

BUSINESS INFORMATION

Business Name:

HARRISON-RAY WATER COMPANY

UBI Number:

601 057 514

Business Type:

WA PROFIT CORPORATION

Business Status:

ACTIVE

Principal Office Street Address:

2403 WHITWORTH, RICHLAND, WA, 99352, UNITED STATES

Principal Office Mailing Address:

PO BOX 2818, PASCO, WA, 99302-2818, UNITED STATES

Expiration Date:

03/31/2019

Jurisdiction:

UNITED STATES, WASHINGTON

Formation/ Registration Date:

03/05/1979

Period of Duration:

PERPETUAL

Inactive Date:

Nature of Business:

UTILITIES

REGISTERED AGENT INFORMATION

Registered Agent Name:

TOM HARRISON

Street Address:

2403 WHITWORTH, RICHLAND, WA, 99352-0000, UNITED STATES

Mailing Address:

GOVERNORS

Title	Governors Type	Entity Name	First Name	Last Name
GOVERNOR	INDIVIDUAL		TOM	HARRISON

Attachment B

WATER FACILITIES INVENTORY (WFI) FORM



ONE FORM PER SYSTEM

Quarter: 2
Updated: 11/18/2016
Printed: 10/25/2018
WFI Printed For: On-Demand
Submission Reason: No Change

RETURN TO: Central Services - WFI, PO Box 47822, Olympia, WA, 98504-7822

1. SYSTEM ID NO. 31477 3	2. SYSTEM NAME HARRISON-RAY-BURBANK WATER SYSTEM	3. COUNTY WALLA WALLA	4. GROUP A	5. TYPE Comm
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6. PRIMARY CONTACT NAME & MAILING ADDRESS WILLIAM "TOM" T. HARRISON [MANAGER] PO BOX 2818 PASCO, WA 99302	7. OWNER NAME & MAILING ADDRESS HARRISON RAY WATER CO. WILLIAM "TOM" T. HARRISON PO BOX 2818 PASCO, WA 99302	8. OWNER NUMBER: 002444 MANAGER
STREET ADDRESS IF DIFFERENT FROM ABOVE ATTN ADDRESS CITY STATE ZIP	STREET ADDRESS IF DIFFERENT FROM ABOVE ATTN ADDRESS 1804 W LEWIS CITY PASCO STATE WA ZIP 99301	

9. 24 HOUR PRIMARY CONTACT INFORMATION	10. OWNER CONTACT INFORMATION
Primary Contact Daytime Phone: (509) 545-1908	Owner Daytime Phone: (509) 545-1908
Primary Contact Mobile/Cell Phone: (509) 727-2104	Owner Mobile/Cell Phone:
Primary Contact Evening Phone: (xxx)-xxx-xxxx	Owner Evening Phone:
Fax: (509) 627-4313 E-mail: xxxxxxxxxxxxxxxxxxxxxx	Fax: (509) 627-4313 E-mail: xxxxxxxxxxxxxxxxxxxxxx

11. SATELLITE MANAGEMENT AGENCY - SMA (check only one)	
<input checked="" type="checkbox"/> Not applicable (Skip to #12)	
<input type="checkbox"/> Owned and Managed	SMA NAME: _____ SMA Number: _____
<input type="checkbox"/> Managed Only	
<input type="checkbox"/> Owned Only	

12. WATER SYSTEM CHARACTERISTICS (mark all that apply)		
<input type="checkbox"/> Agricultural	<input type="checkbox"/> Hospital/Clinic	<input checked="" type="checkbox"/> Residential
<input type="checkbox"/> Commercial / Business	<input type="checkbox"/> Industrial	<input type="checkbox"/> School
<input type="checkbox"/> Day Care	<input type="checkbox"/> Licensed Residential Facility	<input type="checkbox"/> Temporary Farm Worker
<input type="checkbox"/> Food Service/Food Permit	<input type="checkbox"/> Lodging	<input type="checkbox"/> Other (church, fire station, etc.): _____
<input type="checkbox"/> 1,000 or more person event for 2 or more days per year	<input type="checkbox"/> Recreational / RV Park	

13. WATER SYSTEM OWNERSHIP (mark only one)	14. STORAGE CAPACITY (gallons)
<input type="checkbox"/> Association	85,000
<input type="checkbox"/> County	
<input checked="" type="checkbox"/> Investor	
<input type="checkbox"/> City / Town	
<input type="checkbox"/> Federal	
<input type="checkbox"/> Private	
<input type="checkbox"/> Special District	
<input type="checkbox"/> State	

15 Source Number	16 SOURCE NAME LIST UTILITY'S NAME FOR SOURCE AND WELL TAG ID NUMBER. Example: WELL #1 XYZ456 IF SOURCE IS PURCHASED OR INTERTIED, LIST SELLER'S NAME Example: SEATTLE	17 INTERTIE INTERTIE SYSTEM ID NUMBER	18 SOURCE CATEGORY										19 USE	21 TREATMENT				22 DEPTH DEPTH TO FIRST OPEN TERTIAL IN FEET	23 CAPACITY (GALLONS PER MINUTE)	24 SOURCE LOCATION						
			WELL	WELL IN A WELL FIELD	SPRING	SPRING IN SPRINGFIELD	SEA WATER	SURFACE WATER	RANNEY / INF. GALLERY	OTHER	PERMANENT	SEASONAL		EMERGENCY	SOURCE METERED	NONE	CHLORINATION			FILTRATION	FLUORIDATION	IRRADIATION (UV)	OTHER	1/4, 1/4 SECTION	SECTION NUMBER	TOWNSHIP
S01	Well #1		X											X	X						76	1100	SW NE	12	08N	30E
S02	Well #2		X											X	Y	X					72	1100	SW NE	12	08N	30E
S04	Well #4		X											X	Y	X					1670	3500	SW NE	12	08N	30E
S05	InAct 03/18/2013 Columbia View/14176	14176 A												X	X							200			00N	00E

WATER FACILITIES INVENTORY (WFI) FORM - Continued

1. SYSTEM ID NO. 31477 3	2. SYSTEM NAME HARRISON-RAY-BURBANK WATER SYSTEM	3. COUNTY WALLA WALLA	4. GROUP A	5. TYPE Comm
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	ACTIVE SERVICE CONNECTIONS	DOH USE ONLY! CALCULATED ACTIVE CONNECTIONS	DOH USE ONLY! APPROVED CONNECTIONS
25. SINGLE FAMILY RESIDENCES (How many of the following do you have?)		212	223
A. Full Time Single Family Residences (Occupied 180 days or more per year)	212		
B. Part Time Single Family Residences (Occupied less than 180 days per year)	0		
26. MULTI-FAMILY RESIDENTIAL BUILDINGS (How many of the following do you have?)			
A. Apartment Buildings, condos, duplexes, barracks, dorms	0		
B. Full Time Residential Units in the Apartments, Condos, Duplexes, Dorms that are occupied more than 180 days/year	0		
C. Part Time Residential Units in the Apartments, Condos, Duplexes, Dorms that are occupied less than 180 days/year	0		
27. NON-RESIDENTIAL CONNECTIONS (How many of the following do you have?)			
A. Recreational Services and/or Transient Accommodations (Campsites, RV sites, hotel/motel/overnight units)	0	0	0
B. Institutional, Commercial/Business, School, Day Care, Industrial Services, etc.	0	0	0
28. TOTAL SERVICE CONNECTIONS		212	223

29. FULL-TIME RESIDENTIAL POPULATION
A. How many residents are served by this system 180 or more days per year? 656

30. PART-TIME RESIDENTIAL POPULATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
A. How many part-time residents are present each month?												
B. How many days per month are they present?												

