

**BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

Complainant,

v.

WASHINGTON WATER SUPPLY, INC.,

Respondent.

DOCKETS UW-230598 and UW-240079
(Consolidated)

In the Matter of the Request of

WASHINGTON WATER SUPPLY, INC.,

To Approve Tariff Revisions Regarding a
Temporary Surcharge for Recovery of
Purchased Water Expenses

EXHIBIT TO REBUTTAL TESTIMONY OF JOHN POPPE
ON BEHALF OF
WASHINGTON WATER SUPPLY, INC.

Customer Complaints

January 22, 2025

Washington State Complaint: CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Industry: Water

Customer: Amanda Hayes

Alt Contact:

Account Number:

Service Phone: 253-347-6048

E-mail Address: amandahayes411@gmail.com

Service Address: 202625 229th Ave SE Maple Valley King WA 98038

Complaint: CAS-43695-N9W1K2

Type: Complaint

Serviced By: Melissa Castaneda-Kerson

Grouped By: Quality Of Service

Opened On: 5/10/2023, 4:46:31 PM

Closed On: 8/21/2023, 3:19:36 PM

Disposition: Company upheld

Violations Total: 0

TA Total: 0

Amount Customer Saved:

Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice. They state the company regularly accuse customers of having leaks and causing the water shortages. They also state the company refuses to provide water meters to homes to determine where the leaks are coming from, sometimes not finding the cause for several weeks or months. The consumer states the company acknowledges that its unlawful to not have water meters and insist they can't afford them. The consumer states they don't believe they have a water meter and have asked about getting one. They state they have not been given any direction about the fee or the payment process of acquiring one. They state the water company does not invest in proper maintenance and repairs, indicating it is expensive and they can't afford it. The consumer states the last call they made to the water company they refused to answer the consumer's questions and hung up on them.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

Supervisor Result:**Customer Resolution:****Result:**

Washington Water Supply Inc. (WWSI) states the customer has meter that was installed in the summer of 2022. WWSI is trucking in water from Buffalo Water Inc. to mitigate the community water outages. The Utilities and Transportation Commission approved a temporary rate surcharge of \$60 per month that will expire November 2023, to assist with the cost of trucking in water. WWSI, contracted with Valley Water Pump to restore the well. The approximate start date of the project is Aug. 14, 2023. WWSI is communicating immediate changes through email to their customers who have selected this method. This complaint is linked to Multi-Customer complaint CAS-43803-V4B9G5

Violations**WAC or RCW:****Count:****TA:****Description:**

Activities**Activity Type: Activity****Activity Date: 5/10/2023, 4:18:00 PM****Contact:****Subject: [Original Inquiry](#)****Attachments: 0****Description:**

From: ATG MI CRC Complaint Processing Sent: Wednesday, May 10, 2023 4:18 PM To: UTC DL Consumer Subject: 642289 : A notice from the Washington State Attorney General's Office External Email Bob Ferguson ATTORNEY GENERAL OF WASHINGTON Consumer Protection Division - Consumer Resource Center 800 Fifth Avenue, Suite 2000, Seattle, WA 98104 (206) 464-6684 May 10, 2023 Utilities & Transportation Commission/UTC PO Box 47290 Olympia, WA 98504-7290 RE: Washington Water Supply Inc File #: 642289 Dear Utilities & Transportation Commission/UTC: Enclosed, please find information our office received as a consumer complaint. We determined the nature of the information appears to involve a matter that would best be addressed by your agency. We are forwarding this to you to process in accordance with your agency's procedures. We notified the complainant that we forwarded a copy of their correspondence to your agency. We will retain a copy of the consumer complaint and referral information as a public record. If you have questions our email address is CRC@ATG.WA.GOV. Please include the complaint number given above on any complaint correspondence. Sincerely, TERRANCE BISHOP Program Specialist 2 Consumer Protection Division 1-800-551-4636 for in-state callers 1-206-464-6684 for out-of-state callers COMPLAINT SUMMARY Consumer Information Name: Amanda Hayes Address: 202625 229th Ave SE Maple Valley, WA 98038 Day Phone: (253) 347-6048 Evening Phone: E-mail Address: amandahayes411@gmail.com Age Group (optional): Not Specified Are you a member or former member of the U.S. Armed Forces, Guard, Reserves or a dependent? (optional): Not Specified If English is not your first language, what is your first language? Do you want the

Attorney General's Office to send this business a copy of your complaint? Yes Business Information Name of business that I am complaining about: Washington Water Supply Inc Address: PO Box 2985 Silverdale, WA 98383 Phone: (360) 308-8330 Email: Names and contact information of any other businesses involved in your complaint: About Your Complaint Amount in Dispute: Transaction Date: Explain your complaint in detail: WA Water Supply owns the shared well in our neighborhood and is consistently breaking laws and mistreating their customers. Not only do they frequently turn off the water without giving 24 hours notice, they have also acknowledged there isn't enough water to serve all of the homes in our neighborhood, but refuse to drill a new well or truck in additional water, causing water loss during the hottest months of the year and at critical times of day like the morning and evening. The water runs out frequently when it starts to warm up, and this company routinely shuts off water to the entire neighborhood for 12 hours to sometimes 16 hours a day. They also regularly accuse customers of having leaks and causing the water shortages, but they refuse to provide water meters to homes to determine where the leaks are coming from, sometimes not finding the cause for several weeks or months. They acknowledge that its unlawful not to have water meters but insist they cant afford them. They also frequently have water quality issues and do not invest in proper maintenance and repair, indicating they can't afford it, despite most neighbors agreeing to price increases to ensure proper maintenance and an adequate supply of water. SIGNATURE I acknowledge that my complaint and attachments, once submitted, become public records and may be disclosed to others in response to a Public Records Request. Complaint information received by this office will be exported into the FTC's database, Consumer Sentinel, a secure online database. This data is then made available to thousands of civil and criminal law enforcement authorities worldwide. I declare, under penalty of perjury under the laws of the State of Washington, that the information contained in this complaint is true and accurate, and that any documents attached are true and accurate copies of the originals. I authorize the Washington State Attorney General's Office to contact the party(ies) against which I have filed this complaint in an effort to reach an amicable resolution. I authorize the party(ies) against which I have filed this complaint to communicate with and provide information related to my complaint to the Washington State Attorney General's Office. By selecting NO below, I acknowledge that the Attorney General's Office will not contact the party(ies) named in my complaint and will not attempt to facilitate resolution of my complaint with the party(ies). My complaint will be kept by the Attorney General's Office for informational purposes. Signature Amanda Hayes Date 05/01/2023 Received via the Internet City and State where signed Maple Valley, WA

