

ELLEN F. ROSENBLUM  
Attorney General



LISA M. UDLAND  
Deputy Attorney General

**DEPARTMENT OF JUSTICE**  
GENERAL COUNSEL DIVISION

June 8, 2023

[puc.filingcenter@puc.oregon.gov](mailto:puc.filingcenter@puc.oregon.gov)

ATTN: Filing Center  
Public Utility Commission of Oregon Dept of Justice  
201 High Street SE, Suite 100  
Salem, OR 97301-1166

**Re: Docket UM 2280 - Sun Country Water, Inc.**

Staff hereby submits its Response to ALJ Bench Request Re: Complaints Against Sun Country Water, Inc. regarding UM 2280.

Sincerely,

*/s/ Stephanie Andrus*

Stephanie Andrus  
Sr. Assistant Attorney General  
Business Activities Section  
[stephanie.andrus@doj.state.or.us](mailto:stephanie.andrus@doj.state.or.us)

SSA/pjr  
Enclosure

**PUBLIC UTILITY COMMISSION  
OF  
OREGON**

**UM 2280**

**STAFF RESPONSE TO ALJ BENCH REQUEST  
RE: COMPLAINTS AGAINST SUN COUNTRY  
WATER, INC.**

**June 8, 2023**

Case Id	Company	Opened On	Closed On	Category	Class	Complaint Type	Code Detail
142981	SUN COUNTRY WATER INC	4/10/2013	4/10/2013	COMPLAINT	BILLING	DELAY	COMPLAINT/BILLING/DELAY: Concerned Citizen states since he took ownership of a housed se ved by Sun Country Water, he has not received a bill and does not know whether the meter was read when the previous owner moved out.
143389	SUN COUNTRY WATER INC	6/13/2013	7/5/2013	INFORMATION	BILLING	DELAY	INFORMATION - BILLING - DELAY Gail needs to know how much they owe for water so they can close a real estate transaction. They sent a letter to Sun Country and copied us.
144514	SUN COUNTRY WATER INC	12/17/2013	12/17/2013	ADVISORY	BILLING	POSTING PROBLEMS	ADVISORY - BILLING - POSTING PROBLEM  The PUC received an email from Avion in regard to a Sun Country customer. Ms. Tenney states she has 2 payments that have not been posted to her account and she has refused to provide Avion any proof of payment.
145916	SUN COUNTRY WATER INC	6/17/2014	6/19/2014	COMPLAINT	BILLING	PRORATE	COMPLAINT-BILLING-PRORATE-CUSTOMER SERVICE CHARGE:  Tim states he doesn't feel that he should have to pay an entire month's customer service charge for 2 days of service. He would like to know if this is correct and can it be prorated.
146309	SUN COUNTRY WATER INC	8/5/2014	8/5/2014	ADVISORY	DISCONNECT	NONPAYMENT	ADVISORY - DISCONNECT - NONPAYMENT  Avion has advised the PUC of a potential disconnect due to nonpayment. Mr. and Mrs. Howell are disputing their bill with Sun Country Water.
146498	SUN COUNTRY WATER INC	9/10/2014	9/10/2014	ADVISORY	BILLING	LATE PAYMENT CHARGE	ADVISORY-BILLING-LATE PAYMENT CHARGE  Sun Country Water sent an advisory regarding the late payment charge this customer is being billed.
146740	SUN COUNTRY WATER INC	10/21/2014	10/23/2014	PUBLIC COMMENT	CUSTOMER SERVICE	COMPANY POLICY	Public Comment - Customer Service - Company Policy Mr. Beilby has requested that his comments about Avion Water not having enough money to operate and his opposition to their taking over Sun Country Water be forwarded to the PUC Commissioners.
150027	SUN COUNTRY WATER INC	12/28/2015	2/19/2016	ADVISORY	BILLING	HIGH BILL	ADVISORY - BILLING - HIGH BILL Sunriver Water contacted the PUC to inform us we may receive a complaint from Kathleen Hungtington. They had a pipe break customer's side of the meter and Sunriver was billing them \$524.39 for water that went through the meter.
153527	SUN COUNTRY WATER INC	8/2/2017	8/4/2017	ADVISORY	DISCONNECT		ADVISORY-DISCONNECT:  Rick Bailer of Sun Country Water informed the Commission of water restriction requirements notice sent to their customers.
154118	SUN COUNTRY WATER INC	11/14/2017	12/12/2017	INFORMATION	BILLING	ELECTRONIC PAYMENTS	COMPLAINT - BILLING - ELECTRONIC PAYMENT - REFUSAL Timothy Beilby states Avion (on behalf of Sun Country) will not accept online payments or credit card payments. Timothy states Avion says the PUC will not allow them to receive those type of payments. He wants to know why.
