

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Comment on Docket UM 2280 Sun Country Water
Date: Thursday, April 27, 2023 4:14:42 PM
Attachments: [UM 2280](#) [REDACTED] [Exhibits.pdf](#)

Comments.

D [REDACTED]

From: J [REDACTED] B [REDACTED]
Sent: Monday, April 24, 2023 12:00 PM
To: [REDACTED]
Subject: Comment on Docket UM 2280 Sun Country Water

This is a comment on Docket 2280 Sun Country Water Fines. I'm waving my right to privacy on the attached documents and this email. Please include the attached documents with this comment. My phone number is [REDACTED] if you need to contact me via phone.

I'm a customer of Sun Country Water (SCW) and I want the fines imposed for the following reasons:

- 1) Customers overwhelmingly want rate regulation. Over 60% of SCW customers ([Order 22-278](#)) took the time to ask the Commission for rate regulation. The PUC should fine SCW until they comply.
- 2) Billing issues continue - SCW falsified the billing date on my bill dated 02-28-2023. That bill reflects my payment of \$37.71, however according to SCW's own billing history, the payment was posted over two weeks later (03-15) and it cleared my bank on 3-16. (Exhibit 1)

I believe this was done to mislead the Commission and make it appear that SCW was billing monthly per orders [12-189](#) and [19-086](#) when in fact, they were not. SCW refused to say if the bill was an estimated bill or a meter reading as required by [OAR 860-036-1400\(3\)](#). If estimated it would have been the 5th monthly estimated bill.

4) Bills are unclear and SCW is unwilling to provide a written accounting. SCW provided a bill where I was unable to calculate the charges. ([OAR 860-036-1400\(5\)](#))

When I asked SCW to provide a bill where I could compute the charges, Victoria Coffman wrote, "...he (me) apparently knows everything about how to run Sun Country Water and I am incompetent. I am beyond frustrated with this person/ account and how ugly he has been. From now on I will only communicate with the PUC regarding this Account holder." (Exhibit 2)

I opened an informal billing dispute with the Consumer Services Section (CSS) on PUC on April 6th, 2023 and neither the CSS or SCW have provided a written accounting as of 4-24-2023. I've asked the CSS to provide the form needed to open a formal complaint per [OAR 860-036-1150\(4\)](#)

5) Over 2 months ago the Oregon Secretary of State [administratively dissolved](#) the company and it

has not been reinstated. This was the 3rd time since the company was formed in 2018 that the SOS has administratively dissolved it.

6) SCW failed to pay their 2021 Annual Fee to the PUC. The whopping \$50.60 fee was imposed over 9 months ago and remains unpaid according to Docket FA 1690 ([Order 22-278](#)).

7) SCW owes \$43,007.68 to Deschutes Co. for utility taxes and has not made a payment in more than a decade. (Exhibit 3)

SCW problems started more than a decade ago with Docket UM 1598 and they are not getting any better. It's time for the Commission to act, regulate and hold the SCW accountable.

Please impose the fines!

--

█ B █
█, Bend OR 97703

█

SUN COUNTRY WATER 541-788-5103
 22648 NELSON ROAD
 BEND, OR 97701
 541-408-5103

**PLEASE REMIT THIS STUB
 WITH PAYMENT**

Remember - You can now view and pay your bills online at www.ub-pay.com the municipal is SunCountryWater

J [REDACTED] E [REDACTED]
 [REDACTED]
 BEND, OR 97703

DUE DATE	ACCT NUMBER
03/28/2023	[REDACTED]
BY DUE DATE	AFTER DUE DATE
\$37.50	\$62.50

AMOUNT DUE

SERVICE ADDRESS > [REDACTED] Residential



KEEP THIS PORTION FOR YOUR RECORDS

SUN COUNTRY WATER 22648 NELSON ROAD
 541-788-5103
 541-408-5103 BEND, OR 97701

ACCOUNT NUMBER		BILLING DATE
[REDACTED]	[REDACTED]	02/28/2023
CURRENT	PREVIOUS	USAGE
617544	617544	0 cf
FROM	TO	DAYS
02/08/2023	03/01/2023	21

SERVICE ADDRESS	DUE DATE
[REDACTED]	03/28/2023
DESCRIPTION	AMOUNT DUE
Prior Balance	37.71
Payment(s)	-37.71
Water	37.50
Total:	37.50

Minimum Chg. = \$37.50

AMOUNT DUE

BY DUE DATE	AFTER DUE DATE
\$37.50	\$62.50

Account: [REDACTED]
 J [REDACTED] E [REDACTED]
 [REDACTED]
 BEND, OR 97703

CUSTOMER HISTORY REPORT

SUN COUNTRY WATER 541-

Acct: [REDACTED]
B [REDACTED], [REDACTED] NORMAL [REDACTED]
DATE: 04/02/2023 AUTHOR: [REDACTED]

Table with 6 columns: Date, Description, Amount, Tax, Total, Balance. It contains a list of transactions including water bills and adjustments for the period from 01/30/2023 to 04/02/2023.