Activity Type: Email

Activity Date: 5/10/2023, 4:50:21 PM

To: melissa.castaneda-kerson@utc.wa.gov;

From: crmadmsvc@utc.wa.gov

Subject: [CAS-43695-N9W1K2 has been Assigned to You CRM:0042442](#)

Attachments: 0

Body:

CAS-43695-N9W1K2

Activity Type: Email

Activity Date: 5/10/2023, 4:50:27 PM

To: melissa.castaneda-kerson@utc.wa.gov;
From: crmadmsvc@utc.wa.gov
Subject: [CAS-43695-N9W1K2 has been Assigned to You CRM:0042442](#)
Attachments: 0
Body:
CAS-43695-N9W1K2

Activity Type: Email
Activity Date: 5/12/2023, 10:28:06 AM
To: amandahayes411@gmail.com;
From: melissa.castaneda-kerson@utc.wa.gov
Subject: [WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246117](#)
Attachments: 0
Body:
Amanda,

I am reaching out to you regarding your complaint against Washington Water Supply, Inc. Your complaint was forwarded to the Utilities and Transportation Commission by the Attorney General's office. A record has been opened to investigate your complaint against Washington Water Supply, Inc. Please be aware that investigations generally take between four and six weeks to complete, sometimes longer. You may contact me by telephone or email. I can be reached by telephone at 1-888-333-9882, Monday through Friday 9 a.m. to 12:30 p.m., or 1:30 p.m. to 4:00 p.m.

Thank you,

Melissa Castaneda-Kerson (she/her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

This email/letter states the informal opinions of commission staff, offered as technical assistance and are not intended as legal advice. We reserve the right to amend these opinions should the circumstances change, or additional information be brought to our attention. Staff's opinions are not binding on the commission.

Activity Type: Phone Call
Activity Date: 5/12/2023, 3:30:00 PM
Direction: Outgoing

Customer: Amanda Hayes
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing Call](#)

Description:

I called the consumer and left a voicemail with my direct number. I let them know the Attorney General's office forwarded the complaint to us. I am following up on the email I sent earlier today and would like to get additional details and clarification on the complaint.

Activity Type: Phone Call
Activity Date: 5/12/2023, 3:50:00 PM
Direction: Outgoing
Customer: Amanda Hayes
UTC POC: Melissa Castaneda-Kerson
Subject: [Incoming Call](#)

Description:

The consumer returned my call and left a voicemail.

Activity Type: Email
Activity Date: 5/12/2023, 4:00:42 PM
To: melissa.castaneda-kerson@utc.wa.gov;
From: amandahayes411@gmail.com
Subject: [Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246117](#)
Attachments: 0

Body:

External Email
Hi Melissa,

Thank you for your email, I just left you a voicemail as well. We can chat on the phone next week if you have questions or I can answer them via email as well. Have a great weekend!

Amanda Hayes

On Fri, May 12, 2023, 10:28 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

Amanda,

I am reaching out to you regarding your complaint against Washington Water Supply, Inc. Your complaint was forwarded to the Utilities and Transportation Commission by the Attorney General's office. A record has been opened to investigate your complaint against Washington Water Supply, Inc. Please be aware that investigations generally take between four and six weeks to complete, sometimes longer. You may contact me by telephone or email. I can be reached by telephone at 1-888-333-9882, Monday through Friday 9 a.m. to 12:30 p.m., or 1:30 p.m. to 4:00 p.m.

Thank you,

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Activity Type: Phone Call
Activity Date: 5/15/2023, 12:20:00 PM
Direction: Outgoing
Customer: Amanda Hayes
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing call](#)

Description:

I called out to the consumer and left a voicemail with my direct number with the hours I am available.

Activity Type: Phone Call
Activity Date: 5/17/2023, 3:55:00 PM
Direction: Incoming
Customer: Amanda Hayes
UTC POC: Melissa Castaneda-Kerson
Subject: [Incoming Call](#)

Description:

I spoke with the consumer and clarified that the well is owned by the water company and the consumer shares it with the neighbors. The consumer states that a few people have meters but the water company says they expensive to purchase. Last summer the consumer participated in a zoom meeting with the company and when they asked about meter's they were told they are expensive, and they can't afford to put them in. The company stated that maybe they could install one meter a year. The consumer states they pay very little for water and the neighborhood has voted for fees to be increased so that a new well could be built. However, the company scratched that and decided they were going to maintain the well. The consumer says the well does not support the neighborhood. At the time of the call at 3:50, the well was empty. I let the consumer know that the quality and quantity of water is handled by the Department of Health. The consumer was driving so I let them know I would email them the contact information for the

Dept. of Health. I explained the complaint process and explained an investigation can take four to six weeks to complete and that if I have additional questions, I will follow up with them.

Activity Type: Phone Call

Activity Date: 5/18/2023, 12:20:00 PM

Direction: Outgoing

Customer: Amanda Hayes

UTC POC: Melissa Castaneda-Kerson

Subject: [Outgoing Call](#)

Description:

I left a voicemail message for the consumer regarding a few more questions I have about the frequency of the water being shut off and notice given and if the water company has relayed the cost of the meter to the consumer or the process of being billed for the meter?

Activity Type: Email

Activity Date: 5/18/2023, 12:26:53 PM

To: amandahayes411@gmail.com;

From: melissa.castaneda-kerson@utc.wa.gov

Subject: [WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246120](#)

Attachments: 0

Body:

Amanda,

I am writing in regard to your complaint about Washington Water Supply, Inc. In our previous conversation I stated I would provide you with the contact information for the Department of Health. You may contact the Northwest Regional Office, Health Department Drinking Water at (253) 395-6705, to report quality and quantity concerns.

Please don't hesitate to contact me for any questions.

Thank you,

Melissa Castaneda-Kerson (She/Her)

Consumer Program Specialist, Consumer Protection

(360) 664-1142

Melissa.castaneda-kerson@utc.wa.gov

www.utc.wa.gov

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Activity Type: Phone Call

Activity Date: 5/24/2023, 1:40:00 PM

Direction: Outgoing

Customer: Amanda Hayes

UTC POC: Melissa Castaneda-Kerson

Subject: [Outgoing Call](#)

Description:

I left a voicemail for the consumer stating I am following up on my previous voicemail I left on May 18, 2023. I requested a call back because I have additional questions.

Activity Type: Email

Activity Date: 5/25/2023, 10:20:51 AM

To: amandahayes411@gmail.com;

From: melissa.castaneda-kerson@utc.wa.gov

Subject: [WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246124](#)

Attachments: 0

Body:

Amanda,

I am following up with you about your complaint against Washington Water Supply, Inc. I have additional questions in regard to your complaint. Has Washington Water Supply, Inc., provided you with the fee of adding a meter or the payment process for the installation of a meter? You stated that they routinely shut of water. Is this because of emergency maintenance or other reasons; and are you given any notice that this is going to happen?