154934	SUN COUNTRY WATER INC	4/5/2018	5/2/2018	REGULATED	COMPLAINT	SERVICE	REGULATED - COMPLAINT - SERVICE - REFUSAL Nicholas Roberts built a new house and would like to start service with Sun Country (Avion is the current regent). Avion told Nicholas that the PUC will not allow them to have new service hookups.
155203	SUN COUNTRY WATER INC	5/21/2018	5/21/2018	REGULATED	ADVISORY		REGULATED - ADVISORY  The PUC received the following email from Rick with Sun Country/Avion Water, regarding a possible customer complaint from Tim Beilby. Rick states that Tim does not agree with the estimates for his water usage, and does not understand his bill. Rick wanted to notify the PUC that Tim may be contacting us to file a complaint.
156354	SUN COUNTRY WATER INC	11/15/2018	11/15/2018	SERVICE REGULATED	COMPLAINT	BILLING	Regulated - Complaint - Billing: Lisa Bouknight contacted PUC to let us know that Butch Rogers is not sending out bills since the regent stopped running Sun Country Water Inc.
156641	SUN COUNTRY WATER INC	1/7/2019	1/7/2019	REGULATED	COMPLAINT	BILLING	Regulated - Complaint - Billing Gary Winterstein called because he has not received a bill and is unsure who he should be paying for his water service. He believed it should be Sun Country or Avion.
156994	SUN COUNTRY WATER INC	2/26/2019	3/11/2019	SERVICE REGULATED	COMPLAINT	BILLING	Service Regulated - Complaint - Billing: Claire Weiser states she has not received a bill from Sun Country Water for the months of December 2018, and January and February 2019.  Service Regulated - Complaint - Service: Claire Weiser states she is concerned about the water quality and the ability to fix repairs if Sun County Water has not been billing and collecting money from their customers.
157367	SUN COUNTRY WATER INC	4/26/2019	5/7/2019	SERVICE REGULATED	COMPLAINT	BILLING	Service Regulated - Complaint - Billing: Lisa Bouknight has advised the Commission that she, again, has not received any bills from Sun Country for the last two months. *She is not expecting a response from PUC.
157932	SUN COUNTRY WATER INC	8/14/2019	9/9/2019	REGULATED	COMPLAINT	BILLING	Regulated - Complaint - Billing: Lisa Bouknight has advised the Commission that she, again, has not received any bills from Sun Country. The last bills were received in May 2019 for 6 months of the base rate only. She wants something done about his lack of billing.  Regulated - Complaint - Service: Lisa Bouknight wants the Commission to take action against Sun Country because the water quality is bad and the system is not being maintained.
158360	SUN COUNTRY WATER INC	11/5/2019	1/8/2020	SERVICE REGULATED	COMPLAINT	BILLING	Service Regulated - Complaint - Billing: Linda Beilby states she has not received a bill from Sun Country Water since November 2018. This has been an ongoing issue with Sun Country not reading meters and not billing its customers.
158423	SUN COUNTRY WATER INC	11/20/2019	1/8/2020	SERVICE REGULATED	COMPLAINT	BILLING	Service Regulated - Complaint - Billing: Julie Dempster states she has not received a bill from Sun Country Water for approximately one year.
158723	SUN COUNTRY WATER INC	1/23/2020	3/3/2020	SERVICE REGULATED	COMPLAINT	BILLING	Service Regulated - Complaint - Billing: Donna Morales states she has not received a bill from Sun Country Water since May 2019. This has been an ongoing issue with Sun Country not reading meters and not billing its customers.  NOTE: She filed the same complaint in April 2013 regarding the lack of billing.  Service Regulated - Complaint - Customer Service: The PUC/Consumer Services Section sent this complaint to Sun Country Water on 1/23/2020 and as of 2/28/2020 no response has been received nor has there been any contact from the company.

