

Mechelle Griffin and Joseph Batz
18160 Cottonwood Road #158
Sunriver, OR 97707
RE: Sunriver Water LLC/Sunriver Environmental LLC Expanded Service Territory
Application

Oregon Public Utility Commission
Commission Consumer Services Section
PO Box 1088
Salem, OR 97308-1088

Dear Commissioners,

We are writing you with concerns about the Sunriver Water LLC/Sunriver Environmental LLC Expanded Service Territory application. We have three primary concerns.

Our first concern is that the wells listed in the application are not correctly identified nor adequate to meet the current needs let alone the additional needs that would be placed upon them with this application.

Four wells are listed on the application submitted by SW LLC: wells 14, 9, 2 and 15. We are confused as to the correct identification and location of Well 15. According to the materials supplied by SW LLC, Well 15 is located by the North Reservoir (attachment 1) in Section 33. On the map in the supplied materials (attachment 2), Well 15 is identified as the North Well (blue rectangle in attachment 2). Yet in the original permit (attachment 3: blue rectangle), the North Well is listed in Section 5. Additionally, Well 16 is listed as AKA Well 15, (attachment 2: red rectangle), yet there is a typo in its location on the original permit (attachment 3: red rectangle) the range is listed as 11 West when it should be 11 East.

In addition, we were sent a letter by SW LLC stating that Well 15 was a new well (see attachment 4). Where is Well 15 and what is its capacity?

We also wonder why Well 2 is denoted as having a capacity of 2,217,600 GPD, yet it is not currently utilized.

On June 8th, 2021, Governor Kate Brown declared a drought emergency in Deschutes County https://www.oregon.gov/gov/Documents/executive_orders/eo_21-12.pdf. On June 17th, we received a text and recording from SW LLC (attachment 6) that a primary well was down and asking us to conserve water. We called SW LLC on June 18th to ask about the status. We were told to continue to conserve water because the primary well would continue to be out of service until a needed part could arrive and be installed. We were told that the needed part was scheduled to arrive on June 21st.

Our second concern is that SW LLC/SE LLC is not able to process the current sewage demands and that to process any additional waste from the added demand from this application would raise rates.

The proposed addition to SW LLC service area includes residences that would put an excessive strain on our resources. They include large houses with 7 1/2 bathrooms. (See attachment 5).

Our third concern is the Wild and Scenic designation of the Deschutes River. Currently, SW LLC/SE LLC has threatened the Deschutes River with HABITAT ALTERATIONS | HYDROLOGIC ALTERATION | SEDIMENT | TEMPERATURE | TURBIDITY violations (see https://echo.epa.gov/detailed-facility-report?fid=ORU000204&sys=ICP#Ground_Water_Rule_09/01/2020_MR).