Thank you,

Melissa Castaneda-Kerson (she/her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
[Melissa.castaneda-kerson@utc.wa.gov](mailto:melissa.castaneda-kerson@utc.wa.gov)
www.utc.wa.gov

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Activity Type: Email

Activity Date: 5/25/2023, 11:00:41 AM

To: melissa.castaneda-kerson@utc.wa.gov;

From: amandahayes411@gmail.com

Subject: [Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246124](#)

Attachments: 0

Body:

External Email

Hi Melissa,

We have not been provided with any information about meters. In fact, he stated that some people in the neighborhood DO have meters, but we don't know if we are one of them, or where they are to even check, and we have been given no information about the fee or payment process of acquiring one if we don't have one. He doesn't typically respond to direct emails from us with questions, but sometimes he responds to people in the large email chain we have going with other neighbors to discuss this. However, almost every day this week the water has been off at varying points throughout the day, in addition to previous weeks, and each time he has said it's due to people watering outside the home, which he has forbidden. He also says there's a huge spike in water usage directly after a prolonged outage, which he attributes to illicit outside watering, despite everyone telling him the increased usage is due to not having water for the previous 12 hours and homes needing to wash the dishes, take showers, and do laundry that they weren't able to do the previous day. So we seem to be running a water deficit.

For your other question, sometimes he gives us a few hours notice saying that the well will be out of water if we don't aggressively conserve, most times it simply runs out and we have to call the emergency line to figure out what happened. His defense is that he can't predict when the well will run out of water so he can't give us more notice. Here is the email he sent this morning, in quotes:

"Good Morning all,

The reason for water outages are there are water system users that are watering outside the home. Current water production from the well meets the needs for water used inside the home. This was demonstrated in the winter months of 2022 / 2023 and when recent weather temps cooled off and service was not interrupted for days. When the weather temp increases, then water consumption goes up draining the reservoir. Previous emails have stated that normal consumption per house, is 130 gallons per day. Recent water consumption per house has increased to 200 gallons per day. In summary, there are water systems users that are consuming a very high volume of water resulting in the outages.

We can not predict when water will be a water outage because the booster pump controls (on/off) are controlled by electronics inside the reservoir. The booster pump controls are set to protect the pump from burning up when water is not getting to the pump. Once a water outage has occurred, it takes 4 hours for the reservoir to fill allowing the controls to start the booster pump which supplies pressure to all residences.

NOTICE: WHEN WATER SERVICE IS INTERRUPTED DUE TO HIGH WATER CONSUMPTION, IT WILL TAKE FOUR HOURS FOR THE BOOSTER PUMP TO TURN ON.

Recent emails from Washington Water Supply have warned users of pending outages as best that we can predict.

The well driller contracted to rebuild the well has \$8,000 of my money to start as soon as possible. I have emailed, called and visited their office asking for expedited service. They have made it perfectly clear they have a schedule and they will get to it when their schedule allows. I will notify system users when a firm date has been stated by the contractor.

NOTICE: BASED ON CURRENT WATER CONSUPTION, 5-25-23, THE RESERVOIR WILL BE OUT OF WATERBY 12 NOON TODAY. PLEASE CONSERVE WATER AND DO NOT WATER OUTSIDE THE HOME."

You will see in the email he states that previous emails indicated average water usage is 130 gallons per day, but that's not true. He said before that average water usage was 140 gallons per day, and I can find that email and send it if needed. He has had an entire year to schedule and work on the well, as we had a zoom meeting last year and he said he would start work on the well, but didn't call a well rehabber until a few weeks ago, and they told him they don't know when they will be able to come fix it, so now we're just losing water basically every day. We've had to have the fire department come out to the neighborhood once because there was a fire and our neighbor didn't have water to put it out. Everyone is really frightened about the upcoming wildfire season and not knowing when we will have access to water again. Finally, the email above, that was sent this morning, states the water would likely run out by noon, but it was actually off/out at 10:30 this morning, so each day it runs out earlier and earlier.

I know you said you don't deal with water quality or amount issues, but I just want to paint a full picture of what's going on so that's why this is so long. Please let me know if you would like me to forward you any of his previous emails, I can also forward you some of the email chains between him and some of our neighbors, as the last time we tried to call him directly, he hung up on my husband and refused to answer any questions. We also know that not everyone in the neighborhood is on the email chain, so there are some people who have no information whatsoever from him, as he doesn't call or send out letters regarding these issues.

Thank you,

Amanda Hayes

On Thu, May 25, 2023 at 10:32 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

Amanda,

I am following up with you about your complaint against Washington Water Supply, Inc. I have additional questions in regard to your complaint. Has Washington Water Supply, Inc., provided you with the fee of adding a meter or the payment process for the installation of a meter? You stated that they routinely shut of water. Is this because of emergency maintenance or other reasons; and are you given any notice that this is going to happen?

Thank you,

Melissa Castaneda-Kerson (she/her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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Activity Type: Email
Activity Date: 5/26/2023, 11:05:46 AM
To: poppe.john@gmail.com;
From: melissa.castaneda-kerson@utc.wa.gov
Subject: [WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129](#)
Attachments: 0

Body:

New Complaint

+++++

Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE

Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Serviced By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or

truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice. They state the company regularly accuse customers of having leaks and causing the water shortages. They also state the company refuses to provide water meters to homes to determine where the leaks are coming from, sometimes not finding the cause for several weeks or months. The consumer states the company acknowledges that its unlawful to not have water meters and insist they can't afford them. The consumer states they don't believe they have a water meter and have asked about getting one. They state they have not been given any direction about the fee or the payment process of acquiring one. They state the water company does not invest in proper maintenance and repairs, indicating it is expensive and they can't afford it. The consumer states the last call they made to the water company they refused to answer the consumer's questions and hung up on them.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
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Melissa.castaneda-kerson@utc.wa.gov
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Activity Type: Email
Activity Date: 5/26/2023, 11:21:54 AM
To: melissa.castaneda-kerson@utc.wa.gov;
From: poppe.john@gmail.com
Subject: [Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129](#)
Attachments: 0
Body:
External Email
Complaint received. Response will be as required 5/31/23.

Respectfully,
Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

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Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE

Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Served By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

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Please provide a narrative response to all allegations stated in the complaint Description.

Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

Melissa Castaneda-Kerson (She/Her)
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Activity Type: Phone Call
Activity Date: 5/26/2023, 8:35:00 PM
Direction: Outgoing
Customer: Amanda Hayes
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing Call](#)

Description:

I left a voicemail for the consumer. I let them know I will follow up with an email with additional questions.