31. TEMPORARY & TRANSIENT USERS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
A. How many total visitors, attendees, travelers, campers, patients or customers have access to the water system each month?												
B. How many days per month is water accessible to the public?												

32. REGULAR NON-RESIDENTIAL USERS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
A. If you have schools, daycares, or businesses connected to your water system, how many students daycare children and/or employees are present each month?												
B. How many days per month are they present?												

33. ROUTINE COLIFORM SCHEDULE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
* Requirement is exception from WAC 246-290	1	1	1	1	1	1	1	1	1	1	1	1

34. NITRATE SCHEDULE (One Sample per source by time period)	QUARTERLY	ANNUALLY	ONCE EVERY 3 YEARS
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35. Reason for Submitting WFI:

- Update - Change
 Update - No Change
 Inactivate
 Re-Activate
 Name Change
 New System
 Other _____

36. I certify that the information stated on this WFI form is correct to the best of my knowledge.	
SIGNATURE: _____	DATE: _____
PRINT NAME: _____	TITLE: _____

BUSINESS INFORMATION

Business Name:

HARRISON WATER COMPANY/KIONA, LLC

UBI Number:

602 514 161

Business Type:

WA LIMITED LIABILITY COMPANY

Business Status:

ACTIVE

Principal Office Street Address:

2403 WHITWORTH AVE, RICHLAND, WA, 99352, UNITED STATES

Principal Office Mailing Address:

PO BOX 2818, PASCO, WA, 99302-2818, UNITED STATES

Expiration Date:

06/30/2019

Jurisdiction:

UNITED STATES, WASHINGTON

Formation/ Registration Date:

06/21/2005

Period of Duration:

12/31/2065

Inactive Date:

Nature of Business:

UTILITIES

REGISTERED AGENT INFORMATION

Registered Agent Name:

TOM HARRISON

Street Address:

2403 WHITWORTH, RICHLAND, WA, 99352-0000, UNITED STATES

Mailing Address:

GOVERNORS

Title	Governors Type	Entity Name	First Name	Last Name
GOVERNOR	INDIVIDUAL		TOM	HARRISON

WATER FACILITIES INVENTORY (WFI) FORM

Quarter: 2

Updated: 12/21/2017

Printed: 10/25/2018

WFI Printed For: On-Demand

Submission Reason: Source Update



ONE FORM PER SYSTEM

RETURN TO: Central Services - WFI, PO Box 47822, Olympia, WA, 98504-7822

Table with 5 columns: 1. SYSTEM ID NO. (10724 H), 2. SYSTEM NAME (HARRISON KIONA WATER SYSTEM), 3. COUNTY (BENTON), 4. GROUP (A), 5. TYPE (Comm)

Table with 3 main sections: 6. PRIMARY CONTACT NAME & MAILING ADDRESS, 7. OWNER NAME & MAILING ADDRESS, 8. OWNER NUMBER: 017434. Includes fields for street address, attn, city, state, zip.

Table with 2 main sections: 9. 24 HOUR PRIMARY CONTACT INFORMATION, 10. OWNER CONTACT INFORMATION. Includes fields for phone numbers and fax/e-mail.

11. SATELLITE MANAGEMENT AGENCY - SMA (check only one). Includes checkboxes for Not applicable, Owned and Managed, Managed Only, Owned Only, and SMA Name/Number fields.

12. WATER SYSTEM CHARACTERISTICS (mark all that apply). Includes checkboxes for Agricultural, Commercial / Business, Day Care, Food Service/Food Permit, 1,000 or more person event, Hospital/Clinic, Industrial, Licensed Residential Facility, Lodging, Recreational / RV Park, Residential, School, Temporary Farm Worker, Other.

13. WATER SYSTEM OWNERSHIP (mark only one) and 14. STORAGE CAPACITY (gallons). Includes checkboxes for Association, County, City / Town, Investor, Private, Special District, State and a storage capacity field with value 800,000.

Table with columns 15-24: SOURCE NAME, INTERTIE, SOURCE CATEGORY, USE, TREATMENT, DEPTH, CAPACITY, SOURCE LOCATION. Includes rows for Well #3, Well #4 - AHA123, and Well #5 - AHA122.

WATER FACILITIES INVENTORY (WFI) FORM - Continued

1. SYSTEM ID NO. 10724 H	2. SYSTEM NAME HARRISON KIONA WATER SYSTEM	3. COUNTY BENTON	4. GROUP A	5. TYPE Comm
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	ACTIVE SERVICE CONNECTIONS	DOH USE ONLY! CALCULATED ACTIVE CONNECTIONS	DOH USE ONLY! APPROVED CONNECTIONS
25. SINGLE FAMILY RESIDENCES (How many of the following do you have?)		221	360
A. Full Time Single Family Residences (Occupied 180 days or more per year)	221		
B. Part Time Single Family Residences (Occupied less than 180 days per year)	0		
26. MULTI-FAMILY RESIDENTIAL BUILDINGS (How many of the following do you have?)			
A. Apartment Buildings, condos, duplexes, barracks, dorms	0		
B. Full Time Residential Units in the Apartments, Condos, Duplexes, Dorms that are occupied more than 180 days/year	0		
C. Part Time Residential Units in the Apartments, Condos, Duplexes, Dorms that are occupied less than 180 days/year	0		
27. NON-RESIDENTIAL CONNECTIONS (How many of the following do you have?)			
A. Recreational Services and/or Transient Accommodations (Campsites, RV sites, hotel/motel/overnight units)	0	0	0
B. Institutional, Commercial/Business, School, Day Care, Industrial Services, etc.	0	0	0
28. TOTAL SERVICE CONNECTIONS		221	360

29. FULL-TIME RESIDENTIAL POPULATION
A. How many residents are served by this system 180 or more days per year? 520

30. PART-TIME RESIDENTIAL POPULATION	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
A. How many part-time residents are present each month?												
B. How many days per month are they present?												

31. TEMPORARY & TRANSIENT USERS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
A. How many total visitors, attendees, travelers, campers, patients or customers have access to the water system each month?												
B. How many days per month is water accessible to the public?												

32. REGULAR NON-RESIDENTIAL USERS	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
A. If you have schools, daycares, or businesses connected to your water system, how many students daycare children and/or employees are present each month?												
B. How many days per month are they present?												

