

From: [TOEWS Kimberly](#)
To: [WALKER Cheryl](#)
Subject: FW: PUC OF OREGON UW 184 In the Matter of SALMON VALLEY WATER COMPANY - HEARING - Public Comment Submission
Date: Monday, December 7, 2020 4:56:00 PM

Hi Cheryl,
Candi sent these to consumer service. Kim

From: Rachel Vance < >
Sent: Friday, December 4, 2020 3:18 PM
To: PUCHearings <puchearings@puc.state.or.us>
Subject: PUC OF OREGON UW 184 In the Matter of SALMON VALLEY WATER COMPANY - HEARING - Public Comment Submission

Dear Judge Arlow, Chair Decker, Commissioner Tawney, and Commissioner Thompson,

Thank you for the opportunity to express my concerns regarding the proposed increased rates for water service through Salmon Valley Water Co. I am a Welches resident and a customer of Salmon Valley Water Co. I am concerned about the increase in water service rates because it affects my and my neighbors' ability to access clean water at a reasonable cost.

I am opposed to the increase in rates for water service through Salmon Valley Water because: 1) water quality has been very poor; 2) distribution of clean, drinkable water has been inequitable; and 3) nearby local utilities provide a more reliable water resource at a lower rate.

1. When I first moved to the Welches community almost two years ago, I noticed that the water tasted and smelled like iron for a couple of days at the beginning of each month. Early this summer (May/June 2020), the water tasted and smelled like iron as usual, but then continued to taste and smell of iron for weeks, ultimately lasting through early September. The water was discolored ; I had no choice but to bathe my children in yellow or orange water for months (see attached photo - iron in bath water), and purchased bottled water for drinking (see attached photos - iron settled at bottom of jar of tap water; iron residue in water filter). My daughter developed stomach illness early in the summer; I took her to the doctor, who ruled out flu or viral infection. I believe the water caused stomach illness in my daughter first, then my son, and then myself. We all had to purchase and drink only bottled water in order for our symptoms to go away. The rust in the water also ruined clothing and bedding items washed in our washing machine (see attached photo - iron stains on t shirt); all of the orange discoloration in the photograph is due to iron in the water. These problems were not isolated to our home or family; many other members of our community complained of undrinkable water, adverse health effects, and damage to their property (including house plants dying) because of the poor quality of and high iron levels in the water.