Activity Type: Email
Activity Date: 5/31/2023, 4:17:57 PM
To: melissa.castaneda-kerson@utc.wa.gov;
From: poppe.john@gmail.com
Subject: [Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129](#)
Attachments: 1

Body:

External Email
Hello Melissa,

I spent a lot of time reviewing the Complaint CAS-43695-N9W1K2 and kept my answers focused and not include information not requested.
Please see attached RESPONSE.

On Fri, May 26, 2023 at 11:21 AM John Poppe <poppe.john@gmail.com> wrote:
Complaint received. Response will be as required 5/31/23.

Respectfully,
Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

+++++

Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE

Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Served By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice. They state the company regularly accuse customers of having leaks and causing the water shortages. They also state the company refuses to provide water meters to homes to determine where the leaks are coming from, sometimes not finding the cause for several weeks or months. The consumer states the company acknowledges that its unlawful to not have water meters and insist they can't afford them. The consumer states they don't believe they have a water meter and have asked about getting one. They state they have not been given any direction about the fee or the payment process of acquiring one. They state the water company does not invest in proper maintenance and repairs, indicating it is expensive and they can't afford it. The consumer states the last call they made to the water company they refused to answer the consumer's questions and hung up on them.

Please provide a narrative response to all allegations stated in the complaint Description.

Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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Activity Type: Email
Activity Date: 6/1/2023, 3:07:21 PM
To: poppe.john@gmail.com;
From: melissa.castaneda-kerson@utc.wa.gov
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129
Attachments: 0
Body:
John,

I need to advise you of a recorded violation. By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on May 26, 2023. The response was due on May 31, 2023. The response has not been received. I have recorded one violation of WAC 480-110-385(3)(a) for failure to respond by 5/31/2023. The violations will be recorded daily until the complete response is received.

Regards,

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
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circumstances change, or additional information be brought to our attention. Staff's opinions are not binding on the commission.

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

From: John Poppe <poppe.john@gmail.com>;
Received: Fri May 26 2023 11:21:54 GMT-0700 (Pacific Daylight Time)
To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email

Complaint received. Response will be as required 5/31/23.

Respectfully,
Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

+++++

Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE

Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Serviced By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice.

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Activity Type: Email
Activity Date: 6/1/2023, 3:33:40 PM
To: melissa.castaneda-kerson@utc.wa.gov;
From: poppe.john@gmail.com
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129
Attachments: 0

Body:

External Email

The complaint response was sent 5/31/2023.

On Thu, Jun 1, 2023, 3:07 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,

I need to advise you of a recorded violation. By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on May 26, 2023. The response was due on May 31, 2023. The response has not been received. I have recorded one violation of WAC 480-110-385(3)(a) for failure to respond by 5/31/2023. The violations will be recorded daily until the complete response is received.

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

From: John Poppe <poppe.john@gmail.com>;
Received: Fri May 26 2023 11:21:54 GMT-0700 (Pacific Daylight Time)
To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email
Complaint received. Response will be as required 5/31/23.

Respectfully,
Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

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Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE
Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Serviced By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice. They state the company regularly accuse customers of having leaks and causing the water shortages. They also state the company refuses to provide water meters to homes to determine where the leaks are coming from, sometimes not finding the cause for several weeks or months. The consumer states the company acknowledges that its unlawful to not have water meters and insist they can't afford them. The consumer states they don't believe they have a water meter and have asked about getting one. They state they have not been given any direction about the fee or the payment process of acquiring one. They state the water company does not invest in proper maintenance and repairs, indicating it is expensive and they can't afford it. The consumer states the last call they made to the water company they refused to answer the consumer's questions and hung up on them.

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circumstances change, or additional information be brought to our attention. Staff's opinions are not binding on the commission.

Activity Type: Email

Activity Date: 6/1/2023, 3:43:08 PM

To: melissa.castaneda-kerson@utc.wa.gov;

From: poppe.john@gmail.com

Subject: [Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129](#)

Attachments: 0

Body:

External Email

Checked my email. Response was sent to you.

What happened

On Thu, Jun 1, 2023, 3:32 PM John Poppe <poppe.john@gmail.com> wrote:
The complaint response was sent 5/31/2023.

On Thu, Jun 1, 2023, 3:07 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,

I need to advise you of a recorded violation. By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on May 26, 2023. The response was due on May 31, 2023. The response has not been received. I have recorded one violation of WAC 480-110-385(3)(a) for failure to respond by 5/31/2023. The violations will be recorded daily until the complete response is received.

Regards,

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

From: John Poppe <poppe.john@gmail.com>;
Received: Fri May 26 2023 11:21:54 GMT-0700 (Pacific Daylight Time)
To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email

Complaint received. Response will be as required 5/31/23.

Respectfully,
Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

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Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE

Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Serviced By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice. They state the company regularly accuse customers of having leaks and causing the water shortages. They also state the company refuses to provide water meters to homes to determine where the leaks are coming from, sometimes not finding the cause for several weeks or months.

The consumer states the company acknowledges that its unlawful to not have water meters and insist they can't afford them. The consumer states they don't believe they have a water meter and have asked about getting one. They state they have not been given any direction about the fee or the payment process of acquiring one. They state the water company does not invest in proper maintenance and repairs, indicating it is expensive and they can't afford it. The consumer states the last call they made to the water company they refused to answer the consumer's questions and hung up on them.

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05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

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Activity Type: Email
Activity Date: 6/2/2023, 4:43:03 PM
To: poppe.john@gmail.com;
From: melissa.castaneda-kerson@utc.wa.gov
Subject: [Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129](#)
Attachments: 0
Body:
John,

I am responding to your email regarding the complaint I passed to you on May 26, 2023. Your response has not been received by commission staff. I am not sure where it could have gone. Please forward your response to the multi-customer complaint CAS-43803-V4B9G5.

Thank you,

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142

Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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

From: John Poppe <poppe.john@gmail.com>;
Received: Thu Jun 01 2023 15:43:08 GMT-0700 (Pacific Daylight Time)
To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email

Checked my email. Response was sent to you.
What happened

On Thu, Jun 1, 2023, 3:32 PM John Poppe <poppe.john@gmail.com> wrote:
The complaint response was sent 5/31/2023.

On Thu, Jun 1, 2023, 3:07 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,

I need to advise you of a recorded violation. By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on May 26, 2023. The response was due on May 31, 2023. The response has not been received. I have recorded one violation of WAC 480-110-385(3)(a) for failure to respond by 5/31/2023. The violations will be recorded daily until the complete response is received.

Regards,

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(360) 664-1142

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

From: John Poppe <poppe.john@gmail.com>;
Received: Fri May 26 2023 11:21:54 GMT-0700 (Pacific Daylight Time)
To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email
Complaint received. Response will be as required 5/31/23.

