

Mobile: 509-386-6870
willisgoodwin@hotmail.com

On 8/11/10 Mr wrote:
Good Morning Dennis,
I just received a message back stating that Mr. Danner is on vacation until Aug. 16th.
Would it be possible for you to move this request up to the commissioners prior to the
return of Mr. Danner? Either way, when would you estimate we could expect a decision
on our request?
Thank You,
Willis Goodwin
509-386-6870
willisgoodwin@hotmail.com

On 8/11/10 Dennis Shutler responded:
Good morning Mr Willis,
The judge is aware and working to accommodate your request.
I will notify you once an earlier date is determined.

On 8/20/10 Mr wrote:
Hi Dennis,
I have a few questions.
1. Letter to Mr. Richard Finnigan from Jim Ward, Dated May 5, 2010 . No. 1 - Please
provide copies of all water co. board meeting minutes.
Response dated May 11, 2010 - This is to let you know that for Data Request 4, Item 1,
the Minutes of the Board Meetings of Deer
Meadows are available for inspection in my office. Dennis, You asked me to provide
this information to you when I sent this question.
What is the procedure for us to obtain this information?
2. Is there a minimum number of people required to be identified as contacts for
emergencies by a water company. If so, how many are required?
3. Is random drug testing for water company employees required or suggested in
Washington State?
4. Do you have any idea when we might find out the answer to our request to set an
earlier date for the hearing in our area? A number of people would like to try and
adjust their schedule to attend.

On 8/23/10, Dennis Shutler responded as follows:
Hi Dennis,
I have a few questions.
1. Letter to Mr. Richard Finnigan from Jim Ward, Dated May 5, 2010 . No. 1 - Please
provide copies of all water co. board meeting minutes.
Response dated May 11, 2010 - This is to let you know that for Data Request 4, Item 1,
the Minutes of the Board Meetings of Deer Meadows are available for inspection in my
office. Dennis, You asked me to provide this information to you when I sent this
question.
What is the procedure for us to obtain this information?
#The analyst is unable to release or post documents submitted by the company marked

as confidential. You may submit a Public Records Request to see if the documents may be obtained. <http://www.wutc.wa.gov/publicrecordrequest>

2. Is there a minimum number of people required to be identified as contacts for emergencies by a water company. If so, how many are required?

#This is not mandated by commission rules. Though the commission's response rule in <http://apps.leg.wa.gov/wac/default.aspx?cite=480-110-315> has response requirements the company must meet.

3. Is random drug testing for water company employees required or suggested in Washington State?

#This is not mandated by commission rules. You may want to contact the Department of Labor & Industries for assistance.

4. Do you have any idea when we might find out the answer to our request to set an earlier date for the hearing in our area? A number of people would like to try and adjust their schedule to attend.

#The judge is aware of your request and it is up to her to determine when she will respond to your request.

Thank You,

On 10/15/10, Mr wrote:

October 15, 2010

To: Washington State Utilities and Transportation Commission

From: Willis Goodwin

42665 Eagle Nest Rd.

Deer Meadows, WA 99122

Phone: 509 386-6870

Email: willisgoodwin@hotmail.com

Reference: Deer Meadows Water Co., Inc. - Docket UW-100642

As an opening statement, I would like to say that many Deer Meadows Water Co., (DMWC), customers feel strongly that under the current circumstances and economic environment, an increase of any amount is not warranted.

Why should the captive DMWC customers have to pay for the inability of Mr. Chuck Spencer, President, to manage the DMWC in a fiduciary manner? There are many obvious areas in which changes could be made to run a more efficient operation and significantly cut expenses to make up for any shortfall in question. During these tough times it is not fair for the family stockholders, officers and employees to run the business as usual, and even expect an increase in personal income, and expect us to pay for it. The family, who had DMWC given to them, is using this corporation as a cash cow with no regard for the customers.

Our hope is that the UTC would represent all the residents of the State of Washington and see clearly that we are being used by the DMWC, and take action against them by not granting any water rate increase at this time.

The UTC has already contributed to a major property devaluation for all of us by granting the rate increase imposed on the golf course in 2009 that led to it's closing. If the proposed settlement rate is implemented, our property values will drop even further.

We were disappointed that the UTC suspended the hearing that was tentatively set for Oct. 14 at the fire station in our area. UTC personnel would have been able to hear our comments and see first hand what we are talking about.

I was told by Mr. John Cupp of UTC, that the average monthly increase for a lot owner would be 11.2% and would amount to \$3.73 per month. My actual average monthly increase is 74.6% and would be \$34.90 per month. My heavy water months would amount to a 157% increase. Obviously you can tell how the analysis was done. This is simply not fair for a few lot owners to carry the burden for a justified increases in the future. I believe that the majority of owners are conscience of water conservation and use only the amount necessary to maintain green belt areas and to keep trees alive. We live in a 9 rated fire insurance area. I was told that this is the highest rating possible. On July 5, 2009, a Residential Wildfire Hazard Assessment was conducted on our property. We had a rating of Moderate Hazard. This indicates that we are trying to minimize the fire hazard, with water conservation in mind.