Exhibit 1,
Page 2 of 3



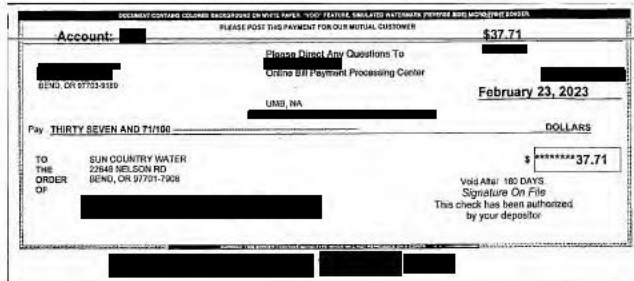
Mar-16-2023 BILL PAYMENT SUN COUNTRY WATER (Cash)

-\$37.71
\$0.00

Date 03/16/2023

Type Cash

Amount -\$37.71



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Exhibit 1,
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J [REDACTED] E [REDACTED]

Billing dated 03-28-2023 is the meter running in reverse?

4 me age

J [REDACTED] E [REDACTED]
To: Victoria Coffman [REDACTED]

Tue, Apr 4, 2023 at 6:43 AM

Victoria,

Can you explain this?

Billing dated 02-28-23 Current 617,544
Billing dated 03-28-23 Previous 613,488

Why did the meter roll back 4056 cf?

Is this a typo?

Attached are the two bill

I look forward to your response.

--
J [REDACTED] E [REDACTED]
[REDACTED]

2 attachment

2023_03_28.pdf
7K

2023_02_28.pdf
7K

Victoria Coffman [REDACTED]
To: J [REDACTED] E [REDACTED]

Tue, Apr 4, 2023 at 12:09 PM

J [REDACTED], the meter readings have been estimated for the last several months. So you will see either a credit or a debit on your account a of the April bill due to the correction made to your account regarding the meter reading. If you have any further questions please call me [REDACTED] I will be in the office tomorrow from 1:00 to 4:00 p.m. . Thank you and have a wonderful day.

Get [Outlook for Android](#)

From: J [REDACTED] E [REDACTED]
Sent: Tuesday, April 4, 2023 6:43:36 AM
To: Victoria Coffman [REDACTED]
Subject: Billing dated 03-28-2023 is the meter running in reverse?

Exhibit 2,
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[Quoted text hidden]

J [REDACTED] E [REDACTED]
To: Victoria Coffman [REDACTED]

Tue, Apr 4, 2023 at 1:41 PM

Victoria,

According to Oregon Administrative Rules 860-036-1400 bills need to be in a format that allows the customer to compute the charges. If SCW is unwilling to provide a bill that allows me to compute the charges then a formal complaint will be filed. I was hoping to avoid that, and give SCW the opportunity to rectify the deficiency in SCW bills.

[Quoted text hidden]

J [REDACTED] E [REDACTED]

[REDACTED]

Victoria Coffman [REDACTED] Tue, Apr 4, 2023 at 4:51 PM

To: J [REDACTED] E [REDACTED]
[REDACTED]

This is in response to J [REDACTED] E [REDACTED] email -

Hopefully he can catch you up on all of his complaints because I don't know how to respond to his emails. Also for the record I would like all communication with J [REDACTED] E [REDACTED], Sun Country Water Account number [REDACTED], to go through the PUC because he apparently knows everything about how to run Sun Country Water and I am incompetent I am beyond frustrated with this person/ account and how ugly he has been From now on I will only communicate with the PUC regarding this Account holder.

Victoria Coffman

From: J [REDACTED] E [REDACTED]
Sent: Tuesday, April 4, 2023 1:41 PM
To: Victoria Coffman [REDACTED]
Subject: Re: Billing dated 03-28-2023 is the meter running in reverse?