Case Id	Company	Opened On	Closed On	Category	Class	Complaint Type	Code Detail
159210	SUN COUNTRY WATER INC	4/15/2020	4/24/2020	SERVICE REGULATED	INFORMATION	BILLING	Service Regulated - Information - Billing: Timothy Beilby states he has not received credit for payments to Sun Country Water totaling \$180.53. The most recent bill dated 4/3/20 reflects a previous credit balance of \$32, which is taken into account for the total payments made between 12/17/18 - 8/29/19. (\$180.53 - \$32 = \$148.53 not reflected on his account)  Service Regulated - Information - Billing: Timothy Beilby states he would like to see clear bills for the customers of Sun Country Water (SCW). He prefers the format used by Avion when they were acting as a regent for SCW, which includes the base rate of \$16 and the 500 cf of usage in that rate along with their additional usage in order to calculate the bill.
159691	SUN COUNTRY WATER INC	7/23/2020	8/11/2020	SERVICE REGULATED	COMPLAINT		Service Regulated - Complaint - Billing: Timothy Beilby states he read his Sun Country Water meter and came up with a lower read after the company sent the bill. He is disputing the company's read. #meter reading
159773	SUN COUNTRY WATER INC	8/11/2020	3/16/2021	REGULATED	COMPLAINT	BILLING	Service Regulated - Complaint - Billing: Lisa Bouknight states her meter reading with Sun Country water was incorrect because there was a transposed number. Additionally, she states she has not received a bill in the last several months.  The customer brought up several billing issues throughout the case. She did not have meter reads displayed on her bill, was concerned she was billed differently than other Sun Country customers, and wanted a full Commission review of their billing practices going back 3 years. #meter reading #billing delay #format
159786	SUN COUNTRY WATER INC	8/13/2020	10/21/2020	SERVICE REGULATED	COMPLAINT	BILLING	Service Regulated - Complaint - Billing: Timothy Beilby states the meter reading information is incorrect on his current Sun County Water bill. #billing #meter reading #estimated  Regulated - Complaint - Customer Service: Timothy Beilby states he does not believe the Oregon PUC is being forceful enough with Sun Country Water regarding the requirements for compliance with the rules and regulations.
160540	SUN COUNTRY WATER INC	11/16/2020	1/7/2021	SERVICE REGULATED	COMPLAINT	BILLING	Service Regulated - Complaint - Billing: Timothy Beilby contacted the Commission regarding ongoing billing issues with Sun Country Water.  2/4/21 - Billing issues: Timothy Beilby emailed directly to Phil about OARs for LPC, due date and threshold; and why they are not rate-regulated.
160773	SUN COUNTRY WATER INC	2/11/2021	3/2/2021	SERVICE REGULATED	INFORMATION	BILLING	Service Regulated - Information - Billing: Mike Johnson wants to know if PUC is aware of Sun Country Water's increase in the base rate from \$16 to \$24 and whether PUC approved it.
161185	SUN COUNTRY WATER INC	4/2/2021	4/28/2022	SERVICE REGULATED	COMPLAINT	BILLING	Service Regulated - Complaint - Billing: David Breuer states he has not received a bill from Sun Country Water for the last six months. #delay  Service Regulated - Complaint - Billing: Mr. Breuer states he was told his account was past due by a Sun Country Water employee and his service may be disconnected. Mr. Breuer automatically pays \$16 every month and does not believe he should be past due. He believes there are missing payments that should be posted to his account. #disconnect  Service Regulated - Complaint - Service: David Breuer states Sun Country Water provides insufficient water flow and the pressure is low. He does not believe the issue is on his side of the meter. #pressure  Service Regulated - Complaint - Customer Service: David Breuer states a SCW employee trespassed on is property when reading the meter because the employee went through the fence to the adjacent property. #meter reading
161341	SUN COUNTRY WATER INC	4/27/2021	4/28/2021	REGULATED	INFORMATION		REGULATED - INFORMATION  Diane Ventimidlia is looking to petition Sun Country Water, but is having issues downloading it from the PUC website.
162608	SUN COUNTRY WATER INC	1/20/2022	3/11/2022	SERVICE REGULATED	COMPLAINT	SERVICE	Service Regulated - Complaint - Service:  John Blankfort states he is concerned about Sun Country's ability to provide water if an emergency should arise due to one of its wells is currently out of service. He would like PUC to investigate whether this is within our service standards.
163478	SUN COUNTRY WATER INC	6/29/2022	5/2/2023	SERVICE REGULATED	COMPLAINT	SERVICE	UNREGULATED - COMPLAINT - SERVICE  John Blankfort is concerned Sun Country Water's second well is not working and there would be no backup should the working well fail. He feels the company should take proactive action to guarantee a reliable water supply by repairing the nonworking well. (NOTE: There is no requirement for redundancy or a 2nd well.)  Added 8/29/22 SERVICE REGULATED - COMPLAINT - BILLING  John Blankfort has cited many billing concerns with Sun Country Water such as regular monthly billing, billing format, estimating bills, base rate and allowance, and late payment fees.  Added 8/29/22 SERVICE REGULATED - COMPLAINT - CUSTOMER SERVICE  John Blankfort alleges Butch Roger is not licensed by the Construction Contractors Board to work on Sun Country's infrastructure.