Respectfully,
Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

+++++

Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE

Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Serviced By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without

giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice. They state the company regularly accuse customers of having leaks and causing the water shortages. They also state the company refuses to provide water meters to homes to determine where the leaks are coming from, sometimes not finding the cause for several weeks or months. The consumer states the company acknowledges that its unlawful to not have water meters and insist they can't afford them. The consumer states they don't believe they have a water meter and have asked about getting one. They state they have not been given any direction about the fee or the payment process of acquiring one. They state the water company does not invest in proper maintenance and repairs, indicating it is expensive and they can't afford it. The consumer states the last call they made to the water company they refused to answer the consumer's questions and hung up on them.

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05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
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Activity Type: Email
Activity Date: 6/5/2023, 2:04:06 PM
To: poppe.john@gmail.com;
From: melissa.castaneda-kerson@utc.wa.gov
Subject: [FW: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129](#)
Attachments: 0

Body:

John,

Thank you for your response. I located your email in my junk folder. I am sorry that I missed it. I have removed the violation of WAC 480-110-385(3)(a).

Thank you,

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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

From: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Received: Fri Jun 02 2023 16:43:03 GMT-0700 (Pacific Daylight Time)
To: John Poppe <poppe.john@gmail.com>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129
John,

I am responding to your email regarding the complaint I passed to you on May 26, 2023. Your response has not been received by commission staff. I am not sure where it could have gone. Please forward your response to the multi-customer complaint CAS-43803-V4B9G5.

Thank you,

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From: John Poppe <poppe.john@gmail.com>;

Received: Thu Jun 01 2023 15:43:08 GMT-0700 (Pacific Daylight Time)

To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;

Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email

Checked my email. Response was sent to you.

What happened

On Thu, Jun 1, 2023, 3:32 PM John Poppe <poppe.john@gmail.com> wrote:
The complaint response was sent 5/31/2023.

On Thu, Jun 1, 2023, 3:07 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

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Consumer Program Specialist, Consumer Protection
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To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email

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Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

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Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE

Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Serviced By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice. They state the company regularly accuse customers of having leaks and causing the water shortages. They also state the company refuses to provide water meters to homes to determine where the leaks are coming from, sometimes not finding the cause for several weeks or months. The consumer states the company acknowledges that its unlawful to not have water meters and

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Melissa.castaneda-kerson@utc.wa.gov
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Activity Type: Phone Call
Activity Date: 6/7/2023, 2:20:00 PM
Direction: Outgoing
Customer: Amanda Hayes
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing call](#)
Description:
I called the consumer, and their voicemail box is full.

Activity Type: Email
Activity Date: 6/7/2023, 3:59:03 PM
To: amandahayes411@gmail.com;
From: melissa.castaneda-kerson@utc.wa.gov
Subject: [WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246134](#)
Attachments: 0
Body:

Amanda,

I am responding in regard to your complaint against Washington Water Supply Inc. I tried to call you today, June 7, 2023, and your voicemail is full. I was unable to leave a message. I have received a response from Washington Water Supply Inc., and I would like to speak with you.

Please contact me when you are available. I can be reached at 1-888-333-9882, Monday through Friday 9 a.m. to 12:30 p.m., or 1:30 p.m. to 4:00 p.m.

Thank you,

Melissa Castaneda-Kerson (she/her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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Activity Type: Email

Activity Date: 6/12/2023, 9:17:42 AM

To: melissa.castaneda-kerson@utc.wa.gov;

From: poppe.john@gmail.com

Subject: [Re: FW: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes](#)

[CRM:0246129](#)

Attachments: 0

Body:

External Email

Good morning Melissa,

I can't locate the last customer complaint document.
Please forward it to me so I can complete the response.

Thanks

John

On Mon, Jun 5, 2023, 2:04 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,

Thank you for your response. I located your email in my junk folder. I am sorry that I missed it. I have removed the violation of WAC 480-110-385(3)(a).

Thank you,

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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

From: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;

Received: Fri Jun 02 2023 16:43:03 GMT-0700 (Pacific Daylight Time)

To: John Poppe <poppe.john@gmail.com>;

Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129
John,

I am responding to your email regarding the complaint I passed to you on May 26, 2023. Your response has not been received by commission staff. I am not sure where it could have gone. Please forward your response to the multi-customer complaint CAS-43803-V4B9G5.

Thank you,

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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

From: John Poppe <poppe.john@gmail.com>;
Received: Thu Jun 01 2023 15:43:08 GMT-0700 (Pacific Daylight Time)
To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email

Checked my email. Response was sent to you.
What happened

On Thu, Jun 1, 2023, 3:32 PM John Poppe <poppe.john@gmail.com> wrote:
The complaint response was sent 5/31/2023.

On Thu, Jun 1, 2023, 3:07 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:
John,

I need to advise you of a recorded violation. By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on May 26, 2023. The response was due on May 31, 2023. The response has not been received. I have recorded one violation of WAC 480-110-385(3)(a) for failure to respond by 5/31/2023. The violations will be recorded daily until the complete response is received.

Regards,

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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

From: John Poppe <poppe.john@gmail.com>;
Received: Fri May 26 2023 11:21:54 GMT-0700 (Pacific Daylight Time)
To: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;

Subject: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129

External Email

Complaint received. Response will be as required 5/31/23.

Respectfully,
Washington Water Supply

On Fri, May 26, 2023, 11:05 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

+++++

Washington UTC Complaint CAS-43695-N9W1K2

Company: Washington Water Supply, Inc.

Customer: Amanda Hayes

Account #:

Contact:

Service Address:

202625 229th Ave SE

Maple Valley WA 98038

Primary Phone: 253-347-6048

Secondary Phone:

Email Address: amandahayes411@gmail.com

Complaint Information:

Complaint ID: CAS-43695-N9W1K2

Serviced By: Melissa Castaneda-Kerson

Opened On: 5/10/2023 4:46 PM

Grouped By: Quality Of Service

Description:

The consumer states Washington Water Supply, Inc., owns the neighborhood well and is consistently breaking laws and mistreating their customers. They turn off the water without giving 24 hours' notice. They state Washington Water Supply, Inc., also acknowledges there isn't enough water to serve all the homes in our neighborhood and have refused to drill a new well or truck in extra water, causing water loss during the hottest months of the year and at critical times of day. They state water runs out frequently when it starts to warm up, and the company routinely shuts off water to the entire neighborhood for 12 to 16 hours a day, without notice.

They state the company regularly accuse customers of having leaks and causing the water shortages. They also state the company refuses to provide water meters to homes to determine where the leaks are coming from, sometimes not finding the cause for several weeks or months.

