

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

Consumer Information

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

Comment Information

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			

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	
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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 City, State, Zip Code	42030 FAWN RD. DEER MEADOWS WASHINGTON 99122
Email	bob212@centurytel.net
Primary Phone #	509-725-2252
	Fax #
Secondary Phone #	

Comment Information	
Theme	Drastic Increase, Economic Conditions
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 type="radio"/> Phone <input checked="" type="radio"/> Web
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 adequitley 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..... Bob & Jan Heiden</p> <hr/> <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

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	<p>WUTC</p> <p>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.</p> <p>-----</p> <p>To UTC</p> <p>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.</p> <p>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</p>

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.

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.

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

COMMENT FORM FOR: DOREEN FOREST - ID# 23433

Consumer Information

		Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	DOREEN FOREST	
Organization Company		
Address	42081 QUAIL RUN N	
City, State, Zip Code	DAVENPORT WASHINGTON 99122	
Email	dforest@odessaoffice.com	
Primary Phone #		Fax #
Secondary Phone #		

Comment Information

Theme	Economic Conditions, Frequent Increases, High Rates	Open Date	05/04/2010
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 To whom it may concern,
 Deer Meadows Water Co. has files a new request for a rate increase with the UTC. This third request for rate increase in three years. Are we seeing a pattern here? From the information on your website for docket 100642 no additional financial information has been submitted. Does this mean this request is based on financial reports and ledgers from 2007? Is the accounting information accurate? It appears to me that the Water Company is still providing the same unconfirmed information only this time they have hired a firm to present a well written and professional proposal, but the fact still remains that the information provided is still based on 2007 records where we have evidence of poor records management and inadequate billing practices. All we are asking for is a fair review of the financial records before any rate increase is granted.
 Additionally, I would point out that the loss of two large customers mentioned in the Notice of Rate Increase is directly related to last rate increase granted by the UTC in 2009. The purchasers of the motel and golf course were forced to default on the lease due to the 600% water increase. So basically they were driven out of business by the unrealistic increase of water costs. Both businesses were closed and are now for sale.
 During this time of economic challenges it would be very difficult for most of the permanent residents who are on fixed incomes, in which there were no cost of living increases, to meet the 84% base rate and 130% usage increases.
 Thank you for your time,

On 5/04/10 Ms responded as follows:

Thank you for your quick response. On your website there is no mention of the data from 2009 for docket 100642. Is any of this information available to the public?

I would like to clarify my statement concerning the golf course. Due to the rate increase the Bobenics, who were purchasing the course in 2008, chose not to continue with the purchase. They could not break even with the 550 % water increase. Mr. George Livingston, the major owner of the course, operated the course in 2009 and drilled the well. He made the business decision to cease operation.

Please note the following email sent by Ali Bobenic on 2/18/2009:

Dear Members -

The following message is to update you on our purchase of Deer Meadows.

We have been awaiting the recommendation of the WUTC regarding water rates. That answer came today when the newly proposed rates were posted on the UTC website.

Jim Ward indicates he thinks it is very likely these rates will be approved. Below is a copy of the letter sent to the Dennis Shutler earlier this evening. It appears the increase to residents will be quite low yet the increase to the golf course will be in the neighbourhood of 550%.

With the course already operating at a deficit over the past year and this upcoming major increase in water rates, the operation of this business has a very bleak outlook.

We will continue negotiations in hopes of finding an amicable and affordable deal but the latest developments are adding challenges that threaten the viability of Deer Meadows.

We appreciate your encouragement and support, and we welcome your comments.

Sincerely,
Bill & Alli

On 5/04/10 Ms responded as follows:

Thank you for the information.

On 10/05/10 Ms wrote:

Comment on Settlement for Deer Meadows Water Co., Inc. UW-100462

Dear Sir,

I would like to thank you for reviewing the accounting records of the Deer Meadows Water Company (from here forward to be referred to as the Company). The community has questioned the bookkeeping of the Company and now can feel safe in assuming that the accounting is in order. That being said, I would like to comment on the Settlement Agreement.

