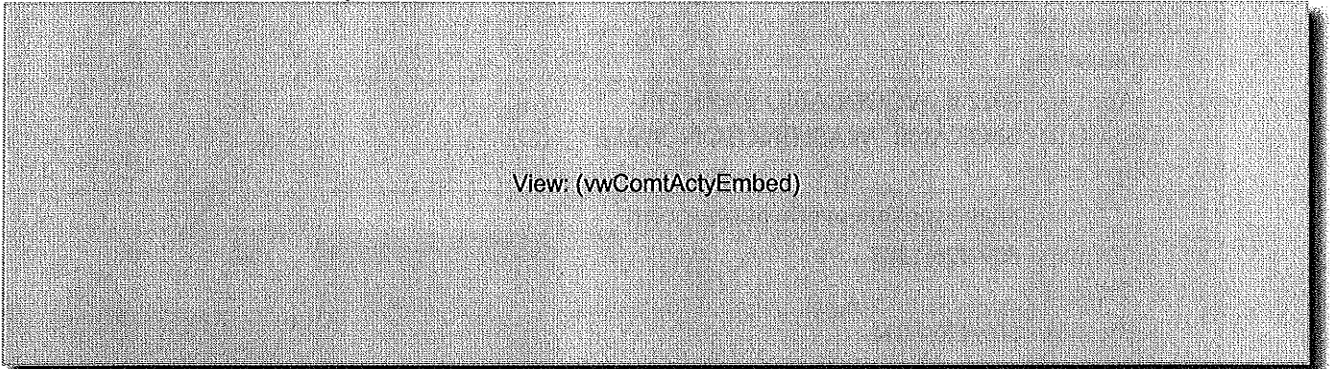
<b>Comment Information</b>		
Theme	Comments about UTC, Drastic Increase	Open Date 10/15/2010
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided	Closed Date
Source	<input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> Phone <input type="radio"/> Web	Web Create Date 10/14/2010
Public Involvement Lead	Dennis Shutler	
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No	
Description	<p>There are not very many full time residence in this area, most of us use this property as a summer place. Adding an 80% increase to the basic rate is ridiculous seeing that we have to pay that without 1 ounce of usage all winter long. Then when we do start using the water in the spring and summer months so our property looks nice, we won't be able to maintain our landscaping because of how high the water rates have gone.</p> <p>We own our own business and in these tough economic times we have had to lower our prices on everything just to keep the doors open and our employees working. Why is it ok for them to just sock us with such a high increase. I think they need to tighten their belts like the rest of the country is having to do.</p>	
Attachments		

<b>Issue Information</b>	
Issue ID	422
Company	Deer Meadows Water Co., Inc.
Filing	100642
Staff	Jim Ward

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

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		

**Activites For Allan & Melody Manzak**



View: (vwComtActyEmbed)

**COMMENT FORM FOR: BOB & JAN HEIDEN - ID# 24193**

Consumer Information	
Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None	
Name	BOB & JAN HEIDEN
Organization Company	
Address	42030 FAWN RD.
City, State, Zip Code	DEER MEADOWS WASHINGTON 99122
Email	bob212@centurytel.net
Primary Phone #	509-725-2252
Secondary Phone #	
Fax #	

Comment Information	
Theme	Drastic Increase, Economic Conditions
Open Date	05/10/2010
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 type="radio"/> Phone <input checked="" type="radio"/> Web
Web Create Date	05/10/2010
Public Involvement Lead	Dennis Shutler
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>The raising of the water rates for us in Deer Meadows is way out of line.....the reasons are out of line also. #1-I don't know why their property taxes went up..our's didn't. #2- the power did go up, a tiny bit. Not much. and #3-there are many many of us who did not get raises this year - do to the economy.....we believe they are adequitly paid for what they do, which some do nothing.They are never reasonable about what they propose, or why they are proposing it.</p> <p>Thank you.....</p> <p>Bob &amp; Jan Heiden</p> <p>-----</p> <p>On 10/13/10, Ms wrote: As a resident of Deer Meadows I am greatly concerned that many of the residents here are on fixed incomes, including myself. The rate increase for over 15000 gals. will definately keep most of us from keeping our property up after all the work, money, and time we have spent on it. I'm also very concerned about prospective buyers if at some time we would need or want to sell....would they be willing to pay those prices?? We have acre lots so we have to use more water than most homeowners to keep our property looking it's best. Please consider these things when you make your decisions.</p>
Attachments	

Issue Information

Issue ID	422	
Company	Deer Meadows Water Co., Inc.	
Filing	100642	
Staff	Jim Ward	

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

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	

**Activites For Bob & Jan Heiden**

View: (vwComtActyEmbed)