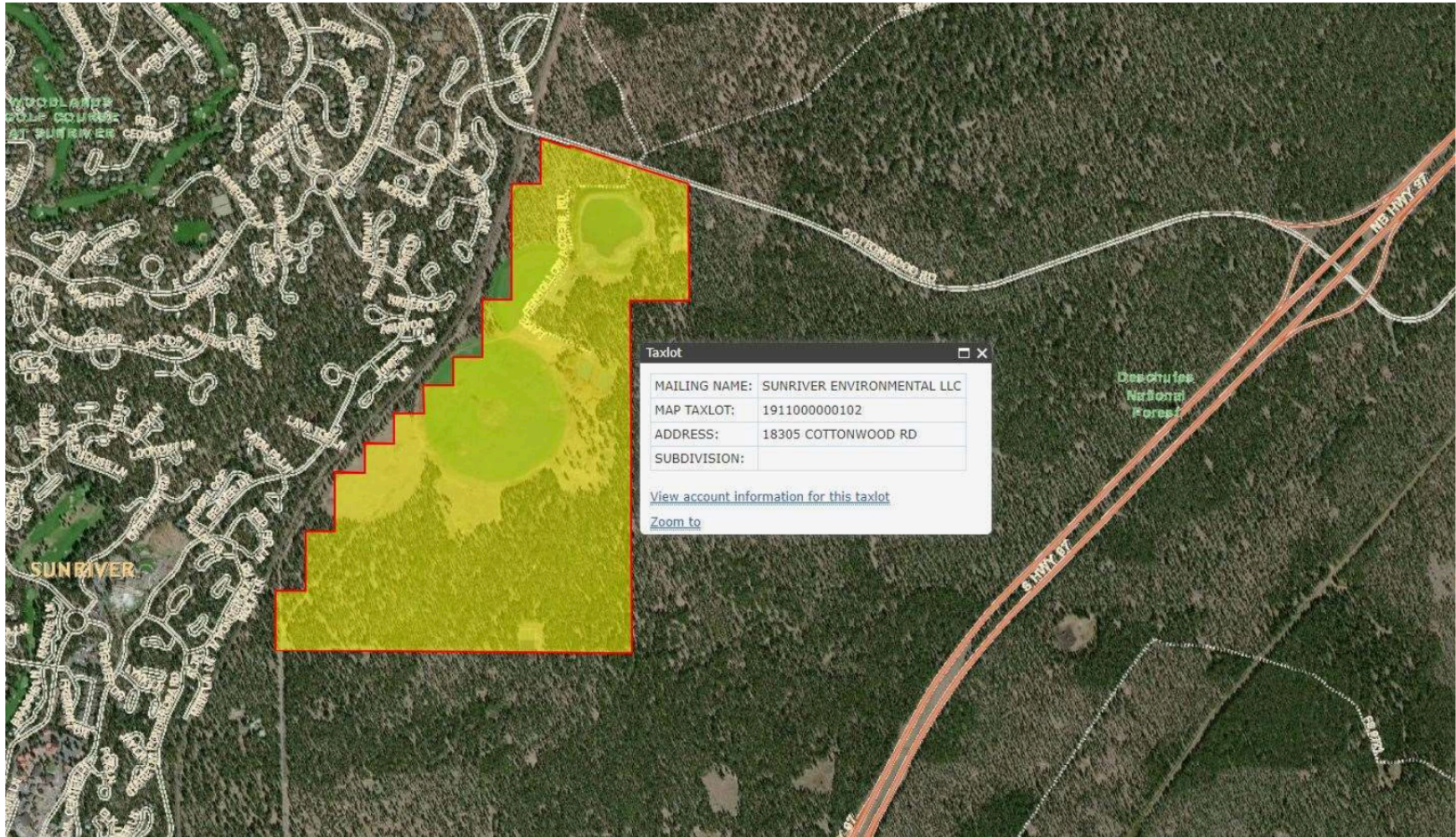
At this time of unprecedented challenges, we urge the Public Utility Commission to ensure that existing customers have adequate and safe drinking water, affordable water and sewer service and healthy rivers.

Thank you for your help in this matter.

Mechelle Griffin and Joseph Batz

Well 15, North Reservoir

Sunriver Environmental, LLC and Sunriver Water, LLC are both subsidiaries of NW Natural Holdings.



PERMIT AMENDMENT FOR PERMIT G-17460

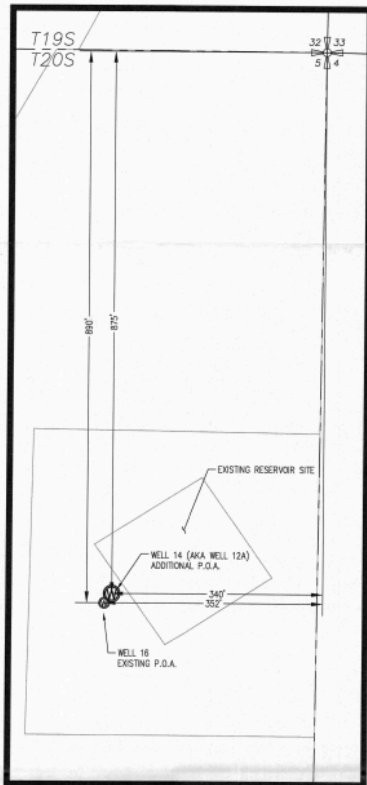
Exhibit A8 (shaded) and B3 (new)