The area that the Company services is located in the high desert with much of the property bordered by USNP and BLM land which is left in its natural state for the public to enjoy and to sustain wildlife. This makes the area very susceptible to wildfires. Please note that in 2010 two fires and in 2009 one fire endangered the area. The one in 2009 caused the evacuation of the whole Deer Meadows area. These are only the large fires

	<p>and there were several smaller ones that did not make the news because they were put out quickly. Lake Roosevelt is a wonderful recreation area that is not always used by the wisest people. Campfires and fireworks are still used during fire bans and the area does not have enough law enforcement available so we usually fight fires rather than prevent them. We are serviced by a wonderful volunteer fire department which is dedicated and does a good job with their limited members, communication equipment, and wildfire training. To protect the whole area many of us have turned to the USNP and DNR for support and have been told the best thing we can do is keep the area accessible and create a buffer area that will slow a fire down and therefore we have planted lawns that require water especially when it is not uncommon for us to have weeks of over 100 degree weather. Please review the following websites that discuss planed fire resistant landscaping: www.firewise.org and www.dnr.wa.gov .</p> <p>The settlement will increase my bill \$166 total for the months of May – Sept which would be a burden since we are retired. I understand that water conservation is an issue, but may lot owners, including us, have already reduced our lawns due to previous rate increases and feel that any addition reduction of the “green area” will put us at risk when a fire occurs.</p> <p>Thank you for your time. Doreen Forest</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 checked="" 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 Doreen Forest

COMMENT FORM FOR: FRED AND ELISSA HELFERS - ID# 24253

Consumer Information	
	Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	FRED AND ELISSA HELFERS
Organization Company	
Address City, State, Zip Code	
Email	helfers@arczip.com
Primary Phone #	Fax #
Secondary Phone #	

Comment Information	
Theme	Comments about UTC, Drastic Increase
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 type="radio"/> Phone <input checked="" type="radio"/> Web
Public Involvement Lead	Dennis Shutler
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>May 12th, 2010</p> <p>To: UTC Commissioners, Re: Deer Meadows Water Company Rate Increase proposal Docket # 100642.</p> <p>Neither Deer Meadows Water Company nor The Washington Utilities and Transportation Commission should be surprised that the two major customers of DMWC closed operations.</p> <p>It was made very clear during the proceedings associated with the last rate increase in 2009, that such action would result in the closure of the golf course, restaurant, and motel.</p> <p>Several property owners and prospective buyers of the golf course provided information that warned of both businesses demise should the last water rate increase be approved. So as a community we are now facing another rate hike, with the loss of a community center piece as a direct result of the DMWC and UTC's last rate increase action.</p> <p>This new proposed increase for 2010 does not make sense.</p> <p>The current rate structure was designed so that all users paid their fair share. With the loss of revenue from the two commercial customers came the loss of services provided to those customers resulting in a net effect of zero.</p> <p>Finally, if increased property taxes, power costs, and payroll are the reason for the increase, shouldn't the increase be in keeping with the increases to each of those factors? Property taxes and wages have had marginal increases over the last year-and-a-half and</p>

in many cases are lower than they were previously.

Power costs have increased but certainly not 84% or 130% as in requested in this rate increase proposal.

My wife and I are opposed to any rate hike by the water company until such a time that evidence is such that a rate hike is warranted.

Sincerely

Lot #4, Deer Meadows #1

Additional comments, dated October 12, 2010:

To the UTC,

I wish to make the following comments regarding the proposed rate increase settlement between the UTC and DMWC.

The UTC makes outlandish claims that the rate increase will only be 7.8% to the average user .

However, when one reviews the proposed rate structure the increase in rates jumps to 54% and 114% .

The basic "average" rate payer numbers used by the UTC are simply not accurate when one considers that the majority of lot owners are recreational summer / weekend residents. For those of us that reside in the Deer Meadows community these proposed rate increases penalize us.

What these figures do not make clear is that a majority of the persons who reside in the community throughout the year and / or most of the summer months utilize the water not only for beautification such as gardens, vegetable gardens etc. but mainly as a much needed fire protection barrier.