The consumer states the company acknowledges that its unlawful to not have water meters and insist they can't afford them. The consumer states they don't believe they have a water meter and have asked about getting one. They state they have not been given any direction about the fee or the payment process of acquiring one. They state the water company does not invest in proper maintenance and repairs, indicating it is expensive and they can't afford it. The consumer states

the last call they made to the water company they refused to answer the consumer's questions and hung up on them.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

05/26/2023 11:04 a.m.-passed to Washington Water Supply, Inc., via email. Response due 05/31/2023, by 5 p.m.

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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Activity Type: Phone Call
Activity Date: 6/26/2023, 2:25:00 PM
Direction: Outgoing
Customer: Amanda Hayes
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing Call](#)

Description:

I called the consumer and left a voicemail message with my direct number. I explained I have an update on recent developments.

Activity Type: Email
Activity Date: 7/2/2023, 7:15:53 PM
To: shelly.cline@gmail.com;
From: amandahayes411@gmail.com
Subject: [Re: Echo Glen Water System UpdateCRM:0246134](#)
Attachments: 0

Body:

External Email

Am I to understand that John is going to try and charge us extra for the importing of supplemental water when it's his incompetence and lack of timely maintenance that has caused

us to not have enough water in the first place? AND we're still not allowed to water outside the home AND we're still supposed to conserve? What could the justification be for passing on that charge to us?

Also it seems strange that Shelly has to be the one to communicate with us when John has been provided with an email list for the neighborhood. What if she goes out of town or has an emergency and cannot forward it to us?

BCC'ing the person I'm in contact with at the UTC as well so they have this evidence.

Amanda Hayes

On Sun, Jul 2, 2023, 5:43 PM Shelly Cline <shelly.cline@gmail.com> wrote:

Shelly,

Please pass this along to the Echo Glen Water System users,

1. All mechanical and electrical systems operating.
2. July 1, 2023 there were 3 loads of water (12,000 gallons) transported to the water system reservoir. The cost was \$1,000. Washington Water Supply will seek approval from the UTC to recover costs associated with the importation of water with a surcharge to system customers.
3. **DO NOT USE WATER OUTSIDE THE HOME.
CONSERVE WATER**
4. Once I receive a firm date for rehabilitation of the well, I will inform system users. The last email from Valley Pump and Well it would be "soon".

Respectfully,
Washington Water Supply, Inc.

Activity Type: Email

Activity Date: 7/2/2023, 7:22:17 PM

To: melissa.castaneda-kerson@utc.wa.gov;

From: amandahayes411@gmail.com

Subject: [Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246134](#)

Attachments: 0

Body:

External Email

Hi Melissa,

Sorry for the late response, my voicemail has been acting up but it should be fixed now, and now that school's out I have more time to deal with this. Do you still need to speak with me over the phone?

I just forwarded you an email thread that was recently sent by another neighbor who transmits messages for John Poppe, because he is seeking to charge us for extra water that has had to be brought in due to the well not providing enough for household usage, and I don't see how that's

allowed when we've only been using what is absolutely necessary in our homes these last few months, and no one consented to being charged extra for using even less water in the first place.

Thanks,

Amanda Hayes

On Wed, Jun 7, 2023, 3:59 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

Amanda,

I am responding in regard to your complaint against Washington Water Supply Inc. I tried to call you today, June 7, 2023, and your voicemail is full. I was unable to leave a message. I have received a response from Washington Water Supply Inc., and I would like to speak with you.

Please contact me when you are available. I can be reached at 1-888-333-9882, Monday through Friday 9 a.m. to 12:30 p.m., or 1:30 p.m. to 4:00 p.m.

Thank you,

Melissa Castaneda-Kerson (she/her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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Activity Type: Email

Activity Date: 7/17/2023, 10:03:13 AM

To: amandahayes411@gmail.com;

From: melissa.castaneda-kerson@utc.wa.gov

Subject: [Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246134](#)

Attachments: 0

Body:

Amanda,

I am responding to your email regarding your complaint against Washington Water Supply Inc., the complaint remains open. I also received the email you forwarded to me on July 6, 2023, regarding water being brought in and email communications sent from Washington Water

Supply Inc. I so have an additional question. Washington Water Supply, Inc., states you have a meter that was installed during the summer of 2022. Are you billed a flat rate or a metered rate?

Thank you,

Melissa Castaneda-Kerson (she/her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
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Activity Type: Email

Activity Date: 7/17/2023, 10:41:31 AM

To: melissa.castaneda-kerson@utc.wa.gov;

From: amandahayes411@gmail.com

Subject: [Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246134](#)

Attachments: 0

Body:

External Email

Hi Melissa,

Thank you for that information. We are billed a flat rate, which is [REDACTED] 4a, and we have been billed that each month since we purchased the home in June of 2021. (I can provide you with copies of the bills if needed.)

Discussions with my neighbors have told me that everyone in the neighborhood is billed [REDACTED] 4a and has been for a long time.

I'm really surprised John Poppe did not inform us that we have a meter, considering we have repeatedly asked for one, even since 2022. It certainly would have stopped a lot of questioning emails from us. And it would have stopped a lot of needless searching on our property whenever there's a leak he can't identify.

Thanks again,

Amanda Hayes

On Mon, Jul 17, 2023, 10:03 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

Amanda,

I am responding to your email regarding your complaint against Washington Water Supply Inc., the complaint remains open. I also received the email you forwarded to me on July 6, 2023, regarding water being brought in and email communications sent from Washington Water Supply Inc. I so have an additional question. Washington Water Supply, Inc., states you have a meter that was installed during the summer of 2022. Are you billed a flat rate or a metered rate?

Thank you,

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Activity Type: Phone Call
Activity Date: 7/28/2023, 9:35:00 AM
Direction: Outgoing
Customer: Amanda Hayes
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing Call](#)
Description:

I contacted the consumer and left a voicemail message. I let them know I received their last email. I also let them know the complaint is open and ongoing.

Activity Type: Phone Call
Activity Date: 8/14/2023, 2:50:00 PM
Direction: Outgoing
Customer: Amanda Hayes
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing Call](#)
Description:

I left a voicemail and requested a return call. I left my direct phone number.

Activity Type: Phone Call
Activity Date: 8/21/2023, 2:50:00 PM
Direction: Outgoing
Customer: Amanda Hayes
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing Call](#)

Description:

I left a voicemail for the consumer. I let them know the informal complaint process is complete the complaint will now be closed. I explained that through the complaint we found the Washington Water Supply Inc. is trucking in water to mitigate the shut offs, and they have contracted with Valley Pump for well restoration. I left my direct number for any questions and explained that if they experience shut offs again, they can contact the Department of Health, or they can contact us with questions.

