

From: [PUC PUC.PublicComments * PUC](#)
To: [BEITZEL Russell * PUC](#)
Cc: [MENZA Candice * PUC](#); [TOEWS Kimberly * PUC](#); [KNOLL Ellie * PUC](#); [WALKER Cheryl * PUC](#); [DAVIS Diane * PUC](#)
Subject: FW: Docket UM 2280 Sun Country Water
Date: Thursday, October 5, 2023 1:20:59 PM

Comments received.

Deanna

From: Warren Godridge <warren@drive21.com>
Sent: Thursday, October 5, 2023 5:56 AM
To: PUC PUC.PublicComments * PUC <puc.publiccomments@puc.oregon.gov>
Subject: Docket UM 2280 Sun Country Water

You don't often get email from warren@drive21.com. [Learn why this is important](#)

Water outage again today at upper Saddleback, Oct 5th 2023. Reported to Sun Country Water at 5.50am.

The water continues to leak from the cistern. Using some approximate measurements I calculated that the cistern is leaking approx 1 gallon of water per second. That's about 43,000 gallons per 12 hours (the overflow does not run constantly but I figure it runs about 12 hours a day), or enough to fill an olympic swimming pool every 15 days.

Given this overflow issue has been going on for well over a year (it seemed to stop during the colder months), a conservative estimate of the amount of water wasted in that time could be in the region of 8 million gallons of water. That's 8 million gallons of water from an underground water source that is unlikely to be replenished at such a rate.

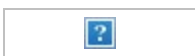
During the last conversation with Butch that my wife had, he said that he's just going to let the water keep overflowing, including from under the door (inside the cistern itself), in order to prevent water outages from happening. In the meantime, our water is full of bubbles and air pockets and the pressure is lower than it has been.

8 million gallons of water: why is this being allowed to continue?

Thanks,

Warren

 **Warren Godridge**
Founder – *drive21*



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On Mon, Oct 2, 2023 at 10:53 AM Warren Godridge <warren@drive21.com> wrote:

Reporting an outage of water supply from Sun Country Water that occurred on the morning of Sunday October 1st around 6am.

Thanks,

Warren

Warren Godridge
Founder – drive21



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On Fri, Sep 29, 2023 at 6:12 AM Warren Godridge <warren@drive21.com> wrote:

Further to my email of yesterday, it turns out that the water supply at Upper Saddleback was off and on all day yesterday, was out as of 8pm last night, and is still not on as of 5am today.

When contacted, Butch of Sun Country Water said "there's a leak somewhere and I don't know where it is or what to do about it."

The PUC needs to step in here and send a capable and reputable firm to fix these issues now please.

Thanks,

Warren

Warren Godridge

Founder – *drive21*



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On Thu, Sep 28, 2023 at 1:17 PM Warren Godridge <warren@drive21.com> wrote:

To whom it may concern.

With reference to Sun Country Water, docket UM 2280, we experienced a water outage this morning at our property, 19080 Saddleback Lane, Bend, OR 97703, starting at 6am and lasting approximately 45 minutes. When contacted about the outage, the owner of Sun Country Water said (and I am paraphrasing) "I'm not sure I'm supposed to be dealing with these issues any more".

The water came back on around 6.45am, but I am not sure if the owner did anything to it or not to fix the problem. He claimed, when he called my wife back, that he didn't see anything wrong at the reservoir, so it appears that he did go and investigate, but as we know the owner has been unreliable and not completely transparent about how he operates. If he thinks he is no longer responsible for providing and maintaining the water supply we are going to be in trouble very soon.

Thanks,

Warren

Warren Godridge

Founder – *drive21*



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