The lawns and shrubs planted by home owners who reside in the Deer Meadows area are maintained not only for aesthetic use, but for fire protection. The UTC needs to review the fire prevention policies of the fire districts to discover that, during the last major forest / brush fire in the region, several homesites were saved based on the lawns surrounding those structures and fire prevention designs of shrubbery etc.

If the rate were to be increased to 7.8% across the board it would be agreeable to most residents of the area. The proposed rate increase would raise my monthly water bill by over 120%.

Further, Mr. Ward gave testimony that the DMWC has incurred such costs as increases in property taxes and transportation.

One only has to check with the Lincoln Auditors office to find that property taxes have actually been lowered this year due to declining property values. (Due in fact to the golf course closing, based in part of outlandish water rates incurred.) As to transportation costs. Those figures simply do not add up. The entire development is no more than 5-6 miles in circumference and with a weekly trip to Davenport (56 miles r/t), I do not see where a raise in transportation is justified. (What vehicles are they claiming for business use.?)

Further, the UTC blindsided the community when we were led to believe that we as a community, would be afforded a public hearing on this matter, in a timely manner, in the Deer Meadows community. Many property owners delayed their winter departures until after the 15th of October, due to the proposed hearing, only to discover that the hearing was cancelled by mutual agreement between the UTC and the DMWC.

Who is looking out for the property owners rights for a public hearing.?

In summary,

	<p>We in the community have faced the issue of annual rate increases for a third year in a row. I understand the business has a right to make a profit, but at what expense to the community.</p> <p>We are against the rate increase as proposed.</p> <p>Fred and Elissa Helfers 42137 Osprey Rd N. Deer Meadows, WA 99122</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 Fred And Elissa Helfers

View: (vwComtActyEmbed)

COMMENT FORM FOR: GINNY BEADLE - ID# 23416

Consumer Information	
	Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	GINNY BEADLE
Organization Company	
Address City, State, Zip Code	8704 NORTH KENSINGTON DR. SPOKANE WASHINGTON 99208
Email	gbeadle_21@hotmail.com
Primary Phone #	509-464-1224
Secondary Phone #	509-994-9775
	Fax #

Comment Information	
Theme	Drastic Increase
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 type="radio"/> Phone <input checked="" type="radio"/> Web
Public Involvement Lead	Dennis Shutler
Duplicate Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No
Description	<p>Dear Board,</p> <p>Approx. 1 1/2 year ago, the rate for water was \$15.00, basic rate. Today it is \$26.00 and the requested rate is \$48.00. There are many people, including myself in this area, who will be affected by this rate increase (who are retired or semi-retired and are on a fixed income). This increase will be a huge and excruciating burden for myself and my neighbors. Please reconsider this proposal. It is very detrimental to the residents @ Deer Meadows and will be ultimately instrumental in many of us having to leave the area. Thank you for your consideration.</p> <p>Sincerely, Ginny Beadle</p> <hr/> <p>On 10/05/10 Ms wrote: Dear D. Shutler: In regards to Docket # 100642/Deer Meadows Water Co., I am O.K. with a monthly increase of approx. \$3.00; however, I remember that just approx. 2 years ago the base monthly price for water was \$15.00 or about half of what it will be with this increase. Additionally, I am concerned that the water bill is often very high. It appears that sometimes the water meter is just guessed at or read incorrectly. I remember one month this summer my water bill was \$410.00 and my water was shut off midway through the month for repairs. Last month my water bill was \$90.00 and midway through the month my son blew the sprinkler system out and shut the system down. These are the</p>
	Open Date 04/28/2010
	Closed Date
	Web Create Date 04/27/2010

	<p>frustrations of patrons of the Deer Meadows Water Company who seem to have high bills and little recourse. The water bills appear to rise exponentially out of sight and price.</p> <p>Sincerely, Ginny Beadle</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 checked="" 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 Ginny Beadle

View: (vwComtActyEmbed)