33. ROUTINE COLIFORM SCHEDULE	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
* Requirement is exception from WAC 246-290	1	1	1	1	1	1	1	1	1	1	1	1

34. NITRATE SCHEDULE (One Sample per source by time period)	QUARTERLY	ANNUALLY	ONCE EVERY 3 YEARS
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35. Reason for Submitting WFI:

- Update - Change
 Update - No Change
 Inactivate
 Re-Activate
 Name Change
 New System
 Other _____

36. I certify that the information stated on this WFI form is correct to the best of my knowledge.	
SIGNATURE: _____	DATE: _____
PRINT NAME: _____	TITLE: _____

Attachment E



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY (360) 586-8203

Feb. 21, 2018

Tom Harrison
Harrison-Ray Water Company, Inc.
Harrison Water Company/Kiona, LLC
Sunrise Acres
P.O. Box 2818
Pasco, WA 99302

RE: Data Request

Dear Mr. Harrison:

Under Washington state law (RCW 81.04.070), the Utilities and Transportation Commission has the authority to inspect the accounts, books, papers, and documents of any public service company doing business in this state.

As part of a staff review of your water companies, please send us the following information and documents:

1. A list of all Washington state customers for whom you currently provide utility services, separated by individual company.
2. For each account or service address listed in the table below, please provide a copy of all billing statements for the period of Aug. 1, 2017, through Jan. 31, 2018. Please include the date each billing statement was mailed.

	Account No.	Service Address	City
1.	[REDACTED]	[REDACTED]	Burbank, WA 99323
2.	[REDACTED]	[REDACTED]	Burbank, WA 99323
3.	[REDACTED]	[REDACTED]	Burbank, WA 99323
4.	[REDACTED]	[REDACTED]	Burbank, WA 99323
5.	[REDACTED]	[REDACTED]	Burbank, WA 99323
6.	[REDACTED]	[REDACTED]	Burbank, WA 99323
7.	[REDACTED]	[REDACTED]	Burbank, WA 99323
8.	[REDACTED]	[REDACTED]	Burbank, WA 99323

9.		█ Largent Road	Burbank, WA 99323
10.	█		Burbank, WA 99323
11.		█ Piper Road	Burbank, WA 99323
12.	█ 1		Burbank, WA 99323
13.	█		Benton City, WA 99320
14.		█ E. Kim Lane	Benton City, WA 99320
15.	█		Benton City, WA 99320
16.		█ N. Hummingbird PRNE	Benton City, WA 99320
17.	█		Benton City, WA 99320
18.	█ 2		Benton City, WA 99320
19.		█ N. Redstone	Benton City, WA 99320
20.	█		Benton City, WA 99320
21.	█ I		Benton City, WA 99320
22.	█		Benton City, WA 99320

3. For each customer who has received a disconnect notice for the period of Aug. 1, 2017, through Jan. 31, 2018, please provide a copy of the notice, the date the customer was notified, any associated fees, and all account notes and balances owed.
4. An example of your companies' first and second written notices of disconnection for the period of Aug. 1, 2017, through Jan. 31, 2018.
5. A copy of the company's customer complaint record for the period of Aug. 1, 2017, through Jan. 31, 2018, including the complainant's name and address, date and nature of the complaint, action taken, and the final result.
6. The name, title, telephone, and email address of the contact person whom our staff can work with directly for questions that may arise concerning any details of the information provided.

Please provide all requested information by 5 p.m., March 7, 2018, in electronic format using Microsoft Word for narrative documents and Excel for data.

Please address your response, and any questions, to Susie Paul, Compliance Investigator, Consumer Protection, at (360) 664-1105 or spaul@utc.wa.gov. Thank you for your attention to this matter.

Sincerely,

Steven V. King
Executive Director and Secretary

Attachment F

Harrison-Ray Water Company, Inc.

Customer A¹	
Date Opened	Aug. 3, 2017
Date Closed	Jan. 18, 2018 – Consumer Upheld
Issue	Customer had not received a bill since October 2016; concerns re meter readings.
Activity	
08/03/17	Complaint submitted to company; response due 08/17/17.
08/17/17	No response from company; letter and fax sent to company.
08/30/17	Staff left detailed voice message informing company of daily violations recorded.
09/14/17	Staff sent a letter by US mail, notifying company of accruing violations.
09/20/17	Assistant Attorney General sent letter to company requesting compliance. ²
09/26/17	Staff sent a letter to company, notifying it of accruing violations.
10/02/17	Harrison called saying she has been out of office since Sept. 17; will send documents.
10/13/17	Staff contacts company by phone; Harrison said priority packed had been mailed.
10/25/17	Staff contacts company; Harrison states documents will be sent next day, "probably."
11/03/17	Company submitted a faxed response to complaint.
11/15/17	Staff contacted company, requesting clarification; response due 11/17/17.
11/20/17	Staff sent a letter and fax to company, informing it of additional violations.
12/06/17	Staff sent another letter requesting compliance. ³
12/11/17	Company sent a faxed response to staff.
12/14/17	Staff left company a voice message stating response was incomplete.
12/26/17	Company contacted staff and provided clarification of response.
Violations	
WAC 480-110-375(1)(h)	
1 violation	Failure to include on the customer's bill the current and previous meter readings, the current read date, and the number and kind of units consumed.
WAC 480-110-385(3)(a)	
110 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
Results	
On Oct. 5, 2018, staff spoke with Customer A and she stated she is now receiving bills from the company.	

Customer B⁴	
Date Opened	Oct. 27, 2017
Date Closed	Dec. 29, 2017 – Consumer Upheld

¹ A Summary of CAS-21422-M3W3X9 (Customer A) is available on request.

² A copy of letter from Assistant Attorney General is attached as Appendix E-1

³ A copy of letter to Harrison from Staff, dated Dec. 6, 2017, is attached as Appendix E-2

⁴ A Summary of CAS-21999-R2N8N8 (Customer B) is available on request.

Issue	Customer received bill on Oct. 26, 2017, for August 2017; concerned payments not applied.
Activity	
10/27/17	Complaint submitted to company; response due 10/31/17.
11/02/17	Company faxed response.
12/04/17	Staff found response incomplete; company did not provide requested documents.
12/06/17	Staff faxed a second request for documents; response due Dec. 8, 2017.
12/11/17	Company submitted copies of billing statement.
02/14/18	Customer filed a Formal Complaint on Feb. 14, 2018, Docket UW-180144.
Violations	
WAC 480-110-385(3)(a)	
2 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
WAC 480-110-431	
2 violations	Failure to bill customer monthly, as required by the company's tariff.
Results	
On Oct. 5, 2018, staff spoke with customer, who stated he received two bills in August (company failed to bill customers in July). A previous billing error has been corrected.	

Customer C⁶	
Date Opened	Nov. 2, 2017
Date Closed	Dec. 22, 2017 – Consumer Upheld
Issue	Bills not received consistently; bills postmarked months after service dates noted on bill. Customer disputes amount charged and believes meters are not read.
Activity	
11/02/17	Complaint submitted to company; response due 11/06/17.
Violations	
WAC 480-110-315(2)	
1 violation	Failure to notify the commission of changes to its contact information (email and phone number) ten days prior to the effective date.
WAC 480-110-375(1)(e)	
4 violations	Failure to include information on the customer's bills that, together with tariff rates, the customer could calculate her bill(s).
WAC 480-110-375(1)(f)	
4 violations	Failure to show the date the bill becomes due or the bill was due within fifteen days after it was mailed.
WAC 480-110-385(3)(a)	
35 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.