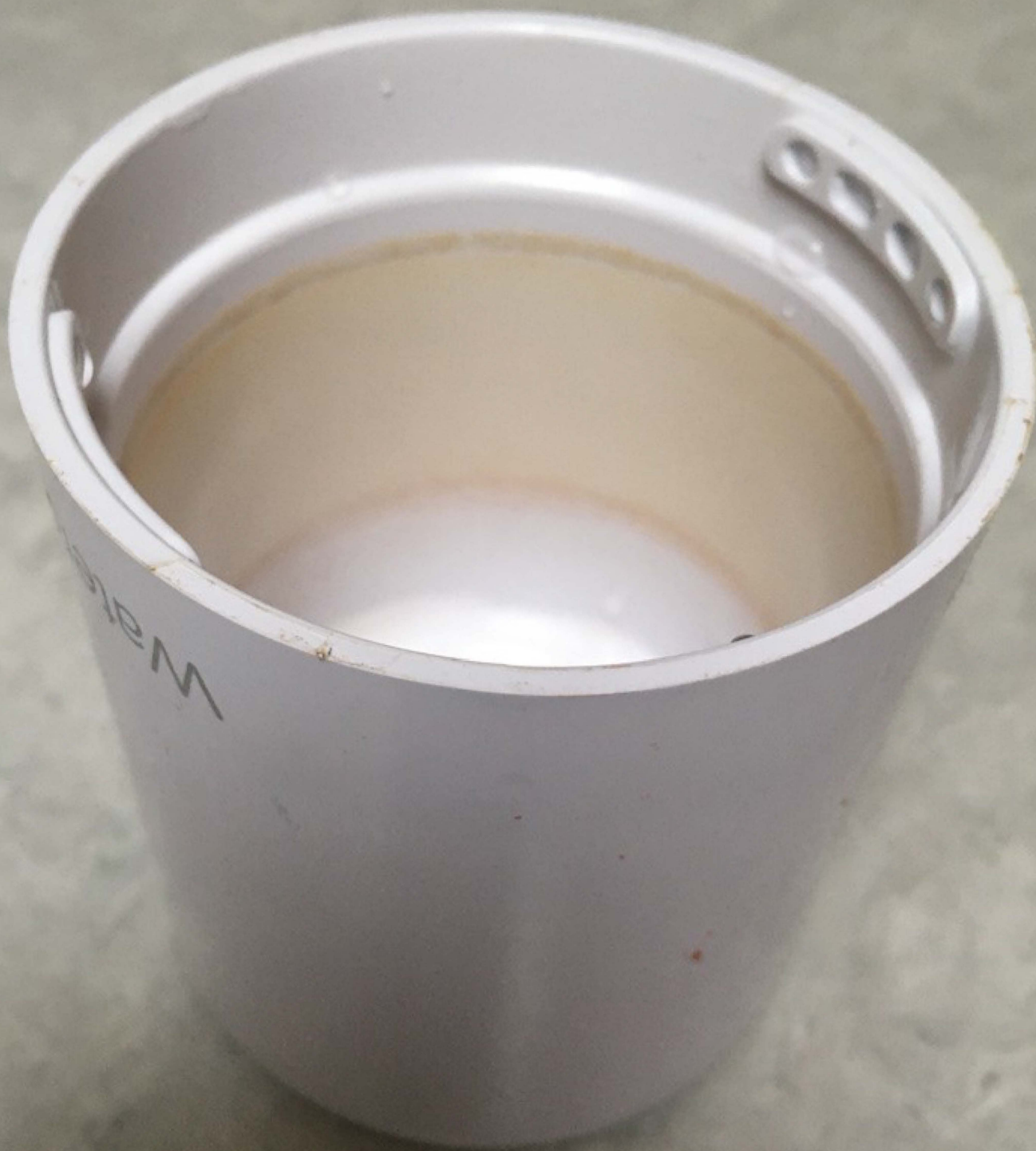
2. In mid-summer, after my water had been discolored and smelling of iron for several weeks, I called Salmon Valley Water to make a complaint and to ask when water quality would improve. I received a call back from an employee of Salmon Valley Water stating that the company was using a back up iron well ("the iron well") to supply water to our community, because they were routing the "good water" to the Mt Hood Oregon Resort golf course. After continuing to purchase bottled water and live with the adverse effects of poor water quality (noted above) for most of the summer, I called Salmon Valley Water's 860 number on Aug. 21, 2020, at 1:30pm, and spoke with Tim Scott. I told him that I had spoken with an employee earlier in the summer who stated that the golf course was getting the good water while our less affluent community was receiving poor quality water from the iron well. He responded, "The situation is as you explained. There's nothing we can do to improve things right now." He continued to explain that the company drilled a new well in January and that they could not move forward with connecting it to the distribution system because Clackamas County offices were closed down due to COVID and they were not able to get permits to connect the new well. He also stated that the golf course would not allow trenching while the golf course was in use, and that the golf course got to decide when to allow easement across the property to the pipe. When I asked about a refund on our undrinkable water, Tim stated that having to treat all customers the same meant they couldn't give a refund because then they would have to provide a refund to every customer.
3. Because more than doubling our base water rate in less than two years seemed ludicrous to me (going from a base rate of \$20.36 in August 2020 to \$44.68 by November 2021), I checked the rates of other water utilities in our area. The base rate for Alder Creek Water is \$26; the base rate for City of Sandy water is \$7. I do not see how a rate of \$44.68 can be justified, especially when water for local residents (many of whom are on limited incomes) has been undrinkable, hazardous to health, damaging to property and non refundable.