COMMENT FORM FOR: JAMES R. THAYER - ID# 24684

Consumer Information	
Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None	
Name	JAMES R. THAYER
Organization Company	
Address City, State, Zip Code	6459 ENTERPRISE RD FRUITLAND WASHINGTON 99129
Email	jimt5399129@yahoo.com
Primary Phone #	Fax #
Secondary Phone #	

Comment Information	
Theme	Economic Conditions
Open Date	10/13/2010
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	
Public Involvement Lead	Dennis Shutler
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	<p>It has come to my attention that Spencers have asked for and been given a rate increase for the Deer Meadows Water Company. It's listed under the docket # UW-100642. The rate increase is unjustified, unrealistic, and not appreciated by the homeowners affected, one of them being me. In this economy it is absurd that the Commission could make a ruling like it has.</p> <p>When my lot was purchased from the Spencers in 2002, Charlie to be precise, informed both my father and myself that once enough lots were sold in the development the water system would be turned over or into a PUD. That promise has been broken, not only broken but forgotten, and to top it off you keep giving these people rate increases!!! WHY?????</p> <p>Change your decision please, Thanks for reading my comment,</p>
Attachments	

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

COMMENT FORM FOR: MIKE AND DINA SHRADER - ID# 24195

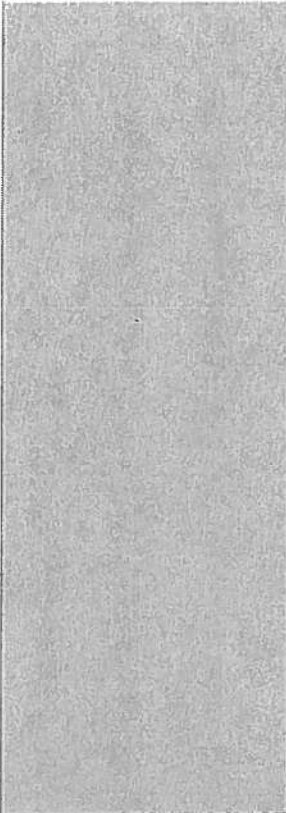
Consumer Information	
	Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	MIKE AND DINA SHRADER
Organization Company	
Address	30265 HAWK LANE
City, State, Zip Code	DAVENPORT WASHINGTON 99122
Email	mikdins@nwi.net
Primary Phone #	509-668-4472
Secondary Phone #	
	Fax #

Comment Information		
Theme	Mismanagement, Poor Customer Service	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 checked="" type="radio"/> No	

Description I do not support the rate increase for Deer Meadows Water. We bought our property several years back now and we consistently have been having issues with the billing and meter reads and the poor customer service. Our payments have been misapplied to other accounts repetitively. The meters have been read and processed on the wrong accounts for along time and I have called in month after month and sent letter after letter trying to get it straightened out. I think if the company was ran more efficiently they wouldn't need to raise prices. As far as losing other big costumers such as the golf course and that is why prices need to increase is ridiculous.

I think the company just needs new management & staff that can run the company more efficiently. If they are having a hard time paying staff maybe they should cut their workforce back and ask customers to call in meter reads like the Electric Company.

On 9/30/10 Mr wrote:
 In an e-mail titled and dated:
 Docket Number: 100642
 September 30, 2010
 You submitted a finding of:
 "On September 14, 2010, staff and the company filed a settlement agreement which, if approved, will result in an increase in annual revenue of \$11,227 or 7.8 percent,



and the average residential customer will see an increase of \$3.73 per month, or 11.2 percent".

I want you to think about that statement, and then think about it again, and then ask yourself, what am I thinking. an increase of 7.8% with an average increase to the customer of 11.2%? How does that math turn out? I know we are just supposed to be country bumpkins from the east side of the cascades, but at least give us the common courtesy of knowing how to add and subtract.

If an average increase is merited of 7.8% then the average should be 7.8% not 11.2%. If an increase is needed, then it is needed. But to say an increase is in agreement, with no numbers that match, does not make sense. No wonder the state is in the shape it is. Maybe Olympia needs a few more furloughs to figure that out.

