

BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

SARAH HAND AND GRETCHEN HAND,
a married couple

Complainant,

v.

RAINIER VIEW WATER COMPANY, INC.,

Respondent.

DOCKET UW 170924

**EXHIBIT 12 TO TESTIMONY OF
COMPLAINANT SARAH HAND**

EXHIBIT 12

TO TESTIMONY OF

Sarah Hand

March 19, 2018

Rachel Stark, UTC Consumer Specialist, memorandum of
telephone call with Sarah Hand on November 8, 2016.

5/17/2017

Case Report

Company: Rainier View Water Company, Inc.
Customer: Sarah Hand
Account #: 3602864669
Contact:
Service Address:
7202 201st Street E.
Spanaway WA 98387
Primary Phone: 360-286-4669
Secondary Phone: 3602864669
Email Address: sarahejhand@yahoo.com

Complaint Information:

Complaint ID: CAS-19946-L3N4X0
Serviced By: Rachel Stark
Opened On: 11/9/2016 11:37 AM
Grouped By: Quality Of Service

Description:

The customer has brown water which caused damage to their pipes and then they paid \$654 in repairs. They asked Bob Blackman of Rainier View Water if the company will pay for their repairs. First he said yes, and then said he would not. He also told her that she cannot take the company to small claims court because the company is protected by a commission.

Brown water has been an issue throughout the Springwood area for years. The company has pumped the brown water and then the water is clear for a couple of days and then the brown water returns.

She would like to know why their area has brown water and what the company is doing to fix the pipes so they have clear water. She would also like to know why the company will not pay her \$654 repair costs and why Bob Blackman told her she cannot take the company to small claims court.

November 16, 2016 - 11:34 a.m. Consumer complaint passed to Rainier View Water via email
The Response is due by 5 p.m. on November 18, 2016

Activity Type: Email**Activity Date: 11/16/2016, 12:25:25 PM****To: rstark@utc.wa.gov;****From: carol@rainierviewwater.com****Subject: RE: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083****Attachments: 0****Body:**

Hi Rachel,

This complaint has been forwarded to Bob Blackman, as he fields all of the complaints pertinent to Water Quality issues.