From: To:

Subject:

Sun Country - UM 2280

Friday, June 9, 2023 3:40:46 PM

----Original Message----

From:

Sent: Friday 06/09/2023 2:30 pm

To:

Subject: Consumer Complaint

Preferred Method of Contact: EMAIL

Email:

Home Phone:

Account Name: L

ТВ

Service Address:

BEND, OR 97701

County: DESCHUTES

Utility Company: SUN COUNTRY WATER Service: WATER Type:RESIDENTIAL

Related to Docket: UM 2280

Complaint: The conversation that we had on 15 May 2023 about our water bill, you were going to

send me your record by "weeks end", which would have been 19 May 2023.

I have not received those records as of 24 May 2023 at 7:58 am.

As of today June 9, 2023 Victoria has not sent me the above information.

I talked with Victoria Monday June 5, asking her if she had read the meter, she stated yesterday Sunday June 4, 2023.

I received a bill today June 9, 2023 the bill is dated June 4, 2023, looks to be correct although I had sent a check through my bank for \$12.00, Sun Country cashed the check on May 30, 2023. The check for \$12.00 does not show on the invoice.

I am now being billed a late fee.

I will be deducting the \$22.86 from the \$37.50 or \$14.64.

I have attached a copy of my bill.

Contacted the Company? YES; Representative: MS VICTORIA COFFMAN; Date Contacted:

06/05/2023

Outcome: Asked Victoria if she had read the meter in Saddleback, she said yes yesterday.

PUC ACTION: OTHER (DESCRIBE BELOW)
Description: Please add to UM 2280

My zip code is 97703 which was rejected on your form, please update

Privacy Statement Acknowledged: YES

Compliance Specialist Oregon Public Utility Commission





| DUE DATE | ACCT NUMBER |
|-------------|----------------|
| 06/30/2023 | 24 |
| BY DUE DATE | AFTER DUE DATE |
| \$60.36 | \$85.36 |



ADDRESS >

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 24 06/04/2023 CURRENT **PREVIOUS** USAGE 629053 628727 326 cf FROM TO DAYS 05/02/2023 06/04/2023 33

| SERVICE ADDRESS | DUE DATE |
|-----------------|--------------|
| | 06/30/2023 |
| DESCRIPTION | AMOUNT DUE |
| Prior Balance | 22.86 |
| Payment(s) | -0.00 |
| Water | 37.50 |
| | Total: 60.36 |

Minimum Chg. = \$37.50





SUN COUNTRY WATER

541-788-5103

22648 NELSON ROAD BEND, OR 97701 541-408-5103

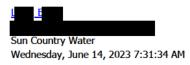




Account: 24







On Monday morning very early there was a break in the SCW pipe due to a short in CEC Electric cable.

Yesterday evening (June 13, 2023) at about 6:26 pm I went to the cistern, where there is a fire hydrant with a large amount of water flowing from around the fire hydrant.

I am sending you two pictures.