Instead of labeling me and (IP): maybe you should label me an VPOP (Very Pissed Off Person) and get your ducks in a line instead of Flock shooting increases where lack of management and leadership is needed.

I am Copying Governor Gregoire (via barb Winkler), and also the future Senator, Dino Rossi.

In conclusion, this state would learn to better practice money management and leadership, instead of raising taxes and rates to offset the lack thereof.

Mike Shrader
Wenatchee, WA

Working hard and paying taxes since 1979 (yes since I was 9 years old)

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	Other Follow-Up Information
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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 Mike And Dina Shrader

COMMENT FORM FOR: PARIS AND KATHY BENDIXSEN - ID# 24728

Consumer Information	
	Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	PARIS AND KATHY BENDIXSEN
Organization Company	
Address City, State, Zip Code	LOT 9-B
Email	kdbendixsen@yahoo.com
Primary Phone #	Fax #
Secondary Phone #	

Comment Information	
Theme	Open Date 10/14/2010
Filing Support <input checked="" type="radio"/> Yes <input 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
Public Involvement Lead Dennis Shutler	
Duplicate Comment <input type="radio"/> Yes <input checked="" type="radio"/> No	
Description	In regards to the proposal filed by the Deer Meadows Water Co, we wish to express our overall concern in connection with the rate proposed. Even though we have property in Deer Meadows, we do not live there year round but do enjoy various time spent during Spring and Summer. We were concerned that the Golf course and Motel closing were in part due to the water rate structure. Understandably so, the rates should be fair and sufficient for the water co. to recoup costs but NOT an increase of 80+%. Thank you for the recent settlement activity in this regard that limits the increase to 11.2 percent which seems appropriate for the size of this district and it's operations.
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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COMMENT FORM FOR: RICHARD AND BONNIE SINGER - ID# 24256

Consumer Information	
	Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	RICHARD AND BONNIE SINGER
Organization Company	
Address	42050 LAKEVIEW RD
City, State, Zip Code	DAVENPORT WASHINGTON 99122
Email	sing713dm@centurytel.net
Primary Phone #	Fax #
Secondary Phone #	

Comment Information		
Theme	Comments about UTC, Drastic Increase, High Rates, Mismanagement	Open Date 05/13/2010
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 type="radio"/> No	
Description	<p>Please do not allow this raise the water company is requesting to go into effect. Everyone knows the reason they are losing money is that they ran the golf course (George Livingston) out of business. We have no affordable water for the course so it closed. What a shame the water district is losing money. Whose stupid fault is that. Now the cpourse is up for sale and George is liquidating everything. no one wants to buy a course that they can't afford to maintain.</p> <p>84 and 130 per cent increase is absolutely ridiculous. One of the operativ es drives a Lincoln Pickup and also a nice convertible.</p> <p>They don't want to do any physical work to maintain the water. We just had an episode of arsenic in the water. We cannot afford to live here with rates like they want. Most of us are retired on fixed income.</p> <p>Thank you for your consideration.</p> <hr/> <p>Additional comments, dated October 11, 2010 Mr Dennis Shutler, PIC Thank you for your response to our prior protests regarding the rates requested by DM Water co., Inc. The 7.8 percent increased proposed for each customer is a far cry from what the proposed rates equate to. Our water bill this month was: \$26.25 base plus 36,960 gallons @ .00046 for \$17.00, plus sales tax of \$3.33 for a total of \$46.58.</p>	