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163659	SUN COUNTRY WATER INC	7/28/2022	1/14/2023	SERVICE REGULATED	COMPLAINT	SERVICE	SERVICE REGULATED - COMPLAINT - SERVICE  Kyle Mills states Sun Country Water (SCW) notified him of the need to curtail water due to low water levels. He also mentioned the second well not being operative and is concerned the system is "running dry." <del>#public comment</del>
163754	SUN COUNTRY WATER INC	8/11/2022	1/14/2023	SERVICE REGULATED	COMPLAINT	SERVICE	SERVICE REGULATED - COMPLAINT  Sherry Smith stated she spoke with Butch of Sun Country Water; he asked her to pass along a water restriction notice, effective for two days because the reservoir is in danger of running dry. Yesterday, Tuesday, 7/26/22, it briefly ran dry.  <del>Sherry is a homeowner in Saddleback and president of the HOA.</del>
163859	SUN COUNTRY WATER INC	8/31/2022	4/28/2023	SERVICE REGULATED	COMPLAINT	BILLING	SERVICE REGULATED - COMPLAINT - BILLING  Timothy Beilby states Sun Country Water (SCW) is not billing monthly, as they have done in previous years. He wants to know why the company is not providing a bill every month.  SERVICE REGULATED - COMPLAINT - BILLING  Timothy Beilby states SCW has only read meters four times in the last year, as indicated on the bills. He wants to know why they are not reading the meters monthly.  SERVICE REGULATED - COMPLAINT - SERVICE  Timothy Beilby states SCW has not tested the fire hydrants in years. He wants to know when they were last tested and what source feeds the hydrants.  UNREGULATED - COMPLAINT - CUSTOMER SERVICE  Timothy Beilby states SCW has not filed their annual water report for 2022. He wants to know the status. (DEQ-Drinking water Program has jurisdiction.)
164752	SUN COUNTRY WATER INC	1/20/2023	1/20/2023	SERVICE REGULATED	INFORMATION		SERVICE REGULATED - INFORMATION  John Blankfort submitted an online complaint to Consumer Service (OPUC) for docket UM 1598: INVESTIGATION INTO BILLING PRACTICES OF SUN COUNTRY WATER INC. The information has been forwarded to our administrative hearings division for docketing.
164926	SUN COUNTRY WATER INC	2/9/2023	4/22/2023	REGULATED	COMPLAINT	BILLING	REGULATED - COMPLAINT - BILLING  Claire and Ed Weisner want to know why Sun Country Water estimated bills between August and December 2022. The customers state the estimates are too high when compared to their actual meter reading.
164927	SUN COUNTRY WATER INC	2/9/2023	4/25/2023	REGULATED	COMPLAINT	CUSTOMER SERVICE	REGULATED - COMPLAINT - SERVICE  Warren Godridge wants to report several Sun Country Water outages in December 2022 and January 2023.  REGULATED - COMPLAINT - CUSTOMER SERVICE  Warren Godridge states he did not receive any notice (before, during, or after) from Sun Country Water regarding the unplanned outages in December 2022 and January 2023.
164979	SUN COUNTRY WATER INC	2/15/2023		SERVICE REGULATED	COMPLAINT		REGULATED - COMPLAINT - SERVICE  Wendy Chase states Sun Country Water (SCW) is using the "wrong meter" to bill capture her usage. It was brought to SCW's attention on 10/14/22 but has not yet been corrected.  REGULATED - COMPLAINT - CUSTOMER SERVICE  Wendy Chase states Sun Country Water (SCW) has been billing them incorrectly for the last three years due to the incorrect meter capturing her usage. She has requested the correct usage information but has not received it.  REGULATED - COMPLAINT - BILLING  Wendy Chase suspects Sun Country Water has overbilled her excess water use of \$128.67 due to the incorrect meter capturing her usage. She has requested a refund
165005	SUN COUNTRY WATER INC	2/17/2023	4/7/2023	REGULATED	ADVISORY		REGULATED - ADVISORY  Victoria Coffman, with Sun Country Water, contacted me regarding the rules addressing late payment fees and deposit interest that are applicable to Sun Country and their customers.
165317	SUN COUNTRY WATER INC	4/7/2023		REGULATED	COMPLAINT	BILLING	REGULATED - COMPLAINT - BILLING  John Blankfort states Sun Country Water (SCW) has not been billing in compliance with the estimated and monthly billing rules. He would like the PUC to assist in reconciling his SCW bills over the last 6 months.  <del>Specifically OAR 860-036-1400(1), (3) and (5); and orders 12-189 and 19-086.</del>

Case Id	Company	Opened On	Closed On	Category	Class	Complaint Type	Code Detail
165470	SUN COUNTRY WATER INC	5/2/2023	5/10/2023	REGULATED	INFORMATION		<p>REGULATED - INFORMATION</p> <p>John Blankfort wants to know what would happen if a water company owner "walked away" from their obligation to serve their customers. He also wants to know whether this situation has ever happened with a Commission regulated water company.</p> <p>REGULATED - INFORMATION</p>