

From: [REDACTED]
To: [REDACTED]
Subject: Sun Country - UM 2280
Date: Friday, June 9, 2023 3:40:46 PM

-----Original Message-----

From: [REDACTED]
Sent: Friday 06/09/2023 2:30 pm
To: [REDACTED]
Subject: Consumer Complaint
Preferred Method of Contact: EMAIL
Email: [REDACTED]
Home Phone: [REDACTED]
Account Name: L [REDACTED] T [REDACTED] B [REDACTED]
Service Address:

[REDACTED]
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 on15 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

[REDACTED]
Compliance Specialist
Oregon Public Utility Commission
[REDACTED]

-

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

L [REDACTED] & T [REDACTED] B [REDACTED]

BEND, OR 97703

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

AMOUNT DUE

SERVICE 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
[REDACTED]	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

L [REDACTED] & T [REDACTED] B [REDACTED]

[REDACTED]

To:

[REDACTED]

Subject:

Sun Country Water

Date:

Wednesday, June 14, 2023 7:31:34 AM

[REDACTED]

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.

[REDACTED]

I am sending you two pictures.