Suggested changes that could be enacted by the DMWC

Reduce the number of people receiving money for salary or some type of employment. They have actually added three additional persons to their payroll, and are now writing checks to 9 people. After a review of similar water companies, it is clear that this company could operate very efficiently with three people, the president, one part/full time employee and one part time bookkeeper.

DMWC should terminate workers that are performing a small amount of work and are being paid a significant income.

Freeze salaries to employees and officers. Freeze Pensions/Benefits. Both areas could be reviewed annually. DMWC submissions indicate that the company pays total healthcare coverage for the president and his spouse. This is unheard of in the corporate standards across the U.S.

Build credibility and professionalism with the DMWC customers and the community. Recent example: Employees reading meters on one date and another date is put on the invoice. President's comment: "This was a simple mistake and it will be corrected." These so called mistakes continually happen, and it has been going on for a long time. The UTC has seen the same pattern in some of the responses from the DMWC. This is simply another example of the inability of the president to run the company in a fiduciary manner.

Make sure all water meters are correctly read each month and not estimated, or not read at all. As of Sept. 24, 2010, President Spencer did not even know where all of the water meters were located.

In these difficult times, the stockholders/officers of the corporation should not expect an increase in income. I don't know of a corporation in America that continues to pay the stockholders at the same level if the company is going through difficult times. Many of us in this community rely on social security and pensions for income. We sure haven't received an increase during these times.

Chuck Spencer, President

In 2009 the DMWC was not in compliance with L&I over a worker that they had not reported. This was common knowledge in the community. On May 6, 2010, I went to the DMWC to leave a question for Mr. Spencer. He was there and yelled at me saying that I was the person that had turned him in to L&I. I told him that I was not the person that had turned him in, and if I was, I would have told him to his face. He still insisted that I did it. This was witnessed by the bookkeeper, Nadine Karabach.

Mr. Spencer's attitude toward his customers and the community in general also shows in some of his people. Example: Vanessa Hollis, Secretary/Bookkeeper/Officer/Stockholder, and Rich Rounds, employee, who

approached my neighbor at the Two Rivers Marina on May 10, 2010. Mr. Rounds made the comment that it is sure fun spending the DMWC money on new things and that they intend to spend a lot more of the DMWC money.

DMWC Submissions in question

Many documents submitted to the UTC are not accurate. A few of the examples follow:

1. Submitted: Property tax – Assessed Increase \$19,869. Actual increase \$8,775.78.
2. Submitted: Transportation Expenses – 15,000 miles x .50 = \$7,500. Maximum estimate would be 6,000 miles x .50 = \$3,000.

See mileage calculation sheet submitted by DMWC: To reach Spokane you must drive through Davenport. These trips are not all independent trips. Checking bank deposits dates will verify how often they really go to the bank. On occasion Nadine Karabach is asked to drive to the bank. The DMWC pays her for one hour and no mileage. This calculation sheet is completely bogus.

Summary: Over the last 12 months, there have been meters not read, errors in readings, and invoices with meter reading dates which are different from the actual dates the meters were read. With many documents not being accurate, there is no way that the UTC can make a true analysis on the DMWC. We suggest that the proposed rate increase be suspended or denied until a complete investigation of the DMWC activities are conducted. We would like to request that a hearing be held in our area so that you can hear and see first hand how serious this matter is to the DMWC customers and to the surrounding community as a whole.

If an increase is warranted in the future, the base charge should remain the same or increase slightly, not a decrease. This would give the DMWC a fixed income figure that they could depend on each month. The proposed Settlement rate is absolutely not fair to the land owners who are trying to keep a greenbelt around their homes for fire protection and landscaping/grass for aesthetic and property value reasons.

If you would like further details on any of my comments, please contact me.

Thank you for your consideration.