[Quoted text hidden]

UTILITY PROPERTY TAX STATEMENT

JULY 1, 2022 TO JUNE 30, 2023

DESCHUTES COUNTY, OREGON - 1300 NW WALL ST STE 203, BEND, OR 97703

TAX ACCOUNT: [REDACTED]

TAX BY DISTRICT

SCHOOL DISTRICT #1	209.68
C O C C	27.30
HIGH DESERT ESD	4.24
EDUCATION TOTAL:	241.22
DESCHUTES COUNTY	58.78
COUNTY LIBRARY	26.53
COUNTYWIDE LAW ENFORCEMENT	50.66
RURAL LAW ENFORCEMENT	68.99
COUNTY EXTENSION/4H	1.08
9-1-1	17.46
RURAL FIRE DISTRICT #2	69.31
RURAL FIRE DISTRICT #2 LOCAL OPTION	9.65
GENERAL GOVT TOTAL:	302.46
COUNTY LIBRARY BOND	16.28
SCHOOL #1 BOND 2007	33.70
SCHOOL #1 BOND 2013	9.81
SCHOOL #1 BOND 2017	45.50
C O C C BOND	3.70
PENALTY	1,128.00
BONDS - OTHER TOTAL:	1,236.99

SUN COUNTRY WATER INC
HARTKE ENTERPRISES LLC
22648 NELSON RD
BEND OR 97701

PROPERTY DESCRIPTION

CODE: [REDACTED] **UP#:** [REDACTED]

VALUES:	LAST YEAR	THIS YEAR
REAL MARKET (RMV)		
TOTAL RMV	48,245	48,245
TOTAL ASSESSED VALUE	48,245	48,245
NET TAXABLE:	<u>48,245</u>	<u>48,245</u>
TOTAL PROPERTY TAX:	1,784.19	1,780.67

DELINQUENT TAXES:

2021-22 TAX AND INTEREST DUE	1998.30
2020-21 TAX AND INTEREST DUE	2259.83
2019-20 TAX AND INTEREST DUE	2522.05
2018-19 TAX AND INTEREST DUE	2802.19
PREV TAX AND INTEREST DUE	31698.06

Full Payment with 3% Discount \$43,007.68

Discount is lost after due date and interest may apply

PAYMENT OPTIONS:

- * **Online** www.deschutes.org/tax
- * **By Mail** to Deschutes County Tax, PO Box 7559
Bend OR 97708-7559
- * **Drop Box** located at 1300 NW Wall Street, Bend
or 411 SW 9th Street, Redmond
- * **In Person** 1300 NW Wall Street, Ste 203, Bend (2nd Floor)

TAX QUESTIONS (541) 388-6540
ASSESSMENT QUESTIONS (541) 388-6508
For Property Information: dial.deschutes.org

Please include this coupon with payment. Please do not staple, paper clip or tape your payment.

Payment Due November 15, 2022

Please select payment option

- Full Payment (3% Discount)** \$43,007.68
No Additional Payment Due
- Two-Thirds Payment (2% Discount)** \$42,443.80
Next Payment Due 05/15/23
- One-Third Payment (No Discount)** \$41,873.99
Next Payment Due 02/15/23

AMOUNT ENCLOSED

\$

TAX ACCOUNT: 240205

SUN COUNTRY WATER INC
HARTKE ENTERPRISES LLC
22648 NELSON RD
BEND OR 97701

Change my Mailing Address
(Mailing address change form on reverse)

Please make checks payable
to Deschutes County Tax Collector

Deschutes County Tax Collector
PO Box 7559
Bend OR 97708-7559

Exhibit 3,
Page 1 of 2

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Deschutes County Property Information

Tax Information for utility account # [REDACTED]

The Deschutes County Tax Office receives the assessment and tax roll from the County Assessor in October each year and is responsible for mailing the tax statements and the subsequent processing of payments. If you have questions regarding property tax payments or receiving the tax statement, please contact the Tax Office at 541-388-6540 or email taxoffice@deschutes.org.

Account Information

Account [REDACTED]
 Assessor Account [REDACTED]
 Code/Co ID [REDACTED]
[Current Statement \(PDF\)](#)
[Current Balance Due \(PDF\)](#)
[Pay Your Taxes](#)

Ownership

Owner: SUN COUNTRY WATER INC
 Mailing Address:
 22648 NELSON RD
 BEND, OR 97701

[View related accounts](#)

Original Tax Amounts

	Tax Year 2018	Tax Year 2019	Tax Year 2020	Tax Year 2021	Tax Year 2022
Total RMV	\$47,212	\$47,212	\$48,245	\$48,245	\$48,245
Taxable A.V.	\$47,212	\$47,212	\$48,245	\$48,245	\$48,245
Original Tax Amount	\$1,751.37	\$1,751.42	\$1,765.49	\$1,784.19	\$1,780.67
Statement	2018 Statement (PDF)	2019 Statement (PDF)	2020 Statement (PDF)	2021 Statement (PDF)	2022 Statement (PDF)

