

ing unsatisfactory service to its consumers, is a matter of fact, the manager of the utility made a practical admission to this effect. Furthermore, it appeared that a spirit of antagonism and distrust existed between the management of the utility and its consumers. Since the inception of this proceeding the Commission's engineers have kept in close touch with the service conditions under this system, and have made numerous inspections. As a result of these inspections many improvements in service have been made. Furthermore, the utility has proceeded to increase its supply of water by thoroughly cleaning its wells and the installation of additional pumping facilities.

This matter has been held in abeyance in order that through investigation and suggestions from time to time the Commission's engineers could secure such action on the part of the company as would better the service rendered, and further, to promote a spirit of harmony between the company officials and the consumers. A recent investigation discloses the fact that there has been a material improvement in the water service rendered to the consumers, and that conditions in general under this system have been bettered.

We wish to urge upon both the complainants and defendants herein that they use their best endeavor to cooperate, and by so doing promote harmonious relations which in the end will result in good to all concerned. When a public utility holds itself out to serve the public, it is acting as a public servant and assumes certain obligations to render adequate and satisfactory service, and to accomplish this result it must promote a harmonious and cooperative spirit among its consumers. On the other hand, the consumers, if they wish to receive satisfactory service and have a healthy, prosperous utility, must do their part and refrain from any acts tending to disrupt such harmonious relations, and particularly those

consumers whose acts might interfere with the delivery of water to their neighbors.

The Commission is glad to note in this instance from the report of its engineers that conditions are so much better under this system than at the time the hearing in this proceeding was held, and in view of this fact it appears unnecessary at this time to direct this utility to install new facilities. It is recommended, however, that a check valve be installed in the discharge pipe from certain wells operating by siphon method, which wells are known as Wells Nos. 1, 2, 3 and 4. This check valve is to be so placed that no water produced at the other pumping plants can re-enter the ground at these wells.

O R D E R

Charles W. Coughran, et al., having complained against the service rendered to them by the California-Michigan Land and Water Company, public hearings having been held and the Railroad Commission having had the service conditions which prevail under this system under observation and consideration, and it appearing that certain improvements have been made and that the conditions complained of have been very largely if not totally eliminated, and the Commission being fully apprised in the premises,

IT IS HEREBY ORDERED that the above entitled complaint be and it is hereby dismissed.

Dated at San Francisco, California, this 14th day of April, 1921.

H. J. Leland

James M. Miller

Charles H. Coughran
Commissioners