⁶ A Summary of CAS-22011-C0R0Q5 (Customer C) is available on request.

Results

Customer D⁷	
Date Opened	Jan. 22, 2018
Date Closed	Jan. 29, 2018 – Consumer Upheld
Issue	Customer stated last bill received was in August 2017; meter read in middle of month.
Activity	
01/22/18	Complaint submitted to company; response due 01/24/18.
Violations	
WAC 480-110-315(1)	
1 violation	Failure to provide customers a 24-hour emergency telephone number.
WAC 480-110-385(1)(b)	
1 violation	Failure to investigate the consumer’s complaint about not receiving bills.
WAC 480-110-385(3)(a)	
3 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
WAC 480-110-431	
7 violations	Failure to bill customer monthly, as required by the company’s tariff.
Results	
On Oct. 5, 2018, staff spoke with customer, who stated she is now receiving bills, but the company is still reading meters in the middle of the month.	

Customer E⁸	
Date Opened	Jan. 30, 2018
Date Closed	June 27, 2018 – Consumer Upheld
Issue	Received shut off notice; last bill received from company was June 2017; meters are read mid-month, but bills show usage from the first to the last day of the month.
Activity	
01/31/18	Complaint submitted to company; response due 02/02/18.
Violations	
WAC 480-110-315(4)	
1 violation	Failure to notify the commission of changes to its contact information (email and phone number) ten days prior to the effective date.
WAC 480-110-385(1)(a)	
1 violation	Failure to acknowledge the customer’s complaint regarding not receiving bills when the customer requested bills be sent to her.
WAC 480-110-385(1)(b)	

⁷ A Summary of CAS-22381-T4Q2R2 (Customer D) is available on request.

⁸ A Summary of CAS-22460-L6R2R3 (Customer E) is available on request.

1 violation	Failure to promptly investigate the customer's complaint regarding not receiving bills.
WAC 480-110-385(3)(a)	
47 violations	Failure to investigate and report the results of the informal complaint to staff within two business days, or provide additional information.
WAC 480-110-385(3)(b)	
32 violations	Failure to keep the commission informed of progress toward the solution and the final result of investigation.
Results	
Staff made approximately 19 attempts to get documents related to this complaint. The company did not submit records until Staff went to the company's place of business on April 9, 2018, and obtained the records. Two payments the customer made but had not been credited to the customer's account has now been posted. The company admits to reading meters mid-month and bills monthly, e.g., Aug. 1 – Aug. 31, 2018.	

Customer F⁹	
Date Opened	Dec. 5, 2017
Date Closed	Jan. 17, 2018 – Consumer Upheld
Issue	Customer states he is not receiving bills regularly; believes his last bill was September 2017.
Activity	
12/07/17	Complaint submitted to company; response due 12/11/17.
Violations	
WAC 480-110-315(2)	
1 violation	Failure to notify the commission of changes to its contact information (email and phone number) ten days prior to the effective date.
WAC 480-110-375(1)(a)	
2 violations	Failure to issue bills not exceeding three month intervals.
WAC 480-110-385(1)(b)	
1 violation	Failure to promptly investigate the customer's complaint regarding not receiving bills.
WAC 480-110-431	
5 violations	Failure to bill customer monthly, as required by the company's tariff.
Results	
Company was non-responsive to commission's requests for documents and information. The customer was provided information on how to file a formal complaint.	

Customer G¹⁰	
Date Opened	Dec. 6, 2017
Date Closed	Jan. 11, 2018 – Consumer Upheld

⁹ A Summary of CAS-22126-X8Z0G7 (Customer F) is available on request.

¹⁰ A Summary of CAS-22128-K3M5K3 (Customer G) is available on request.

Issue	Customer purchased home in December 2016. Made numerous requests to place service in her name. Company did not provide customer an application for service and sends bills to the previous owner.
Activity	
12/06/17	Complaint submitted to company; response due 12/08/17.
Violations	
WAC 480-110-315(2)	
1 violation	Failure to notify the commission of changes to its contact information.
WAC 480-110-315(5)	
2 violations	Failure to acknowledge and respond to a customer's written inquiry within two weeks.
WAC 480-110-325(1)	
266 violations	Failure to provide customer an application of service in writing.
WAC 480-110-385(1)(a)	
1 violation	Failure to acknowledge customer's complaint regarding request for service.
WAC 480-110-385(3)(a)	
1 violation	Failure to investigate and report results of the informal complaint to staff within two days.
Results	
The company was non-responsive to the commission's requests for documents and information. The customer was provided instruction on contacting the commission to obtain the informal complaint record and provided information regarding a formal complaint.	

Customer H¹¹	
Date Opened	Jan. 26, 2018
Date Closed	Feb. 23, 2018 – Consumer Upheld
Issue	Company hand-delivered a disconnect notice. Customer stated she had not received a bill in eight months. Notice was incorrect and it stated the company will not set up payment arrangements.
Activity	
12/07/17	Complaint submitted to company; company requested and was granted extension to 12/10/17.
Violations	
WAC 480-110-375(1)(a)	
8 violations	Failure to issue bills not exceeding three month intervals.
WAC 480-110-375(4)	
1 violation	Failure to allow the customer payment arrangements for the same number of months equal to the total of months being back-billed.
WAC 480-110-385(3)(a)	
12 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
Results	

¹¹ A Summary of CAS-22465-Q2W0B8 (Customer H) is available on request.

The company was non-responsive to the commission's requests for documents and information. The customer was provided instruction on contacting the commission to obtain the informal complaint record and provided information regarding a formal complaint.

Customer I¹²	
Date Opened	Feb. 20, 2018
Date Closed	April 20, 2018 – Consumer Upheld
Issue	Customer states he has not received a bill for service since August 2017.
Activity	
02/20/18	Complaint submitted to company; response due 02/22/18.
Violations	
WAC 480-110-315(2)	
1 violation	Failure to notify the commission of changes to its contact information (email and phone number) ten days prior to the effective date.
WAC 480-110-315(4)	
1 violation	Failure to return a customer's non-emergency call within two business days.
WAC 480-110-385(1)(a)	
1 violation	Failure to acknowledge the customer's complaint regarding not receiving bills when the customer requested bills be sent.
WAC 480-110-385(1)(b)	
1 violation	Failure to promptly investigate customer's complaint regarding not receiving bills.
WAC 480-110-385(1)(c)	
1 violation	Failure to report the results of its investigation to the consumer when the consumer called and requested to receive bills.
WAC 480-110-385(3)(a)	
35 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
Results	
On 10/05/18, Staff spoke with customer. States he is now receiving billing statements.	

Customer J¹³	
Date Opened	Feb. 6, 2018
Date Closed	April 19, 2018 – Consumer Upheld
Issue	Customer reported she had not received a bill since August 2017.
Activity	
02/06/18	Complaint submitted to company; response due 02/08/18.
Violations	
WAC 480-110-315(2)	
1 violation	Failure to notify the commission of changes to its contact information (email and phone number) ten days prior to the effective date.