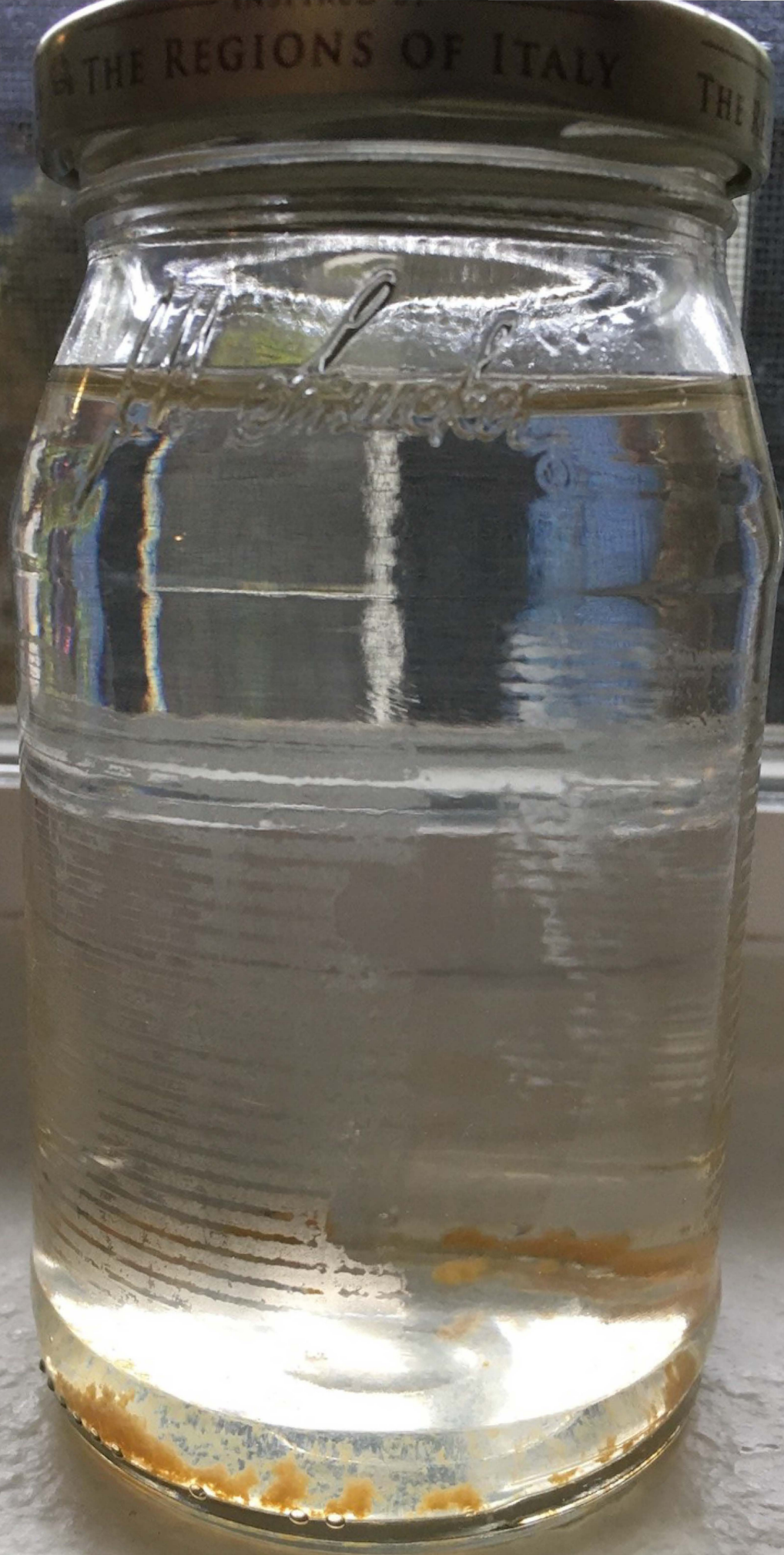
Again, I am opposed to the increase in rates for Salmon Valley Water Co. Until they can demonstrate that the water they provide is safe to drink, and that they will show integrity in managing this vital resource including refunding customers who are not able to use the water due to poor quality, they should not be allowed to charge more to customers. Thank you for your time, and for your consideration of my remarks in your decision on this matter.