COMMENT FORM FOR: BOB & YVONNE GOWER - ID# 24178

Consumer Information	
	Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	BOB & YVONNE GOWER
Organization Company	
Address City, State, Zip Code	
Email	bnygower@accima.com
Primary Phone #	Fax #
Secondary Phone #	

Comment Information	
Theme	Open Date 04/27/2010
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 type="radio"/> Phone <input checked="" type="radio"/> Web	Web Create Date
Public Involvement Lead Dennis Shutler	
Duplicate Comment <input type="radio"/> Yes <input checked="" type="radio"/> No	
Description	WUTC I am submitting this abbreviated comment concerning subject proposed "Deer Meadows Water Company water rates increase" to inform you of my position. I think this proposal is completely "out of bed" and I am positively against it. I plan on submitting more detailed comments at a later date. ----- To UTC In addition to the comments that I am submitting, I want you to know that I agree with the comments submitted by Gary K McCully. The 2009 P&L Summary prepared by the Deer Meadows Water Co shows a deficit of \$10,789.32. What is the rationale for the Co's request for an annual increase of \$114,234? You and the Water Co have already negatively affected our community by helping to shut the golf course and the restaurant/clubhouse thru implementation of prohibitive water rates. Another water rates raise will further affect the community, imposing serious additional monetary restrictions on such things as lawn and landscape maintenance and fruit and vegetable growing. It will also increase our susceptibility to wild fires. I guess you folks that reside in the concrete jungle don't think these things are important. The Company was asked to provide specific information in Data Request 3, "Please provide detailed job descriptions, with timesheets, for all employees, ---". This request was artfully dodged by providing an Organization Block Diagram with some "smoke



and mirror" and "sob story" wording about the various Blocks. Specific employee and job definitions, descriptions, and timelines were not included. The Company either does not know who is doing what, or does not want to divulge this.

The Company is presently organized so that there are no checks and balances on employee compensation (see attachment). Employee compensation should be earned and based on performance. It is likely that employment of competent personnel would in a significant reduction in Company Expenses, more than eliminating the 2009 deficit.

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Text of letter attachment:

Deer Meadows Water Rates Increase Request Comments  
Docket 100642

As I stated in my 1st response to this Docket, I am opposed to this ridiculous request for rates increase. Review of the 2009 P&L summary submitted by the Company shows that the Expenses exceed the Income by \$10,789.32. This deficit can be reduced by either increasing Income or decreasing Expenses. The deficit would not exist in a properly managed company.

The Company was inherited by the present owners (Chuck Spencer-25%, Vanessa Hollis-25%, Josh Phipps-25%, Brent Swalling-10%, Penny Swalling-16% (101 %??) [2008 Annual Report]. These people comprise not only the Stock Holders, but the Board of Directors, Officers, and Employees. Only in situations where their inexperience and incompetence became overwhelming, as in customer billing, did they go outside their clan and hire part time outside help.

This structure allows the Company to be operated as a family welfare program. The structure allows the Company to provide unmerited compensation in the form of Employee Insurance, Employee Security, Labor, Officers, System Operator, etc. [Jan thru Dec 2009 P&L Report] to any member. They can do this without having to report to, or be responsible to, anyone but themselves. If the Company wants to subsidize the compensation of one or more of the employees, they should do it out of their own pockets. We, the consumers, should not be forced into contribute to this type of welfare program through payment of artificially high water rates

The compensation paid to the present employees in 2009 [see Jan thru Dec 2009 P&L Report] totaled more than \$90,000. An independent and impartial review of employee work performance versus their compensation would result in a significant reduction in the yearly compensation. Employing competent employees instead of relying on only the present stockholders would also increase the Company efficiency.

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Additional comments, dated October 12, 2010:

Comments Concerning Deer Meadows Water Rates Increase Request  
Docket 100642 October 2010

The Deer Meadows Golf Course complex is closed due to the previous water rates increase requested by the Deer Meadows Water Company (DMWC) and granted by the UTC. Imposition of water rates as described in either the Proposed Rate or Settlement Rate contained in the Table shown in the Attachment "Water Rates Table" will result in further property devaluation, increased wildfire danger in the community, and impose additional financial hardships on those of us that decided to build our homes in this community.

I previously submitted comments on the water rates increase proposal requested by the DMWC 4/20/2010. These comments are still applicable, and are contained in the

Attachment "Deer Meadows Water Rates Increase Request Comments, Docket 100642". Since then, the DMWC and the UTC have evidently discussed and settled on water rates increases. These are contained in the table in the Attachment "Water Rates Table". As you can see, I took it upon myself to add another column to this table. This column represents a "no smoke and mirrors and/or no prejudice or bias" rates increase if the 7.8% increase alluded to in paragraph III A of the wording of this Attachment were imposed.