¹² A Summary of CAS-22590-C0Y6V3 (Customer I) is available on request.

¹³ A Summary of CAS-22495-B7D1J6 (Customer J) is available on request.

WAC 480-110-315(4)	
1 violation	Failure to return a customer's non-emergency call within two business days.
WAC 480-110-385(1)(a)	
1 violation	Failure to acknowledge the customer's complaint regarding not receiving bills when the customer requested bills be sent.
WAC 480-110-385(1)(b)	
1 violation	Failure to promptly investigate customer's complaint regarding not receiving bills.
WAC 480-110-385(1)(c)	
1 violation	Failure to report the results of its investigation to the consumer when the consumer called and requested to receive bills.
WAC 480-110-385(3)(a)	
38 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
WAC 480-110-385(3)(b)	
1 violation	Failure to keep the commission informed of progress toward the solution and the final result of investigation.
Results	

Customer K¹⁴	
Date Opened	Feb. 6, 2018
Date Closed	April 23, 2018 – Company Upheld with Violations
Issue	Customer reported his last bill was for July 2017 and it was for July 2017's usage.
Activity	
02/06/18	Complaint submitted to company; response due 02/08/18.
Violations	
WAC 480-110-375(1)(h)	
1 violation	Failure to include on the customer's bill the current and previous meter readings, the current read date, and the number and kind of units consumed.
WAC 480-110-385(3)(a)	
41 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
Results	

Customer L¹⁵	
Date Opened	Feb. 1, 2018
Date Closed	Feb. 28, 2018 – Consumer Upheld
Issue	Customer reported the last bill he received was in September 2017.
Activity	

¹⁴ A Summary of CAS-22522-M4V9C9 (Customer K) is available on request.

¹⁵ A Summary of CAS-22505-X2D6M7 (Customer L) is available on request.

02/01/18	Complaint submitted to company; response due 02/05/18
Violations	
WAC 480-110-385(3)(a)	
16 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
WAC 480-110-431	
4 violations	Failure to bill customers monthly, as required by the company tariff.
Results	

Findings – Harrison-Ray Water Company, Inc.

Customer M¹⁶	
Date Opened	Jan. 22, 2018
Date Closed	March 6, 2018 – Consumer Upheld
Issue	Customer received disconnect notice on Jan. 18, stating that full payment must be received by Jan. 24, 2018.
Activity	
01/19/18	Complaint submitted to company; response due 01/24/18.
Violations	
WAC 480-110-315(1)	
1 violation	Failure to notify the customer of hours and contact information at least once a year.
WAC 480-110-355(3)(a)	
1 violation	Failure to provide the required notice prior to disconnect of service.
WAC 480-110-375(1)(a)	
3 violations	Failure to issue bills not exceeding three month intervals.
WAC 480-110-385(3)(a)	
28 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
Results	

Customer N¹⁷	
Date Opened	Feb. 8, 2018
Date Closed	April 20, 2018 – Consumer Upheld
Issue	Customer reported he had not received a bill since September 2017.
Activity	
Feb. 9, 2018	Complaint submitted to company; response due 02/13/18.
Violations	
WAC 480-110-315(4)	

¹⁶ A Summary of CAS-22409-L4C5B6 (Customer M) is available on request.

¹⁷ A Summary of CAS-22539-V1C8N7 (Customer N) is available on request.

3 violations	Failure to return customer's non-emergency call within two business days.
WAC 480-110-315(5)	
1 violation	Failure to acknowledge and respond to a customer's written inquiry within two weeks.
WAC 480-110-385(3)(a)	
38 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
Results	

Customer O¹⁸	
Date Opened	Jan. 22, 2018
Date Closed	April 27, 2018 – Company Upheld with Violations
Issue	Customer reported not getting bills timely; not sure if payments have been applied to account.
Activity	
Jan. 22, 2018	Complaint submitted to company; response due 01/24/18.
Violations	
WAC 480-110-385(3)(a)	
3 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
WAC 480-110-385(3)(b)	
38 violations	Failure to keep the commission informed of progress toward the solution and the final result of investigation.
Results	

Customer P¹⁹	
Date Opened	Nov. 2, 2017
Date Closed	Dec. 22, 2017 – Consumer Upheld
Issue	Customer requested service be placed in his name; Did not receive bills for service.
Activity	
Nov. 2, 2018	Complaint submitted to company; response due 11/06/18.
Violations	
WAC 480-110-315(2)	
1 violation	Failure to notify the commission of changes to its contact information ten days prior to the effective date.
WAC 480-110-375(1)(a)	
12 violations	Failure to issue bills not exceeding three month intervals.
WAC 480-110-375(4)	

¹⁸ A Summary of CAS-22412-Q9F1F5 (Customer O) is available on request.

¹⁹ A Summary of CAS-22033-P9Z4C7 (Customer P) is available on request.

1 violation	Failure to allow the customer payment arrangements equal to the total of months back-billed.
WAC 480-110-385(3)(a)	
35 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
Results	

Customer Q²⁰	
Date Opened	Jan. 22, 2018
Date Closed	March 6, 2018 – Consumer Upheld
Issue	Customer stated she had not received a bill for service since September 2017.
Activity	
Jan. 22, 2018	Complaint submitted to company; response due 01/24/18.
Violations	
WAC 480-110-315(1)	
1 violation	Failure to provide customer with a telephone number where it can be reached.
WAC 480-110-375(1)(a)	
3 violations	Failure to issue bills not exceeding three month intervals.
WAC 480-110-385(3)(a)	
35 violation	Failure to investigate and report the results of the informal complaint to staff within two business days.
WAC 480-110-485(1)	
1 violation	Failure to maintain customer records for a minimum of three years.
Results	

Customer R²¹	
Date Opened	Jan. 23, 2018
Date Closed	April 19, 2018 – Company Upheld with Violations
Issue	Customer stated she had not received a bill for service since October 2017.
Activity	
Jan. 22, 2018	Complaint submitted to company; response due 01/24/18.
Violations	
WAC 480-110-385(3)(a)	
36 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
WAC 480-110-385(3)(b)	
6 violations	Failure to keep the commission informed of progress toward the solution and final result of investigation.

²⁰ A Summary of CAS-22413-H5R0X8 (Customer Q) is available on request.

²¹ A Summary of CAS-22428-R8D0C6 (Customer R) is available on request.

Results

Customer S²²	
Date Opened	Jan. 23, 2018
Date Closed	Jan. 31, 2018 – Consumer Upheld
Issue	Customer received a disconnect notice on 01/18/18 with a disconnect date of 01/24/18; company has failed to put service in customers name and did not fill out a service application.
Activity	
Jan. 23, 2018	Complaint submitted to company; response due 01/25/18.
Violations	
WAC 480-110-325(1)	
1 violation	Failure to provide new customer with an application for service.
WAC 480-110-385(3)(a)	
1 violation	Failure to investigate and report the results of the informal complaint to staff within two business days.
Results	
(The former resident’s name was on the customer list the company provided me in the data request.)	

