

From: [REDACTED]
To: [REDACTED]
Subject: Comment Docket UM 2280 - Sun Country Water
Date: Wednesday, June 14, 2023 8:04:46 PM

[REDACTED]

To whom it may concern:

I hope this finds you well. I would like to note two continued issues with Sun Country Water.

First - I had emailed your commission earlier about a billing discrepancy where my meter was noted to be reading ~8000cf less than the bill I was receiving. Despite sending 2 emails to Sun Country Water and speaking to her on the phone and in person, my most recent bill was not corrected. The bill still notes the incorrect higher water amount, although their estimate of our water usage curiously dropped from 300cf / month to 39 cf / month. So, while the inaccuracies remain, the bill is the minimum charge of \$37.50 which is hard to argue with. The lack of concern or correction by Sun Country Water is unprofessional at best.

In addition, on 6/12, our community was notified that our primary well was 'down' and broken. All communication came from our HOA, not the water company. It was estimated that repairs would hopefully be completed on 6/13, but at this time to simply do our best to conserve water. At 1025am on 6/13 we were informed a temporary fix was in place and our well was working - but this was only a temporary fix. Finally, on 6/14, our HOA notified us that because of the repairs to our water system we should suspend drinking the water until tests show it is clear of coliform bacteria.

Overall, the lack of communication from the water company is less than ideal - though this could be that our HOA volunteered to do this. Nevertheless, some communication directly from the Water Utility would be expected. However, the biggest issue in my view is that we may have been drinking contaminated water for greater than 48 hours without communication from Sun Country water. I suspect that our HOA asked the health dept about this issue and thus forced Sun Country Water to test for coliform bacteria. This lack of communication and potentially exposing our community to infectious bacteria is more than unprofessional and I hope provides further evidence that Sun Country Water is not upholding their duties as a Utility.

Thanks for your time and review, take care, K [REDACTED] M [REDACTED]
[REDACTED], Bend, OR 97703