Activity Type: Email
Activity Date: 8/21/2023, 4:01:03 PM
To: amandahayes411@gmail.com;
From: melissa.castaneda-kerson@utc.wa.gov
Subject: [Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246134](#)
Attachments: 0

Body:

Amanda,

I attempted to reach you today regarding the outcome of your complaint against Washington Water Supply Inc., at 3:15 p.m., I left a detailed message at the number you provided, (253) 347-6048, explaining that your complaint is now closed. If you have any questions, please call me at 1-888-333-9882, Monday through Friday, 9:30 a.m. to 12:30 p.m. or 1:30 p.m. to 4:00 p.m.

Sincerely,

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142

Melissa.castaneda-kerson@utc.wa.gov

www.utc.wa.gov

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Activity Type: Email

Activity Date: 8/22/2023, 4:02:13 PM

To: poppe.john@gmail.com;

From: melissa.castaneda-kerson@utc.wa.gov

Subject: [Re: FW: Re: WA UTC Complaint CAS-43695-N9W1K2 for Amanda Hayes CRM:0246129](#)

Attachments: 0

Body:

John,

Thank you for your response regarding maintenance to the well, the customer's meter, and frequent water shut offs. The complaint is now closed. The disposition is Company Upheld. Please note that Consumer Protection section has an internal quality review program, and all closed complaints are subject to review and/or re-opening.

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Redaction Log

Total Number of Redactions in Document: 2

Redaction Reasons by Page

Page	Reason	Description	Occurrences
38	4a	Personal Information - Financial Information redacted under RCW 42.56.230(5) for containing any of the following information identifiable to the individual that concerns the amount and conditions of an individuals assets, liabilities, or credit. Credit card number's, debit card number's, electronic check number's, and other financial information.	2

Redaction Log

Redaction Reasons by Exemption

Reason	Description	Pages (Count)
4a	Personal Information - Financial Information redacted under RCW 42.56.230(5) for containing any of the following information identifiable to the individual that concerns the amount and conditions of an individuals assets, liabilities, or credit. Credit card number's, debit card number's, electronic check number's, and other financial information.	38(2)

Washington State Complaint: CAS-43804-R4F5W9

Company: Washington Water Supply, Inc.

Industry: Water

Customer: Bob Hansen

Alt Contact:

Account Number:

Service Phone: 206-999-4490

E-mail Address: ta76455@gmail.com

Service Address: 21006 231st Ave SE Maple Valley King WA 98038

Complaint: CAS-43804-R4F5W9

Type: Complaint

Serviced By: Melissa Castaneda-Kerson

Grouped By: Quality Of Service

Opened On: 6/2/2023, 8:28:07 AM

Closed On: 8/21/2023, 12:17:12 PM

Disposition: Company upheld

Violations Total: 0

TA Total: 0

Amount Customer Saved:

Description:

The consumer states over the last four years they have experienced major issues with the well owned by Washington Water Supply Inc. The have experienced lack of pressure and now they are experiencing days without water for more than an hour. The consumer states that Washington Water Supply Inc., does not communicate with them effectively about shut off or repairs. The consumer states they would like to know how Washington Water Supply Inc., is going to fix these problems.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5.

Passed to Washington Water Supply Inc. at 2:43p.m., via email on June 2, 2023. Response due by 5 p.m. on June 6, 2023.

Supervisor Result:

Customer Resolution:

Result:

Washington Water Supply Inc. (WWSI) is trucking in water from Buffalo Water Inc. to mitigate the community water outages. The Utilities and Transportation Commission approved a temporary rate surcharge of \$60 per month that will expire November 2023, to assist with the cost of trucking in water. WWSI, contracted with Valley Water Pump to restore the well. The approximate start date of the project is Aug. 14, 2023. WWSI is communicating immediate

changes through email to their customers who have selected this method. This complaint is linked to Multi-Customer complaint CAS-43803-V4B9G5

Violations

There are no violations for this case.

Activities

Activity Type: Activity

Activity Date: 6/1/2023, 7:51:00 PM

Contact:

Subject: [Original Inquiry](#)

Attachments: 0

Description:

From: Bob Hansen Sent: Thursday, June 1, 2023 7:51 PM To: UTC DL Consumer Subject: Echo Glen (27510) - Water Outage, Washington Water Supply Complaint External Email Im not sure how this works or who to go to, we are on a community well with 43+ houses on the well system, over the last 4 years or so we have had major issues with the well being able to supply enough pressure to begin with and now we are down to having days without water for more than an hour or so. We were not made aware until yesterday that we needed to boil our water for it to be drinkable as you can see in the email chain below and the well owner John Poppe continues to only send notifications to one person or not at all. I am concerned for my safety as well as the expense of having to buy water from the store and losing my new lawn. John Poppe was supposed to have solved this issue last year after a meeting with the neighborhood but didnt do anything until we started experiencing shortages here about a month ago. I feel like we have no where to turn and I'm not even sure what I am paying for or what I can do at this point. I really need some help, DOH seems like they are more after the quality and confirmed we need to boil the water but John's lack of concern or urgency to provide us with clean, safe drinking water seems like it is almost criminal at this point. One of the most recent email chains is below, unfortunately there are many at this point.....Please Help us. The Company Washington Water Supply, Inc. 601339262, Water (160) ... Primary, John R. Poppe, Owner, (360) 308-8330, poppe.john@gmail.com I appreciate anything you can do to assist us with getting a sustainable water supply Bob Hansen 206-999-4490 21006 231st ave se Maple Valley, WA 98038 ----- Forwarded message ----- From: Heidi jo Mafi Date: Thu, Jun 1, 2023 at 7:27 PM Subject: Re: Echo Glen (27510) - Water Outage, Request Info To: David Sutfin Cc: Matthew Ciarvella , Amanda Hayes , Amber Oosterhof , Carol & Jeff Seppi , Cindy & John Patterson , Corey Cline , Dawn Till , Emily Beaudin-Sutfin , Girl Scouts Tammy Wood , Guru Laxmi , JONATHAN ZABEL , Janan & Rick Snider , Jeff & Kris Granlund , Jenene Wilmoth , Joe Gstettenbauer , John & Marianne Earl , John Poppe , Jon Clements , Jordan Jensen , Ken Wood , Lauren Cusimano , Linda Moore , Maggie Jensen , Marline Bago , , Melinda Barrack , Morgan Manley , Nicola Weber , , Remko Oosterhof , Richard & Morgan Manly , Robert & shari Handen , Satomi Miyakawa , Shelly Cline , Steven Galipeau , Terry & Marisa Tychon , Toby Cusimano , Valerie deMaine , andy , , Jennifer Caldwell , dan anderson , , John Earl , , , , lois nangle , , richard tout , , Honestly, I don't think we even had that much time. Maybe 1.5 hours and the pressure was super low...dribble -Heidi & Beni On Thu, Jun 1, 2023, 7:24 PM David Sutfin wrote: 6/1/2023 , 7:20pm PST, 68 deg day Mr Poppe, Water is out at Echo Glen again today after 2.5 hours of availability. Water has been off since this morning. Please advise when to expect water

service again and if there are any indications of a more significant system leak given the short duration of availability on a cool day. Regards, Dave Sutfin 20810 231st Ave SE, Maple Valley, WA 98038 920.740.8399 On Fri, May 26, 2023 at 8:51 PM Matthew Ciarvella wrote: Confirming that water is out again. Matt Ciarvella Get Outlook for Android