Customer T²³	
Date Opened	Feb. 13, 2018
Date Closed	April 26, 2018 – Consumer Upheld
Issue	Customer stated last bill received was in October 2017 for August 2017’s usage.
Activity	
Feb. 13, 2018	Complaint submitted to company; response due 02/15/18.
Violations	
WAC 480-110-375(1)(h)	
2 violations	Failure to include on the customer’s bill the current and previous meter readings, the current read date, and the number and kind of units consumed.
WAC 480-110-385(3)(a)	
36 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
WAC 480-110-385(3)(b)	
4 violations	Failure to keep the commission informed of progress toward the solution and final result of the investigation.
Results	

²² A Summary of CAS-22429-H4L7W5 (Customer S) is available on request.

²³ A Summary of CAS-22565-P3W8Q9 (Customer T) is available on request.

Customer U²⁴	
Date Opened	Jan. 29, 2018
Date Closed	April 19, 2018 – Company Upheld with Violations
Issue	Customer stated she is not receiving monthly bills and only received five bills in 2017.
Activity	
Jan. 29, 2018	Complaint submitted to company; response due 01/31/18.
Violations	
WAC 480-110-385(3)(a)	
33 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
WAC 480-110-385(3)(b)	
28 violations	Failure to keep the commission informed of progress toward the solution and final result of the investigation.
Results	

Customer V²⁵	
Date Opened	Jan. 26, 2018
Date Closed	Sept. 18, 2018 – Company Upheld with Violations
Issue	Customer stated he has not received a bill since 2017.
Activity	
Jan. 29, 2018	Complaint submitted to company; response due 01/31/18.
Violations	
WAC 480-110-315(4)	
1 violation	Failure to return a customer’s non-emergency call within two business days.
WAC 480-110-385(3)(a)	
41 violations	Failure to investigate and report the results of the informal complaint to staff within two business days.
WAC 480-110-385(3)(b)	
97 violations	Failure to keep the commission informed of progress toward the solution and final result of the investigation.
Results	

²⁴ A Summary of CAS-22473-G7H6Z3 (Customer U) is available on request.

²⁵ A Summary of CAS-22461-V2L7H2 (Customer V) is available on request.

Attachment G

HARRISON-RAY WATER COMPANY
PO BOX 2818
PASCO, WA 99302

JANUARY 11, 2018

Last payment recieved _____.

Your account is now past due in the amount shown below.
To prevent this outstanding balance from becoming larger,
WATER SERVICE WILL BE TERMINATED ON THE 8th DAY FOLLOWING
THIS NOTICE, UNLESS PAYMENT IS RECEIVED IN FULL PRIOR TO
THE DATE SHOWN BELOW. PLEASE DO NOT CONTACT OUR OFFICE
REQUESTING PAYMENT ARRANGEMENTS because we will not be
allowing them!

IF WATER HAS BEEN SHUT OFF FOR NON-PAYMENT, A RECONNECTION
CHARGE OF \$25.00 WILL BE ADDED TO THE BILL; to be paid
prior to turning the water back on.

PLEASE NOTE THAT A PARTICAL PAYMENT ON THE BALANCE OWING
WILL NOT BE SUFFICIENT TO STOP THE ABOVE ACTION.

TOTAL PAST DUE AMOUNT AS OF JANUARY 11,2018 ~~in \$~~ _____.

DATE OF NOTICE JANUARY 11,2018

DATE OF TERMINATION JANUARY 23,2018

TOM HARRISON, OWNER

Attachment H

COMPANY'S CUSTOMER COMPLAINT RECORD PERIOD AUGUST 1, 2017- JANUARY 31, 2018

			STATUS
1.	[REDACTED]	3/5/18 not receiving billings	OPEN
2.	[REDACTED]	3/2/18 Not recv billings	OPEN
3.	[REDACTED]	3/5/18 Same	OPEN
4.	[REDACTED]	3/5/18	OPEN
5.	[REDACTED]	3/6/18	OPEN
6.	[REDACTED]	CLOSED	
7.	[REDACTED]	1/30/18 OPEN	
8.	[REDACTED]	2/8/2018 OPEN	
9.	[REDACTED]	2/5/18 OPEN	
10.	[REDACTED]	2/2/18 OPEN	
11.	[REDACTED]	2/1/18 OPEN	
12.	[REDACTED]	1/24/18 OPEN	
13.	[REDACTED]	1/30/18 OPEN	
14.	[REDACTED]	1/25/18 OPEN	
15.	[REDACTED]	CLOSED	
16.	[REDACTED]	1/30/18 OPEN	
17.	[REDACTED]	1/28/18 OPEN	
18.	[REDACTED]	1/25/18 OPEN	
19.	[REDACTED]	12/2017 OPEN	

ALL ARE COMPLAINTS ABOUT NO GETTING THEIR BILLS THIS HAS NEVER HAPPEN TO US AS YOU CAN SEE I AM OVERWELMED NEED HELP. WE DID MAIL BILLINGS SO WE ARE AT A LOSS YOU CAN SEE BY LOOKING IN YOUR RECORDS THAT WE NEVER HAVE PROBLEMS. BEEN THE LAST 5 OR 6 MONTHS MY HUSBAND MAILES THE BILLS AT THE SAME POST OFFICE IN PASCO. PEOPLE THAT HAVE BEEN WITH US FOR ALONG TIME KNOW THIS DOESN'T HAPPEN. WE FOUND OUR WHEN WE DECIDED TO DO SHUT OFFS CAUSE WE WERENT RECV ANY CHECKS.

Attachment I

Paul, Susie (UTC)

From: Hoyt, Sheri (UTC)
Sent: Monday, April 23, 2018 2:21 PM
To: tomco11@frontier.com
Subject: Consumer brochure

Good afternoon Dacia.

When I visited your office on April 10 we discussed that Harrison Water Company/Kiona, LLC and Harrison-Ray Water Company, Inc., are required to provide the commission's brochure to all new applicants for service in accordance with [WAC 480-110-315\(6\)](#). You said you have not been doing so and asked where you would get the brochure.

The commission no longer provides copies of the brochure to regulated companies. The brochure is available on our website here: <https://www.utc.wa.gov/consumers/Pages/waterpublications.aspx>. The document is titled "[2009-6-UtilityServices-ConsumerGuide](#)."

You will need to download and print the brochure. Please note, in addition to providing each new applicant for service a copy of the brochure, one per year you must notify your current customers of the availability of the brochure and how to obtain a copy.

Please review the rule and let me know if you have any questions.