Sincerely,
Rachel Vance
Welches Resident

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From: [TOEWS Kimberly](#)
To: [WALKER Cheryl](#)
Subject: FW: HOA President of the Cedar Glen Estates Association on Water Increases with photos!
Date: Monday, December 7, 2020 4:55:48 PM

Hi Cheryl,
Candi send this to Consumer Services. Kim

From: michelle fielder < >
Sent: Monday, December 7, 2020 4:22 PM
To: PUCHearings <puchearings@puc.state.or.us>
Subject: HOA President of the Cedar Glen Estates Association on Water Increases with photos!

Hello My name is Michelle Fielder I live at , Welches, OR 97067. I am also the President of the HOA here at Cedar Glen Estates. And as I'm a voice for ALL of our residents here I am a water user of our Salmon Valley Water Company. I can say that in our four years here on the mountain we have enjoyed the crisp and clear water that you could bottle and sell while making a profit however; during each summer months our water has consistently been worse and worse. We get switched to what our Water Company calls the "Iron Water Well". During these months we are told that our water well has to be switched so the Golf Course and RV Resort can have the guests enjoy our water since these facilities bring revenue to our community. As a home owner, a tax payer, a grocery store shopper etc., this news makes me and ALL of us feel as if our contributions to our city are not relevant. We have contacted our water company many times in the past and have been told the same things! "As soon as November gets here it will be changed back"! In recent Northwest Natural Gas has purchased our Salmon Valley Water Company and we have been told that a new well line is in the works. They have also told us that Covid closed the building process down although they stopped working on it before Covid shutdowns were in place. I do agree that our rates are going to go up due to our one million dollar well is (suppose to be running next year) but these rates are incredibly high compared to cities around us! On a personal note I am a disabled woman who has Lupus during the summer months my rashes are continuous and I figured it was the sun, my orchids start dying, my dogs get hotspots, and overall WE feel sick! We had a child in our park get giardia a water disease and since we were in quarantine we have assumed it's our water! After this news along with other complaints I had the water tested. While the metal testing was here we (myself and VP of the HOA along with looky loos) were told not to drink the water especially kids, pets, and elderly people. That we should all purchase bottled water due to the iron levels being 8xs higher than most even though allowed for our area. There were not any other issues that were screened for. I have enclosed some photos of my toilets bowl and tank, my sink drip, and a water leak from our street showing exactly what we were putting in our bodies. Thank you as a resident and a community leader! My hope was to inform the best I could for our 51 home owners as not to flood your email etc.,

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From: [Gaynell Thornbrough](#)
To: [WALKER Cheryl](#)
Subject: Re: UW 184 SALMON VALLEY WATER COMPANY REQUEST FOR A GENERAL RATE REVISION
Date: Wednesday, December 9, 2020 11:25:13 AM
Attachments: [image003.png](#)

Thank You..I did get that last night! It was funny how I was still talking and you weren't there! I appreciate the opportunity that I was given to speak. I did forget to mention that the water this year did cause me to buy filters for showers and washer. I just hope it didn't do any hard to our pipes or water heater. I had a hard time getting the stains out of toilets.

On Wednesday, December 9, 2020, 09:03:15 AM PST, WALKER Cheryl <cheryl.walker@state.or.us> wrote:

Good morning, Ms. Thornbrough. Fortunately, I was able to write down your contact information before the call ended last evening. I apologize for not telling you that the call would automatically end in a matter of minutes after stopping the recording. As promised, I added your name to the service list as an interested person and you will receive notifications when documents are filed.

Also, you may look at our web site at any time to check on this docket, under eDockets (link for your convenience: <https://apps.puc.state.or.us/edockets/DocketNoLayout.asp?DocketID=22593>).

Have a good day.

Cheryl Walker

Administrative Hearings Division



****NEW TELEPHONE NUMBER:
(971) 388-8306****

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