February 12, 2026

To: Scott Shearer, Oregon Public Utility Commission
From: Greg Chandler, Fryer Hill resident
RE: Sunstone Water Rate Increases of Docket no. UW 209

Dear Mr. Shearer,

I am writing in response to Sunstone Water, LLC's proposed rate increases under Docket No. UW 209 for the Fryer Hill water district. I respectfully request that this rate increase be denied.

On January 14, 2026, Fryer Hill customers received notice from Sunstone Water, LLC outlining substantial increases across all service levels, summarized in Attachment 1:

Line Size	Current Avg Monthly Bill	Proposed Avg Monthly Bill
5/8″	$52.29	$111.75
1″	$91.23	$220.38
1.5″	$280.28	$983.84

These increases come on the heels of significant prior rate hikes implemented on October 3, 2023, by Hiland Water—just ten days before the company was sold to Sunstone Water, LLC on October 13, 2023. Those earlier increases raised the 1" base rate from $32.25 to $68.00 (a 110% increase), along with a usage rate increase from $0.077/100 gallons to $0.125/100 gallons (a 62% increase). The timing strongly suggests that the pre-sale rate adjustments were a condition of the acquisition.

Customers were notified of the sale via U.S. mail on October 17, 2023—the same day the PUC held the final approval hearing for Docket UP 423. This provided no meaningful opportunity for Fryer Hill customers to be informed, offer input, or participate in the process.

Sunstone's current filing now seeks to raise the standard 1" meter monthly charge from $91.23 to $220.38—a 141% increase.

However, the initial filing submitted by NW Natural on December 31, 2025 (available at https://edocs.puc.state.or.us/efdocs/UAA/uaa342680028.pdf), described far more modest increases. Page 1 of that filing states:

- Rate Schedule 1: $76.01 → $126.43
- Rate Schedule 2: $93.52 → $109.26
- Rate Schedule 3: $67.83 → $77.31
- Flat Rate: $52.00 → $76.23

The rates now being proposed for Fryer Hill customers exceed those figures by a wide margin. If approved, Fryer Hill customers will have seen water costs rise by more than 250% between 2023 and 2026, without any corresponding improvements in service or capital investment in our district.

The PUC's own guidance states that rate adjustments must be "fair and reasonable for utility customers while also allowing the utility service provider the opportunity to recover reasonable costs and earn a reasonable return on investments." It further notes that the Commission evaluates labor, purchased energy, capital costs, and other components to determine whether changes are warranted.

Given that framework, I respectfully ask the Oregon PUC to closely review the details of this filing. While it is understandable that operating costs may have risen over the past three years, the magnitude of this proposed increase is extreme. It places an undue financial burden on customers and should be reduced to a level that is both affordable and aligned with the actual service being provided.

Thank you for your attention to this matter. I would appreciate a response regarding this filing.

Sincerely,

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