

From: [MENZA Candice * PUC](#)
To: [MENZA Candice * PUC](#)
Subject: FW: UM 1598 Docket Name: INVESTIGATION INTO BILLING PRACTICES OF SUN COUNTRY WATER INC
Date: Friday, January 20, 2023 4:31:47 PM

-----Original Message-----

From: jblankfort@gmail.com
Sent: Tuesday 01/10/2023 11:52 am
To: puc.consumer@state.or.us
Subject: Consumer Complaint

Preferred Method of Contact: EMAIL

Email: jblankfort@gmail.com

Home Phone: (831) 320-7798
Other Contact Phone: CELL: (831) 320-7798

Account Name: JOHN BLANKFORT

Service Address:
63555 BRIDLE LANE
BEND, OR 97701
County: DESCHUTES

Utility Company: SUN COUNTRY WATER

Service: WATER Type:RESIDENTIAL

Related to Docket: UM 1598

Complaint:I'm a customer of Sun Country Water (SCW) and concerned about our water quality, the service and the oversight by the Commission.

In 2019 the Commission issued Order 19-086 that handed SCW back to Dean Rogers under the condition that he produce quarterly reports for two years on the status of the operation and then annual reports for another two years.

During the first two year period only ONE quarterly report was filed. On February 28, 2020 the DOJ wrote a nasty letter to SCW. Then on March 20th, 2020 the Commission ruled (20-092) that SCW was in default for not responding to a customer complaint. Yet, on July 30th, 2020 the Commission just converted quarterly reporting requirements into annual reports in Order 20-241.

Since the original Order, SCW has failed to produce Consumer Confidence Reports for 2019, 2021 and 2022 according to OHA and Deschutes County Health Services.

The quarterly reports ask for the status on SCW's Deschutes County Taxes. Currently, SCW owes over \$48,000.00 to Deschutes County, yet Victoria Coffman wrote, "Since this pandemic - We have not seen any mail from Deschutes County." on

the quarterly report dated December 31st, 2020.

Link to Deschutes Co. Utility Property Tax Statement.

<https://dial.deschutes.org/API/Real/GetReport/240205?report=TaxStatement&year=2022&type=U&codeArea=1003>

In addition, during this time the Oregon Construction Contractors Board fined Butch Rogers for working without a contractors license. Since SCW is not solely owned by Mr. Rogers may not able to legally perform maintenance work on the system.

Link to Oregon Construction Contractors Board.

http://search.ccb.state.or.us/search/unpaid_debt.asp?id=223123

I'm asking the Commission to start an investigation into the operation of SCW.

Contacted the Company? YES; Representative: VICTORIA COFFMAN; Date Contacted: 08/29/2022

Outcome: No response from the company nor the PUC to my email dated 8-29-2022 that touched on all these issues and more.

PUC ACTION: RECORD MY COMPLAINT AND INITIATE INVESTIGATION

Privacy Statement Acknowledged: YES