I evaluated the impact that these water rates (without sales tax) would have on my yearly water bill. This evaluation is shown in the Attachment "Gower Yearly Water Bill". Both the Proposed Rate and the Settlement Rate (advertised as a 7.8% increase by the UTC) nearly double my yearly water bill. Rate increases of this magnitude should not even be considered, let alone be allowed. If a rate increase is warranted, one similar to the rates in the 7.8% column of the Attachment "Water Rates Table" should be implemented.

I have a few comments to make in regard to the water rates pricing structure presented in the Settlement Rate column of "Water Rates Table". I believe that this escalation from \$0.50 to \$1.60 per thousand gallons as consumption is increased is not only excessive, but also based on ignorance. Mother Nature can not be relied on to provide greenery during our summertime. This is a desert climate. The soil is sandy and porous. The summer weather time of June, July, August and September can be, and usually is, hot and dry. Rain is seldom and seldom lasts long. It can get quite windy at any time. We have dust storms during this hot/dry period. As the summer progresses the native vegetation becomes tinder dry. This translates to high wildfire potential. Maintaining lawn and landscaping, not only beautifies our homes, but acts as a greenbelt fire break between structures and native vegetation in case of a wildfire. As the soil is so porous, maintaining a lawn requires quite a lot of water. Imposing these escalating rates will result in deterioration and/or elimination of greenbelt areas. This has already been demonstrated when the golf course closed due to the imposed water rates. It is now an 18 hole weed patch. Losing these greenbelts will result in both property devaluation and increased overall fire danger.

Our other major utility, electrical power, is billed by the kilowatt hour (In this area it takes water to produce the electricity we use). Power rates do not escalate as power consumption increases. In some cases rebates are available for purchasing energy saving appliances. Efficient water usage can be maximized by purchasing appliances (wash machines, dishwashers, toilets, etc.) that use less water and by adopting conservative outdoor watering methods (automatic timed and adjustable underground lawn sprinkler systems and/or landscaping/gardening water drip systems activated during the night when wind and evaporation is minimal).

An individual's water bill is composed of two segments, one being the base charge and the other being the charge for the water used. The usage rate contained in the settlement rate is not only high, but it is discriminatory and unfair. The community is basically made up of three types of property owners; the folks that have homes and live here full and/or part time, the folks that use their properties for weekend getaways and/or short summer time vacations, and investment folks. The people that live here generally use substantially more water, especially in the summer, than people in the other two categories as they may have such things as lawns, landscaping and/or fruit/vegetable gardens. If owner1 used 10X as much water as owner2, owner1's water used charge would 10X as much that of owner2 in a fair billing system. This is not the case in most

instances using the criteria listed under the Settlement Rate of the Attachment "Water Rates Table". For instance if owner2 used 5,000 gallons and owner1 used 50,000 gallons, you would expect owner1's water used charge to be 10X that of owner2. Using the Settlement Rate criteria you find that owner2 would be charged \$2.70 and owner1 would be charged \$68.20 (this is over 25X the amount charged owner2). This means that owner1 is being charged 2.5X the amount for a gallon of water that owner2 is charged. This is not a fair practice as these gallons came from the same place. This also discriminates against the folks that need water to maintain things such as lawns, landscaping, fruit/vegetable gardens, and use in their homes.

I also have a few more comments to make about the Water Company's family structure. As previously stated in the Attachment "Deer Meadows Water Rates Increase Request Comments, Docket 100642" the Water Company is owned, manned and operated by a family clan. This company was given to them through inheritance. They have little, if any, out of pocket investment in the Company. They are the Company; in most cases being the stockholders, board of directors, officers and the employees. There are no checks and balances, they report only to themselves. Their compensations may or may not be proportional to their job descriptions or hours worked. In many cases they are incompetent and have no desire to work. They can increase one or more individual compensation packages, agree to it as a family, report it as Expenses and request a rates increase, forcing us to pay for it. If there were any type of competition they would be out of business.

Even though we are a captive audience (we have no other source of water) there seems to be no Commission/Agency available to protect the consumer's interest. Before a rates increase is granted, I believe that an impartial but thorough investigation of the DMWC's business practices be conducted to assure that they are operating in an efficient manner. An escalating water use rate that further threatens our community greenbelt property value enhancement and fire protection should in no case be considered.

Bob Gower  
 43191 Doe Rd N  
 Deer Meadows, WA  
 99122

Attachments



Deer Meadows Water Rates Increase Request Comments.doc



Water Rates Table.doc Gower One Year Water Bill.doc Water Rates Table.doc



Gower One Year Water Bill.doc

**Issue Information**

Issue ID	422
Company	Deer Meadows Water Co., Inc.
Filing	100642
Staff	Jim Ward