TYPE OF USE:
QUASI-MUNICIPAL

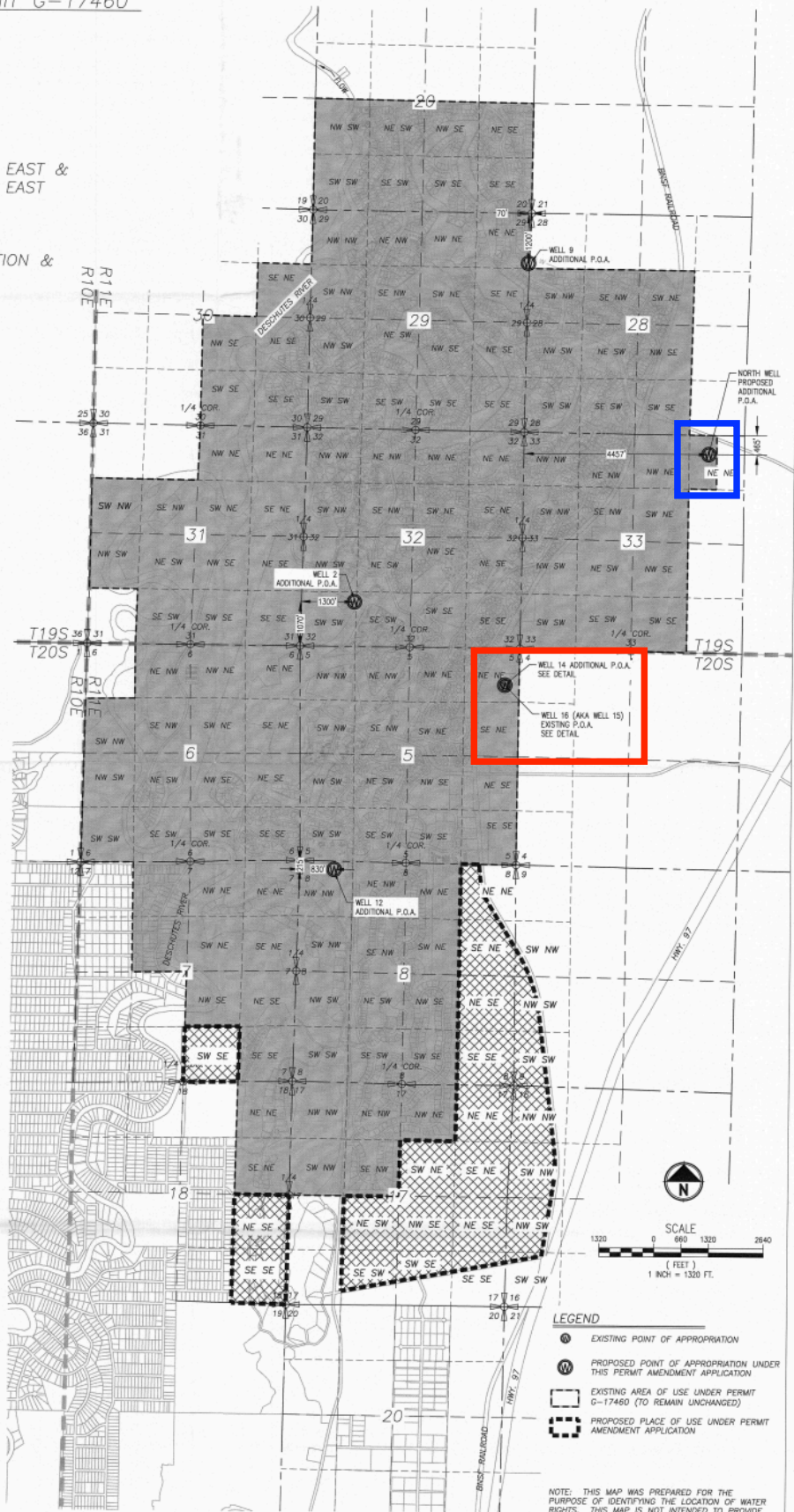
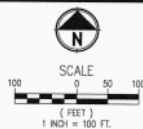
PRIORITY DATE(S):
JUNE 19, 2007

AREA OF USE:
TOWNSHIP 19 SOUTH, RANGE 11 EAST &
TOWNSHIP 20 SOUTH, RANGE 11 EAST
MULTIPLE SECTIONS

PERMIT AMENDMENT REQUEST:
ADD FIVE POINTS OF APPROPRIATION &
AMEND THE AREA OF USE



DETAIL
SCALE: 1"=100'



- LEGEND**
- EXISTING POINT OF APPROPRIATION
 - ⊙ PROPOSED POINT OF APPROPRIATION UNDER THIS PERMIT AMENDMENT APPLICATION
 - ▭ EXISTING AREA OF USE UNDER PERMIT G-17460 (TO REMAIN UNCHANGED)
 - ▨ PROPOSED PLACE OF USE UNDER PERMIT AMENDMENT APPLICATION

NOTE: THIS MAP WAS PREPARED FOR THE PURPOSE OF IDENTIFYING THE LOCATION OF WATER RIGHTS. THIS MAP IS NOT INTENDED TO PROVIDE DIMENSIONS OR THE LOCATION OF PROPERTY OWNERSHIP LINES.