Regards,
Sheri

Sheri Hoyt
Investigator 3
(360) 664-1102 Office
(360) 664-4291 Fax
Email: sheri.hoyt@utc.wa.gov

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Attachment J

Paul, Susie (UTC)

From: Traci McClure CPA <tmclurecpa@charter.net>
Sent: Monday, October 8, 2018 2:08 PM
To: Paul, Susie (UTC)
Subject: RE: Contact Information
Attachments: Harrison-Ray Water Company billing adjustments 11-2016 to 9-2018.pdf; Harrison Water Company Kiona billing adjustments 11-2016 to 9-2018.pdf; Sunrise Acres billing adjustments 11-2016 to 9-2018.pdf; Sunrise Acres Customer List 9-2018.pdf; Sunrise Acres Water Company Rules and Regulations.docx

Susie,

Attached are the items that you requested. You will find:

1. Sunrise Acres customer list
2. Sunrise Acres Rules and Regulations
3. Harrison-Ray Water Company billing adjustments (highlighted in pink as Burbank at the top of the report) – this shows all billing adjustments to all water customers at Harrison-Ray Water Company during 11-2016 to 9-2018. There were no charges for disconnects and reconnections during this time period. There were only 2 NSF checks charged back to the customer accounts with a \$25 NSF fee per check on 8/31/18. (These NSF fees need to be adjusted since the tariff only shows \$5 per check).
4. Harrison Water Company Kiona billing adjustments (highlighted in pink as Kiona at the top of the report) – this shows all billing adjustments to all water customers at Harrison Water Company Kiona during 11-2016 to 9-2018. There were no charges for disconnects and reconnections during this time period. There were 8 NSF checks charged back to the customer accounts with a \$15 NSF fee per check between 9/21/18 and 9/25/18. I posted these NSF checks back to the customer accounts as I found the NSF receipts from the past year which had not been charged back to the customer account. I charged a \$15 NSF fee per check, which is what the bank charges for each returned check. However, Sheri Hoyt provided me copies of our tariff which shows that we can only charge \$4 per NSF check. I will need to adjust the NSF fees per each of these check and refund the customer accounts.
5. Sunrise Acres billing adjustments 11-2016 to 9-2018 (highlighted in pink as Sunrise at the top of the report) – this shows all billing adjustments to all water customers at Sunrise Acres during 11-2016 to 9-2018. There were no disconnect, reconnect or NSF charges during this time period. The only billing adjustments were for billing corrections or late fee removals from customer accounts.

Traci McClure CPA
(509) 948-3961 phone
(509) 545-8452 fax

From: Paul, Susie (UTC) [mailto:susie.paul@utc.wa.gov]
Sent: Thursday, October 4, 2018 11:47 AM
To: tmclurecpa@charter.net
Subject: Contact Information

Hi Traci,

I appreciate the work you have been doing on the informal complaints; staff have been able to add results to the complaints and customers are starting to see their complaints addressed.

I am requesting the following documents:

A list of all Washington state customers for Sunrise Acres, I had originally requested this information Feb. 21, 2018.

The Rules and Regulations for Service for Sunrise Acres

A list of all customers (by individual company) for the period of Nov. 1, 2016 to present who have been charged a NSF fee, and the amount charged.

A list of all customers (by individual company) for the period of Nov. 1, 2016 to present who have been charged a reconnect fee, and the amount charged.

A list of all customers (by individual company) for the period of November 2016 to present who have been charged both a disconnect and reconnect fee for related disconnects, and the amounts charged.

Normally, I would ask for a response by Friday; however, I would like to work with you on a date that you can meet. I am requesting you submit the information by Oct. 9, 2018. You can fax the information to me at (360) 664-4291.

Please let me know if you have any questions.

Thank you,

Susie Paul

Compliance Investigations

(360) 664-1105 Office

Susie.Paul@utc.wa.gov

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Attachment K

On April 9 and 10, Sheri Hoyt, along with Jim Ward, UTC Regulatory Analyst, visited Tom and Dacia Harrison, owners of Harrison Water Company/Kiona, LLC and Harrison-Ray Water Company, Inc., at their Richland, Washington, home office. These notes are written by Sheri Hoyt.

The purpose of my visit was to receive responsive documents to open informal complaints and to provide technical assistance regarding WAC 480-110 to Dacia Harrison. I provided Ms. Harrison a copy of WAC 480-110.

Mr. Harrison showed me a US Postal Service envelope that contained parts of their billing postcards. He said he spoke with a new person at the post office (I believe he said the man was from Idaho) and that that man admitted to him that the post office had a new piece of machinery that was "eating" the postcards. He indicated he had not previously been given that information from the post office and indicated other employees he spoke with denied there was a problem. The Harrison's are now mailing the monthly bills, still printed on postcards, in business-sized envelopes. He held up a stack of numerous envelopes that he said he just picked up from the post office that were customer payments and noted that it was the most payments they have received in many months.

While Ms. Harrison could provide me a Customer History for each account, I discovered that Ms. Harrison does not note each customer's electronic account for interactions with the customer. For example, if a customer calls Ms. Harrison regarding a billing issue, although she might have some hand-written notes on a steno pad, those notes do not appear to be substantive nor are they ever transferred to the customer's electronic account. It's my opinion that retrieving any hand-written notes made would be near impossible at a later date.

Due to the type of billing software used by the Harrison's, reprinting billing postcards may or may not result in an exact duplicate of what was originally mailed to a customer. Any changes made to the account results in changes to the account history in the chronological history. For example, if a customer's payment was not applied to the account in January, but the error was not found until April, Ms. Harrison enters the payment information in to the account for the date it should have been applied. If the check was received on January 10, Ms. Harrison would enter the check receipt for January 10 and all subsequent billing information would be changed. The payment would then be reflected in the account balance in February, March, and April so those duplicate bill copies would no longer be correct as to what was originally mailed to the customer.

While I was there Ms. Harrison took calls from two different customers regarding payments not having been applied to customer accounts. The customers each gave Ms. Harrison the check number, the amount of the check, and the date the check was cashed (found on the back of the check) and she entered the payments in their respective accounts. I asked Ms. Harrison about the mis-applied payments, what about the payments that were apparently applied to the wrong customer account, those customers were getting the benefit of a payment they hadn't actually made. She indicated that the accountant, Tracy, would find the payments and correct them. When I asked how, Ms. Harrison stated Tracy just would.

Beginning in January 2018, the Harrisons began photocopying all payment checks received. As I understood it, this was so Mr. Harrison could deposit the checks and Ms. Harrison entered the payments in to the customer accounts as she was able. While I was there, Ms. Harrison looked through and found one missing \$75 payment for an informal complaint (CAS-22812-H7H1B8), which she entered in the customer's electronic account, but was unable to locate the other \$75 alleged missing payment. She stated the customer will just need to provide the check number, the amount, and the date the check was cashed from the back of the check and she would get it posted to the customer's account.

Jim and I addressed with Mr. and Ms. Harrison allegations by a customer (CAS-22761-L1L0H2) that their meter reader was "hopping their fence" in order to get to another customer's property to read their meter. Mr. Harrison said the meters were installed at the back of the properties in that area, in an easement along an alleyway, but that the property owners had put up fences making it impossible to get to the meters now. Jim and I both advised Mr. Harrison to stop using one customer's property to get to another customer's property, to go to the customer's front door and ask to be escorted to the back of their property to read their meter. I noted that he has ingress and egress rights to his facilities (the meter) and that he should address that directly with the customer that has fenced their property. Mr. Harrison indicated he may have to install an electronic meter.

I discussed with Ms. Harrison that although their disconnect notices don't have to say it, they are required to stop disconnection or restore a disconnected service if a customer declares a medical need for water and to allow the payment arrangement described in the rule. I told her the statement on their current notice that customers won't be afforded a payment arrangement is not in compliance since the statement is non-specific. Ms. Harrison said she understood.