	<p>The same consumption under the proposed rates of base \$24.00, 0-4600 gals @ \$0.50 = \$23.00, 15840 gallons @ \$1.00 = \$15.84, the balance of 16,520 gallons @ \$1.60 = 26.43 for a subtotal of \$89.27 plus tax of \$6.87 = for the Total of \$94.14. To me that is not 7.8 percent but in excess of 100 percent increase. The thing people don't take into consideration when calculating these adjustments is they are based on ALL the lots. Some don't have water hook ups yet and some of the lots only have people there on a few weekends or weeks a year. The rest of us, who are full time, must make up for these other lots. It is extremely unfair.</p> <p>\$46.58 becomes \$96.14. My husband overheard Charle spencer (Chuck) Jr. speaking to a lot owner today who sometimes works for the water district. Mr spence said he said he received a letter saying these rates had been approved. How come, if this is so, that we are allowed to comment until October 15, 2020?</p> <p>The current property owners have been deprived of our golf course partly because of Mr spencer and now he wants the rest of our money while his employees mostly sit on their behinds and check the meters once a month. Vannessa is so well paid that she drive a luxury Lincoln Pickup. They don't need that much money when the water is a natural resource from lk Roosevelt in the first place.</p> <p>Please express our contempt for these increases to the judge and committee.</p> <p>Thank you Richard and Bonnie Singer 42050 Lk View Rd Deer Meadows, WA 99122-8838 (507)25-0407</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
Follow-Up Staff	Other Follow-Up <input type="radio"/> Yes <input type="radio"/> No
Follow-Up Complete	Other Follow-Up Staff
	<input type="radio"/> Yes <input type="radio"/> No

Activites For Richard And Bonnie Singer

COMMENT FORM FOR: VAUGHN HUNT - ID# 24722

Consumer Information	
	Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	VAUGHN HUNT
Organization Company	
Address	41970 QUAIL RUN NORTH
City, State, Zip Code	DAVENPORT WASHINGTON 99122
Email	hunt0453@centurytel.net
Primary Phone #	509-725-0453
Secondary Phone #	
	Fax #

Comment Information	
Theme	Drastic Increase
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 type="radio"/> Phone <input checked="" type="radio"/> Web
Public Involvement Lead	Dennis Shutler
Duplicate Comment	<input type="radio"/> Yes <input type="radio"/> No
Description	Dear Judge. We are very disappointed with this water company. Not sure who did the math but, my water rates will double. This will also put a dagger in the rates for the Golf Course. My faith in the UTC once again is diminished. They are so out of touch with our area. I wish you, and the UTC could see what it is doing and has done to our community. Our quality of life is in jeopardy and the west side of the state does not seem to care. I beg you to give this some more thought. To step back and do a road trip. Maybe bring some UTC board members with you. It is some beautiful country. Sincerely, Vaughn and Ruth Hunt
Attachments	
	Open Date 10/14/2010
	Closed Date
	Web Create Date 10/13/2010

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

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COMMENT FORM FOR: WILLIAM E. JANOSKY - ID# 24183

Consumer Information

		Contact Method	<input checked="" type="radio"/> Email	<input type="radio"/> Mail	<input type="radio"/> None
Name	WILLIAM E. JANOSKY				
Organization Company					
Address City, State, Zip Code					
Email	baj@odessaoffice.com				
Primary Phone #		Fax #			
Secondary Phone #					

Comment Information

Theme	Drastic Increase, Economic Conditions, Frequent Increases	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	
Public Involvement Lead	Dennis Shutler		
Duplicate Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No		

Description Washington Utilities and Transportation Commission
 1300 S. Evergreen Park Drive S.W.
 P.O. Box 47250
 Olympia, Wa. 98504-7250
 Docket #: UW-100642

In regard to the purposed rate increase asked for by Deer Meadows Water Company. As lot owners in Deer Meadows, we feel that these proposed increases are totally ridiculous. Why should they even think about a raise when they just had one a year ago, and who in this economy has the gall to ask for 84% and 130% increase in anything. These raises are destroying our neighbor hood. The golf course, restaurant and motel are closed now, With the current economic stituation in this area, it may not be open in the near future. If this raise goes into effect, we will also have a lot of lot owners disconnect their water because of the cost of it just being on their lot. I question the amount they say they will be paying for taxes as well, property values have went way down in this area. I currently am unemployed and my husband has not had a raise for 5 years. This is a very economically depressed area and they want such a raise. Are they using this money for the water company and improvements? I have seen none except a couple fences around water tanks and buildings. I don't see why they should get a 10% raise in salary or that the customers should pay for all their benefits as well. I wish that I could just ask for 130% increase in what we make just because my car broke down or the septic