Parametrix
ENGINEERING, PLANNING, ENVIRONMENTAL SCIENCES
656 SW BLUFF DRIVE, SLATE B
BEND, OREGON 97702
PH: (541) 508-7710

RECEIVED BY OWRD
JAN 9 4 2007
SALEM, OR

PERMIT TO APPROPRIATE PUBLIC WATERS

THIS PERMIT IS HEREBY ISSUED TO:

SUNRIVER WATER, LLC
 PO BOX 3699
 SUNRIVER OR 97707

This superseding permit is issued to describe an amendment for additional points of appropriation and a change in place of use proposed under Permit Amendment Application T-12575 and approved by Special Order Vol. 107, Page 1002. This permit supersedes Permit G-17460.

The specific limits and conditions of the use are listed below.

APPLICATION FILE NUMBER: G-16874

SOURCE OF WATER: SIX WELLS IN THE DESCHUTES RIVER BASIN

RATE: 3.9 CUBIC FEET PER SECOND, LIMITED TO A MAXIMUM VOLUME OF 1790.0 ACRE FEET ANNUALLY

DATE OF PRIORITY: JUNE 19, 2007

USE: QUASI-MUNICIPAL

PERIOD OF USE: YEAR-ROUND

Authorized Point of Diversion:

Twp	Rng	Mer	Sec	Q-Q	Measured Distances
19 S	11 E	WM	29	NE NE	WELL 9 - 1200 FEET SOUTH AND 70 FEET WEST FROM THE NE CORNER OF SECTION 29
19 S	11 E	WM	32	SW SW	WELL 2 - 1070 FEET NORTH AND 1300 FEET EAST FROM THE SW CORNER OF SECTION 32
19 S	11 W	WM	33	NE NE	WELL 16 - 465 FEET SOUTH AND 4457 FEET EAST FROM THE NW CORNER OF SECTION 33
20 S	11 E	WM	5	NE NE	NORTH WELL - 875 FEET SOUTH AND 340 FEET WEST FROM THE NE CORNER OF SECTION 5
20 S	11 E	WM	5	NE NE	WELL 14 - 890 FEET SOUTH AND 352 FEET WEST FROM NE CORNER, SECTION 5
20 S	11 E	WM	8	NW NW	WELL 12 - 215 FEET SOUTH AND 830 FEET EAST FROM THE NW CORNER OF SECTION 8

Authorized Place of Use:

QUASI - MUNICIPAL					
Twp	Rng	Mer	Sec	Q-Q	POA
19 S	11 E	WM	20	NE SW	Well 16
19 S	11 E	WM	20	NW SW	Well 16
19 S	11 E	WM	20	SW SW	Well 16
19 S	11 E	WM	20	SE SW	Well 16
19 S	11 E	WM	20	NE SE	Well 16
19 S	11 E	WM	20	NW SE	Well 16
19 S	11 E	WM	20	SW SE	Well 16

QUASI - MUNICIPAL					
Twp	Rng	Mer	Sec	Q-Q	POA
19 S	11 E	WM	20	SE SE	Well 16
19 S	11 E	WM	28	SW NE	Well 16
19 S	11 E	WM	28	SW NW	Well 16
19 S	11 E	WM	28	SE NW	Well 16
19 S	11 E	WM	28	NE SW	Well 16
19 S	11 E	WM	28	NW SW	Well 16
19 S	11 E	WM	28	SW SW	Well 16

June 1, 2021

Improved infrastructure for improved service

Dear Valued Customer,

In May 2019, Sunriver Utilities was acquired by NW Natural Water. Since then, we have made investments in our water system and have completed several key infrastructure projects that enhance service and directly benefit our customers. Recent improvements include:

- Upgrading our billing system which includes further enhancements to our customers' online experience, allowing them to set up AutoPay and paperless billing, view their entire account history, and pay online.
- Upgrading the Geographic Information System (GIS), which dramatically reduces the time needed to find and repair leaks, resulting in much shorter water shut-off times.
- Installing a SCADA (telemetry) system, which allows our operators to view and monitor the water system in real time – which is critical to ensuring safe system operations.
- Updating our physical security and Cybersecurity to make sure your water is safe at all times.