Ms. Harrison and I discussed that the disconnect notice says service will be disconnected on the "8th day following this notice" when the rule requires a customer be afforded eight *business* days from the date of mailing or the date of personal delivery. I advised Ms. Harrison that she should include the specific date the customer must pay by so there is no ambiguity as a customer may not be at home when the notice is left and may not know what day it is effective. I also stated that service does not have to be disconnected on any one specific date, the company has 10 business days after the date the customer must pay by to avoid disconnection to disconnect the service. I stressed that the customer has eight business days to pay and that the company cannot disconnect on that eighth day. I explained the notice is void after 10 business days of the pay by date if the customer and the company don't enter into a payment arrangement to extend the due date or if the company doesn't disconnect. We went over the rule together and she highlighted the pertinent sections.

Ms. Harrison did not understand that the company is required to provide two notices prior to disconnecting the service. They provide one notice before disconnection and hang another notice on the primary door notifying the customer that water has been disconnected. She was under the misunderstanding that the door hanger that service was disconnected was the second required notice. I told Ms. Harrison that the rules do not require a notice be hung notifying the customer that service has been disconnected; however, I think it's a good practice for any company to have so the customer can't misunderstand why they don't have water. I advised Ms. Harrison that she

can use the same notice for both the first and second notice, she would just change the date on the second notice to reflect the date it is left and the date the customer must pay by. She said she understood.

I also explained to Ms. Harrison that she cannot require a customer pay their delinquent balance to be reconnected. I explained prior obligation. Ms. Harrison indicated she was unaware of this rule and said Mr. Harrison would not be happy. She asked which rule I spoke about it. I went over the rule with her and she highlighted the pertinent section.

Ms. Harrison and I spoke about specific informal complaints and she gave me Customer Histories, essentially a billing history, for each. We spoke about the complainant (CAS-22725-Z7K9P) that indicated he has attempted 15 times to get service in his name. I asked her if she has an application for service. She said yes and provided me a copy of the application along with a document titled "RULES AND REGULATIONS FOR SERVICE." Ms. Harrison confirmed in Walla Walla County property records that the complainant is the owner of the property and that the purchase date coincided with the previous owner's zero balance. Ms. Harrison and I discussed that property records don't dictate necessarily who is the customer of record because an applicant could be a tenant and unless the property owner wishes to be the customer of record, the tenant has the right to request service in their name. She said she understood.

Mr. and Ms. Harrison were both present for a discussion regarding payment arrangements on the accounts of those customers that have not paid because their bills have not arrived. Technically, payment arrangements are required only for those customers that were not mailed a bill and it does appear now that the Harrisons did mail the bills but problems with the postal service caused the bills not to be delivered; however, Mr. and Ms. Harrison both indicated payment arrangements would be acceptable. Ms. Harrison and I discussed that she should send a payment arrangement confirmation letter to each customer that requests one so there is clarity for both sides what the arrangement is. I explained that a six month payment arrangement would include the customer paying 1/6 of the balance owed each months for six month along with full payment of current charges in full and on time. Ms. Harrison asked if I could give her a sample or template confirmation letter. I told her I don't have one but I can certainly work with her on making one. She said that was unnecessary, she'd just use the one her local PUD sent to her for a payment arrangement on their bill.

During our conversation Ms. Harrison acknowledged that the meters are read within the first week or so of each month or sometimes even before the end of the month although the billing postcards reflect the bill cycle is a calendar month. For example, the postcard may say the bill cycle is March 1 – March 31, but in fact the meters aren't read until (for example only) April 8. They could also be read on March 29. Ms. Harrison indicated all bills are due the last day of the month and they're mailed by the 15th day of the month so they have the 15 days from the mailing date to the due date.

Ms. Harrison was unaware that all new customers are supposed to be provided, by the company, the UTC's consumer guide. Ms. Harrison asked where she would get the brochures and I told her I wasn't sure which staff person she is to contact but that I would call her and let her know once I returned to the office. (Voice message left for Dacia Harrison on April 13 at 2:14 p.m., at phone

number 509-627-2937 which forwarded to 509-727-2105 requesting a call back regarding the consumer brochures.)

At the end of our visit I provided Ms. Harrison a copy of commission staff's Water Training PowerPoint presentation and advised her to read through it and let me know if she has any questions.

Attachment L

HARRISON WATER COMPANY KIONA
PO BOX 2818
PASCO, WA 99302

JANUARY 18, 2018

Last payment recieved

June 2017 \$ 100.00

Your account is now past due in the amount shown below.

To prevent this outstanding balance from becoming larger,
WATER SERVICE WILL BE TERMINATED ON THE 8th DAY FOLLOWING
THIS NOTICE, UNLESS PAYMENT IS RECEIVED IN FULL PRIOR TO
THE DATE SHOWN BELOW. PLEASE DO NOT CONTACT OUR OFFICE
REQUESTING PAYMENT ARRANGEMENTS because we will not be
allowing them!

IF WATER HAS BEEN SHUT OFF FOR NON-PAYMENT, A RECONNECTION
CHARGE OF \$25.00 WILL BE ADDED TO THE BILL; to be paid
prior to turning the water back on.

PLEASE NOTE THAT A PARTICAL PAYMENT ON THE BALANCE OWING
WILL NOT BE SUFFICIENT TO STOP THE ABOVE ACTION.

TOTAL PAST DUE AMOUNT AS OF JANUARY 18, 2018 = \$ 414.30

DATE OF NOTICE JANUARY 18, 2018

DATE OF TERMINATION JANUARY 24, 2018

TOM HARRISON, OWNER



Bob Ferguson

ATTORNEY GENERAL OF WASHINGTON

Utilities and Transportation Division

1400 S Evergreen Park Drive SW • PO Box 40128 • Olympia WA 98504-0128 • (360) 664-1183

September 20, 2017

Tom and Dacia Harrison
Harrison-Ray Water Co.
PO Box 2818
Pasco, WA 99302

Dear Mr. and Mrs. Harrison:

The Washington Utilities and Transportation Commission Staff has referred three complaints to Harrison-Ray Water Company on at least two separate occasions. Staff has also attempted to contact Harrison-Ray Water multiple times by email, phone, fax and mail to discuss the above-noted complaints. Harrison-Ray Water is required to respond to Commission Staff's complaint referrals within two business days or request an extension. The Company has either ignored Staff or provided minimal, incomplete responses. In nearly all of Staff's attempts to contact Company representatives through the phone number available to customers, the Company's voicemail box was full and not accepting messages.

I am writing to provide Harrison-Ray Water Co. a final opportunity to respond to and cooperate with the Washington Utilities and Transportation Commission Staff. Staff prefers to work with companies to resolve disputes between customers and regulated utilities. Absent any sign of cooperation, Staff may be forced to begin recording violations with potential monetary penalty amounts. Those penalty amounts increase each day.

Please contact Consumer Protection Manager Ms. Alice Fiman directly at 360-664-1103 if you have any questions or would like to begin resolving the above matters.

Sincerely,

A handwritten signature in black ink, appearing to read "BPS" followed by a stylized name.

BRETT P. SHEARER
Assistant Attorney General

BPS:klg

cc: Alice Fiman