



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
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February 28, 2018

**NOTICE OF COMMISSION STAFF INVESTIGATION,
SUSPENSION OF COMMISSION DECISION ON FORMAL COMPLAINTS, AND
PROHIBITION ON ADVERSE COMPANY ACTION AGAINST CUSTOMERS**

RE: *Formal Complaints against Harrison Water Company/Kiona, LLC, and Harrison-Ray Water Company, Inc.*
Dockets UW-180081 and UW-180144 through 180151

The Washington Utilities and Transportation Commission (Commission) has received communications from 23 customers of Harrison Water Company/Kiona, LLC, or Harrison-Ray Water Company, Inc. (collectively Harrison or Company) complaining about the timeliness and accuracy of the Company's billing statements. The Commission's consumer protection staff (Staff) attempted to investigate these complaints informally but was unable to obtain sufficient information or cooperation from Harrison to resolve the customers' issues with the Company.

Nine of those customers subsequently filed formal complaints with the Commission against the Company. The Commission has docketed and served these complaints on Harrison. The Company failed to respond to the complaint served on January 25, 2018, within 20 days as required under WAC 480-07-370(2). The Commission served the remainder of the complaints on February 16, 2018, and the Company's responses to those complaints are due by March 8, 2018. After that date, the Commission will determine whether to initiate adjudications or take other action to resolve the disputed issues in all complaints.

Staff is conducting its own investigation of Harrison's business practices. Accordingly, the Commission will suspend its decision on whether to adjudicate the formal customer complaints until Staff completes its investigation. During the pendency of that investigation, Harrison may not initiate service disconnection or disruption or take any other adverse actions against any of the customers who have lodged complaints with the Commission. If

the Commission ultimately determines that Harrison's billing or other business practices violate Commission rules, any action the Company takes in reliance on those practices would be separate violations subject to monetary penalties or other enforcement action. The Commission, however, encourages Harrison to work with its customers to resolve their issues.

THE COMMISSION GIVES NOTICE that pending completion of Staff's investigation of Harrison's business practices and any subsequent proceedings the Commission initiates as a result of that investigation, Harrison may not take any adverse action against any customer who has filed a complaint with the Commission against the Company challenging those business practices.

Dated at Olympia, Washington, and effective February 28, 2018.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

STEVEN V. KING
Executive Director and Secretary