Another improvement is the addition of well #15 (formerly known as the Test Well), which will help maintain and strengthen service reliability.

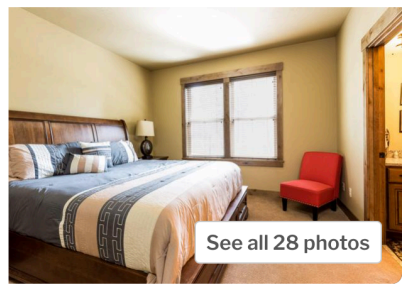
Meters are getting an upgrade as well. Older models, which required in-person readings, are being replaced with wireless-read meters, since winter snowfalls often make meter reading difficult for several months of the year.

At Sunriver Utilities, we take pride in providing water and wastewater services in Central Oregon and remain committed to delivering a clean and dependable water supply to our customers.

Please feel free to contact us with any questions.

Tim Smith, tsmith@sunriverutilities.com
General Manager
NW Natural Water, Sunriver Utilities

Search Overview Property Details Sale & Tax History Schools Favorite X-Out Share



56208 Sable Rock Loop #267, Bend, OR 97707

\$2,189,000 Price
7 Beds
7.5 Baths
4,877 Sq Ft



Go tour this home

FRIDAY 18 JUN
SATURDAY 19 JUN
SUNDAY 20 JUN

Tour in Person Tour via Video Chat

Schedule Tour

Live Chat

Amazing location from your back patio enjoy the views of Sable Rock Park. This stunning 4877 sq.ft custom Caldera Springs home is the perfect home to spread out during large family gatherings or with friends. A 7 bedroom 7.5 bath open floor plan that offers luxurious amenities

Continue reading

It's free, with no obligation — cancel anytime

Listed by Linda Dorr-Fagan • Sunriver Realty

8:54 ↶



77295 >

Text Message
Today 8:49 AM

DRINKING WATER
INFORMATIVE ALERT.
Sunriver's primary well is down
so currently using backup well.
Please conserve water until
further notice. [541-593-4197](tel:541-593-4197)



Text Message



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space

return





AUTO PAY
Add Recurring Payments so that you don't need to worry about it.

WATER QUALITY
Download your Water Report here.

QUESTIONS
Find out more about Consumer Rights, Rules & Regulations under FAQ.

JUNE 21, 2021 SUNRIVER WATER'S PRIMARY WELL IS CURRENTLY OUT OF SERVICE DUE TO MECHANICAL FAILURE. WE ARE THEREFORE USING A BACKUP WELL TO CONTINUE TO PROVIDE WATER SERVICE. WE WOULD APPRECIATE YOUR COOPERATION IN CONSERVING WATER WHILE WE ARE UTILIZING THE BACKUP WELL. WE ARE WORKING TO CORRECT THIS SITUATION AS QUICKLY AS POSSIBLE AND ANTICIPATE COMPLETING THE REPAIR WITHIN THE NEXT FEW DAYS.

PLEASE DO YOUR PART TO CONSERVE WATER BY LIMITING WATER USAGE AND DISCONTINUING IRRIGATION UNTIL FURTHER NOTICE. THERE IS NOTHING ELSE YOU NEED TO DO. YOU DO NOT NEED TO BOIL YOUR WATER. FOR MORE INFORMATION, PLEASE CALL OUR OFFICE AT 541-593-4197.

Serving the Sunriver, Crosswater, Caldera Springs and Vandever Ranch communities of Central Oregon. Contact us during regular office hours Monday - Friday 7:00am - 3:00pm (except holidays) at (541) 593-4197. During after hours, we can be reached at (541) 419-6469. In an ongoing effort to protect our customers and employees, THE SUNRIVER UTILITIES OFFICE IS CLOSED TO THE PUBLIC UNTIL FURTHER NOTICE. We are still available by phone.

PAY MY BILL