Sincerely,

Willis Goodwin

42665 Eagle Nest Rd.

Deer Meadows, WA 99211

509-386-6870

willisgoodwin@hotmail.com

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 checked="" type="radio"/> No	Complaint ID	
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Follow-Up Information

Follow-Up	<input type="radio"/> Yes <input type="radio"/> No	Other Follow-Up Information
		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 Willis Goodwin

View: (vwComtActyEmbed)

COMMENT FORM FOR: BRUCE A. WAGAR - ID# 24634

Consumer Information	
	Contact Method <input type="radio"/> Email <input checked="" type="radio"/> Mail <input type="radio"/> None
Name	BRUCE A. WAGAR
Organization Company	
Address	2504 S BARKER ROAD
City, State, Zip Code	GREENACRES WASHINGTON 99016
Email	
Primary Phone #	509-926-9505
Secondary Phone #	
	Fax #

Comment Information	
Theme	
Filing Support	<input type="radio"/> Yes <input checked="" type="radio"/> No <input type="radio"/> Undecided
Source	<input type="radio"/> Email <input type="radio"/> Mail <input checked="" type="radio"/> Phone <input type="radio"/> Web
Public Involvement Lead	Dennis Shutler
Duplicate Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Description	He owns Lot #7 on Deer Heights #2. The company is guilty sometimes of not reading the meter - meter is covered with dirt, yet the bill shows an inaccurate reading. Company is asking for an increase where a district right now don't even have risers on them, those customers pay a \$28.51 fee a month - a minimum. They don't use a drop of water - a benefit of the water company. Those fees have been going on since they started Deer Heights #1, #2 and #3. The price of water compared to other water companies is completely out of line. Over 50% of the lots are vacant and do not have risers - have not been connected to the system yet - yet they pay the minimum each month. The company has priced themselves out of business in the Deer Meadows Golf Course. The value of his property has declined since the golf course closed.
Attachments	
Open Date	10/04/2010
Closed Date	
Web Create Date	

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

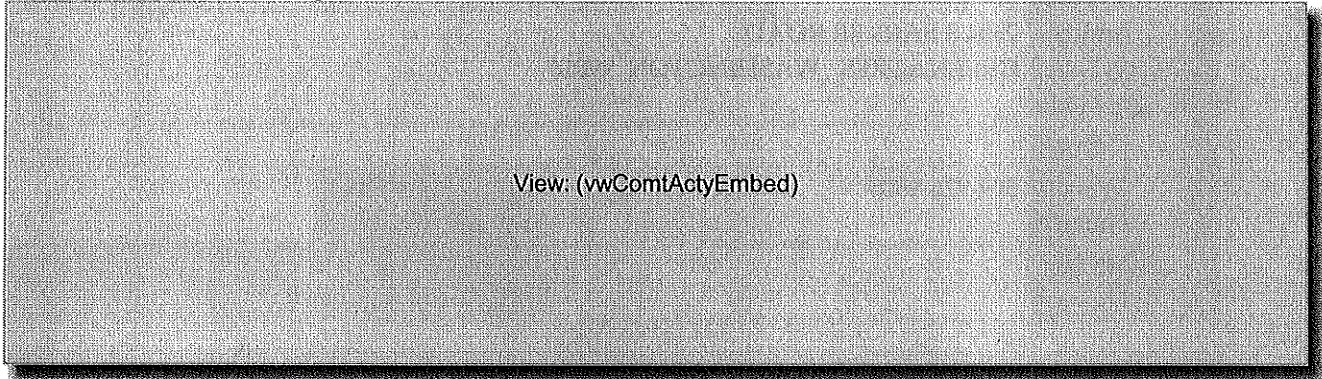
Complaint Information	

Unresolved Complaint Yes 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 Bruce A. Wagar



View: (vwComtActyEmbed)

COMMENT FORM FOR: **JOHN & CAROLYN GROOME** - ID# 23392

Consumer Information	
Contact Method <input type="radio"/> Email <input checked="" type="radio"/> Mail <input type="radio"/> None	
Name	JOHN & CAROLYN GROOME
Organization Company	
Address	24106 E. SHARP AVE.
City, State, Zip Code	LIBERTY LAKE WASHINGTON 99019
Email	groomellake@gmail.com
Primary Phone #	Fax #
Secondary Phone #	

Comment Information		
Theme	Drastic Increase, Economic Conditions	Open Date 04/21/2010
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 04/20/2010
Public Involvement Lead	Dennis Shutler	
Duplicate Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No	
Description	<p>Our property is a vacant lot and currently do not use any water. We are already paying a monthly fee for not using the water. To have a base rate increase of 84% and 130% in usage is outrageous especially in these tough economic times. With diminished residential occupancy in the area, coupled with a bleak forecast in property sales, we believe the water company is already gaining a considerable profit for an area that has not increased population or number of customers. Customers like us who have been paying with no current water usage have already contributed enough to the water company's profits.</p> <p>Additional comments, dated October 13, 2010: We strongly disagree the proposed settlement reached by the Staff and the company. The supporting financial information of Deer Meadows Water was incomplete. The Staff needs to recommend better accounting and audited financial statements to support ANY request for increase. Deer Meadows has questionable financial records. The company should not be allowed to receive any additional revenue. Base charge for customers who are not currently using water services is already very high.</p>	
Attachments		

Issue Information	
Issue ID	422