	<p>overflowed. I would have it made!!!</p> <p>I hope the Utility Commission will study this proposal in depth before granting them any kind of a raise. This is going to be a real hardship on all the people that live in Deer Meadows.</p> <p>Sincerely, Mr.& Mrs. William E. Janosky Plat 1, Lot 22</p> <p>-----</p> <p>On 10/15/10, Mr wrote: To whom it may concern: We are writing again regarding the new proposed rates for Deer Meadows water. Again we feel these raises are way out of line. We live in a very dry and dangerous place to live in the summer time when it comes to fires. We all work very hard to keep some kind of green belt around our homes so that we can possibly save them in the event of a fire. When the water rates go from .46 cents to \$1.00 and \$1.60, it becomes impossible for us to keep our lawns and trees watered.</p> <p>It amazes me that with the economy, the jobless rate and the amount of retired people in this area, that government officials think we can keep paying more taxes and higher rates on everything. Unfortunately it is not just water rate increases that we deal with everyday. I think that you should consider this fact when deciding this issue and realize that we live in a very economically depressed area and that we do not live in a beautiful green area like the Westside does.</p> <p>I hope you will consider these things when deciding on this extreme rate increase.</p> <p>Sincerely, Bill and April Janosky Deer Meadows</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 checked="" 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 William E. Janosky

COMMENT FORM FOR: WILLIS GOODWIN - ID# 23439

Consumer Information	
	Contact Method <input checked="" type="radio"/> Email <input type="radio"/> Mail <input type="radio"/> None
Name	WILLIS GOODWIN
Organization Company	
Address City, State, Zip Code	
Email	willisgoodwin@hotmail.com
Primary Phone #	509-386-6870
Secondary Phone #	
	Fax #

Comment Information	
Theme	Open Date 05/04/2010
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 checked="" type="radio"/> Phone <input type="radio"/> Web	Web Create Date
Public Involvement Lead	Dennis Shutler
Duplicate Comment <input type="radio"/> Yes <input checked="" type="radio"/> No	
Description	<p>Good Morning Dennis, I have a couple questions. Is it standard practice by utility companies, (small and large), to submit inflated numbers when filing with UTC for a rate increase with the expectation that the final outcome by the UTC would be satisfactory to them? According to one of the Deer Meadows Water Company employees, this is exactly what happen by the water company. This action was advised by their attorney. I would assume that all documentation would try and justify the inflated numbers in the filing. This would obviously make many numbers in the documents bogus. Second question: Is it still planned by Mr. Ward that he will request a suspension at the May 13th commission hearing? Thank you, and I look forward to talking with you in the near future.</p> <p>-----</p> <p>On 5/04/10 Mr asks: I have three more questions.</p> <ol style="list-style-type: none"> 1. Would the concerned lot owners group be able to obtained a list of water company customers, with address and phone numbers/email addresses? 2. Could we obtain a list of employees, salaries and their job description. 3. Who holds the, I believe, Class A license that the Deer Meadows Water Co., Inc.

operates under?
Dennis, thank you for your help.

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 8/20/10 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 radom 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 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.

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	Fax #			
Secondary Phone #					

Comment Information

Theme		Open Date	10/04/2010
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 checked="" type="radio"/> Phone <input type="radio"/> Web	Web Create Date	
Public Involvement Lead	Dennis Shutler		
Duplicate Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Description	<p>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.</p>		
Attachments			

Issue Information

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

Complaint Information

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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
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COMMENT FORM FOR: ROBERT A. MILLER - ID# 24675

Consumer Information

		Contact Method	<input type="radio"/> Email	<input checked="" type="radio"/> Mail	<input type="radio"/> None
Name	ROBERT A. MILLER				
Organization Company					
Address	29896 BADGER COURT E				
City, State, Zip Code	DAVENPORT WASHINGTON 99122				
Email					
Primary Phone #	509-725-4617	Fax #			
Secondary Phone #					