Payment History

Year	Date Due	Transaction Type	Transaction Date	As Of Date	Amount Received	Tax Due	Discount Amount	Interest Charged	Refund Interest
2022	11-15-2022	IMPOSED	10-12-2022	11-15-2022	\$0.00	\$1,780.67	\$0.00	\$0.00	\$0.00
						Total:	\$1,780.67		
2021	11-15-2021	IMPOSED	10-11-2021	11-15-2021	\$0.00	\$1,784.19	\$0.00	\$0.00	\$0.00
						Total:	\$1,784.19		
2020	11-15-2020	IMPOSED	10-09-2020	11-15-2020	\$0.00	\$1,765.49	\$0.00	\$0.00	\$0.00
						Total:	\$1,765.49		
2019	11-15-2019	IMPOSED	10-11-2019	11-15-2019	\$0.00	\$1,751.42	\$0.00	\$0.00	\$0.00
						Total:	\$1,751.42		
2018	11-15-2018	IMPOSED	10-13-2018	11-15-2018	\$0.00	\$1,751.37	\$0.00	\$0.00	\$0.00
						Total:	\$1,751.37		
2017	11-15-2017	IMPOSED	10-13-2017	11-15-2017	\$0.00	\$1,760.97	\$0.00	\$0.00	\$0.00
						Total:	\$1,760.97		
2016	11-15-2016	IMPOSED	10-13-2016	11-15-2016	\$0.00	\$625.68	\$0.00	\$0.00	\$0.00
						Total:	\$625.68		
2015	11-15-2015	IMPOSED	10-14-2015	11-15-2015	\$0.00	\$1,907.37	\$0.00	\$0.00	\$0.00
						Total:	\$1,907.37		
2014	11-15-2014	IMPOSED	10-14-2014	10-14-2014	\$0.00	\$3,813.00	\$0.00	\$0.00	\$0.00
2014	11-15-2014	IMPOSED	10-13-2014	11-15-2014	\$0.00	\$648.30	\$0.00	\$0.00	\$0.00
						Total:	\$4,461.30		
2013	11-15-2013	IMPOSED	10-11-2013	11-15-2013	\$0.00	\$654.08	\$0.00	\$0.00	\$0.00
						Total:	\$654.08		
2012	11-15-2012	IMPOSED	10-12-2012	11-15-2012	\$0.00	\$670.53	\$0.00	\$0.00	\$0.00
						Total:	\$670.53		
2011	11-15-2011	IMPOSED	05-20-2022	08-14-2015	\$0.00	(\$1,055.14)	\$0.00	\$0.00	\$0.00
2011	11-15-2011	IMPOSED	08-14-2015	08-14-2015	\$0.00	\$1,055.14	\$0.00	\$0.00	\$0.00
2011	11-15-2011	IMPOSED	10-12-2011	11-15-2011	\$0.00	\$1,964.83	\$0.00	\$0.00	\$0.00
						Total:	\$1,964.83		
2010	11-15-2010	PAYMENT	11-30-2020	11-30-2020	\$839.64	(\$321.29)	\$0.00	\$518.35	\$0.00
2010	11-15-2010	IMPOSED	10-12-2010	11-15-2010	\$0.00	\$1,994.54	\$0.00	\$0.00	\$0.00
						Total:	\$1,673.25		
2009	11-15-2009	PAYMENT	11-30-2020	11-30-2020	\$4,160.36	(\$1,529.04)	\$0.00	\$2,631.32	\$0.00
2009	11-15-2009	PAYMENT	08-14-2015	08-14-2015	\$912.67	(\$475.35)	\$0.00	\$437.32	\$0.00
2009	11-15-2009	IMPOSED	10-09-2009	11-15-2009	\$0.00	\$2,004.39	\$0.00	\$0.00	\$0.00
						Total:	\$0.00		
2008	11-15-2008	PAYMENT	08-14-2015	08-14-2015	\$4,087.33	(\$2,003.88)	\$0.00	\$2,083.45	\$0.00
2008	11-15-2008	PAYMENT	10-07-2011	10-07-2011	\$21.70	(\$14.80)	\$0.00	\$6.90	\$0.00
2008	11-15-2008	IMPOSED	10-09-2008	11-15-2008	\$0.00	\$2,018.68	\$0.00	\$0.00	\$0.00
						Total:	\$0.00		
2007	11-15-2007	PAYMENT	10-07-2011	10-07-2011	\$3,208.16	(\$2,021.95)	\$0.00	\$1,186.21	\$0.00
2007	11-15-2007	PAYMENT	10-07-2011	10-07-2011	\$599.41	(\$599.41)	\$0.00	\$0.00	\$0.00
2007	11-15-2007	IMPOSED	08-05-2011	08-03-2011	\$0.00	\$599.41	\$0.00	\$0.00	\$0.00
2007	11-15-2007	IMPOSED	10-12-2007	11-15-2007	\$0.00	\$2,021.95	\$0.00	\$0.00	\$0.00
						Total:	\$0.00		

Exhibit 3,
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