Comment Information

Theme	Drastic Increase	Open Date	10/12/2010
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 checked="" type="radio"/> Phone <input type="radio"/> Web	Web Create Date	
Public Involvement Lead	Dennis Shutler		
Duplicate Comment	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Description	Consumer doesn't mind a fair rate increase. And he doesn't mind the proposed rates, or settlements rates, but he wishes the company would increase the minimum a little and the middle two rates a little bit to get more profit, but it's the end rate that he really has problems with - \$1.60 for over 15,840 gallons, that's where he really has his problem. That's about a 70% increase from what he used to have and that is out of line. It's too much, it's going to raise his bill from \$40 to \$138 and that's just out of line.		
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 checked="" type="radio"/> No	Other Follow-Up Information	
		Other Follow-Up	<input type="radio"/> Yes <input type="radio"/> No

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
P.O. Box 47250
Olympia, WA. 98504-7250

RECEIVED

OCT 14 2010

ATTENTION: David W. Danner

WASH. UT. & TP. COMM

Dear Mr. Danner,

The following are a few reasons we object to the high settlement rate proposal.

This rate will be paid by approximately 20 per cent of the water district customers that have permanent homes in Deer Meadows. Homes with landscaped yards and trees. The other 80 per cent of customers come here on week-ends or vacations. The lots surrounding their RV's are covered with high grass and weeds! creating a high fire danger.

This area is considered a desert area with only 11-13 inches of rain per year unlike Western Washington with rain fall 12 months a year.

We permanent residents have to maintain a green area around our homes for fire protection.

During the months of July and August our green area turns brown and dry. Due to the high water rates, we cannot water it like it should be watered. In 2009 we lost 8 trees due to not enough water.

We only water about 5,000 sq. feet and fertilize regularly to cut down on water. When we get no rain for two and a half months and little rain for five months, this sandy area does need water.

Most residents in the Deer Meadows area are retired and did not receive a wage increase in Social Security and retirement benefits this year and will not in 2011. If this settlement is approved, our water bill will almost double for the six months of summer.

Last year the water district spent \$166,000.00 but \$105,000.00 went for wages and stockholders dividends which are the same three people who receive the wages.

We would like to suggest a settlement could be made that all lots pay an equal amount-charging everyone \$45.00 a month per year. With unlimited water and no change in rates for 5 years-
 $\$45.00 \times 350 \times 12 = \$189,000.00$. Much like other utility rates on a budget plan. This would eliminate monthly meter readings and time spent figuring monthly bills.

On TV the other day, Arizona farmers were complaining about high water rates. It was \$20.00 per acre foot=325,851 gallons of water.

Thank you.

Dave Liz Fincke

1-509-725-5934

RECEIVED

OCT 12 2010

10-6-2010

Washington Utilities
Commission

WASH. UT. & TP. COMM

As a Deer Meadows Water Co. customer since 1996 I would like to question your letter dated 9-30-2010 that states a settlement has been reached and the average residential customer will see an increase of 3.73 per month or 11.2 percent.

I would question how you can come up with that average as I wouldn't think that there are more than 75 or 80 of the 350 water customers that are using any amount of water as a large number of the lots are vacant all year and are for sale.

Living in this dry hot area we are in a class 9 fire rating which raises our fire insurance so most of us try to maintain a green area for fire protection, and with a garden we use a little more water.

Also your letter states the company's annual revenue increase would be 11,227, I would question why reduce

the base rate from 26.25 to 24⁰⁰
which reduces the base \$10,500, why
not maintain the 26.25 base rate
which would maintain a higher cash
flow in the low water months?
And consider raising the 4601 to 15,840
rate to 4601 to 30,000?

I do not think the settlement
agreement is in the public interest as
with the loss of the golf course
and the proposed water rates it
would kill any new growth in the
Deer Meadows Water Co area.

Most of the people living in
the area are on fixed incomes and
with bills like my aug bill of 63.07
before taxes goes to 140.26 before taxes
it would cause problems.

After we have seen the records
of the water company in the past
please reconsider the customers.

Thank you,
Howard & Joann Walker,
29864 Badger Ct. Rd. E
Deer Meadows Wo.
99122