From: David Sutfin Sent: Friday, May 26, 2023 12:08:46 PM To: Matthew Ciarvella Cc: Corey Cline ; Guru Laxmi ; Amanda Hayes ; Amber Oosterhof ; Carol & Jeff Seppi ; Cindy & John Patterson ; Dawn Till ; Emily Beaudin-Sutfin ; Girl Scouts Tammy Wood ; Heidi Mafi ; JONATHAN ZABEL ; Janan & Rick Snider ; Jeff & Kris Granlund ; Jenene Wilmoth ; Joe Gstettenbauer ; John & Marianne Earl ; John Poppe ; Jon Clements ; Jordan Jensen ; Ken Wood ; Linda Moore ; Maggie Jensen ; Marline Bago ; MaureenJWalsh@yahoo.com ; Melinda Barrack ; Morgan Manley ; Nicola Weber ; Phsphsp62@yahoo.com ; Remko Oosterhof ; Richard & Morgan Manly ; Robert & shari Handen ; Satomi Miyakawa ; Steven Galipeau ; Terry & Marisa Tychon ; Toby Cusimano ; Valerie deMaine ; andy ; andytill@ymail.com ; caldwell.jennifer@gmail.com ; dan anderson ; ewingert34@gmail.com ; jetheduke@outlook.com ; karenstout1@comcast.net ; katiethorntonwiatt@gmail.com ; krisgranlund@yahoo.com ; kristinerottman@comcast.net ; lois nangle ; lorissamarie94@gmail.com ; richard tout ; sullys87toyo@gmail.com ; tychon@me.com ; Shelly Cline ; Lauren Cusimano ; dylanrutledge23@gmail.com Subject: Re: Well leak, please discontinue outdoor watering John, Is any effort being make to confirm that there has not been a leak sprung somewhere in the system, either in the distribution or on private property, due to repetitive pressures changes (no pressure, pressure, no pressure, etc)? Seems like our water service intervals are now a few hours at a time. Dave On Fri, May 26, 2023 at 11:22 AM Matthew Ciarvella wrote: John, The water is off again. Can we receive any confirmation if there will be further water deliveries to address the shortage? Regards, Matt Ciarvella Get Outlook for Android

From: Corey Cline Sent: Thursday, May 25, 2023 5:45:16 PM To: David Sutfin Cc: Guru Laxmi ; Amanda Hayes ; Amber Oosterhof ; Carol & Jeff Seppi ; Cindy & John Patterson ; Dawn Till ; Emily Beaudin-Sutfin ; Girl Scouts Tammy Wood ; Heidi Mafi ; JONATHAN ZABEL ; Janan & Rick Snider ; Jeff & Kris Granlund ; Jenene Wilmoth ; Joe Gstettenbauer ; John & Marianne Earl ; John Poppe ; Jon Clements ; Jordan Jensen ; Ken Wood ; Lauren Cusimano ; Linda Moore ; Maggie Jensen ; Marline Bago ; Matthew Ciarvella ; MaureenJWalsh@yahoo.com ; Melinda Barrack ; Morgan Manley ; Nicola Weber ; Phsphsp62@yahoo.com ; Remko Oosterhof ; Richard & Morgan Manly ; Robert & shari Handen ; Satomi Miyakawa ; Steven Galipeau ; Terry & Marisa Tychon ; Toby Cusimano ; Valerie deMaine ; andy ; andytill@ymail.com ; caldwell.jennifer@gmail.com ; dan anderson ; dylanrutledge23@gmail.com ; ewingert34@gmail.com ; jetheduke@outlook.com ; karenstout1@comcast.net ; katiethorntonwiatt@gmail.com ; krisgranlund@yahoo.com ; kristinerottman@comcast.net ; lois nangle ; lorissamarie94@gmail.com ; richard tout ; sullys87toyo@gmail.com ; tychon@me.com ; Shelly Cline Subject: Re: Well leak, please discontinue outdoor watering Adding Shelly back to the list Sent from my iPhone On May 25, 2023, at 5:31 PM, David Sutfin wrote: John, Water is off again. Please advise. Dave Sutfin 920.740.8399 On Thu, May 25, 2023 at 11:30 AM Guru Laxmi wrote: Adding folks from the others list so that we can retain this email chain. On Thu, May 25, 2023 at 8:51 AM Shelly Cline wrote: Could you all please use the other email chain I sent out this morning. There are people that have requested notifications about the well that are not on this list. On Thu, May 25, 2023 at 9:45 AM Amanda Hayes wrote: If we're dealing with this water shortage indefinitely and

we have no ETA of when the well will be worked on, logic (and the law) would dictate that it's John's responsibility to have additional water trucked in every day to meet the demands of household water usage. The weather is heating up, each day we go without water increases the risk that we will not have the resources needed if there is a fire, and if people aren't allowed to water outside their home, the risk of fire just increases as all the grass and plants and trees dry up. We now have to tell the fire department to be on the lookout for our neighborhood because we have no way to access water if we have a fire, as the water seems to be drying up daily now. Again I will reiterate that people who are sick or in hospice care need access to water 24/7 or it could be life threatening for them. Imagine if a child or relative is sick and dies because they don't have water at a critical time. This is a risk that goes beyond the inconvenience of cooking, showers, etc. Not to mention what lack of water does to our property values, what it does to landlords who could now be legally obligated to tell their tenants they can't guarantee continued access to water in future leases, etc. I know I wouldn't have moved into this neighborhood if I knew it had these issues before I made an offer on our house. TL;DR: Water should be trucked in daily until we have a guarantee that the well will provide enough output for daily household use and mitigate the risk of fires or death from lack of water. On Thu, May 25, 2023 at 9:05 AM Jenene Wilmoth wrote: I have stayed quiet long enough but can no longer do so. am with everyone else here it is ridiculous that we have to find a time to bathe, do laundry, clean dishes, etc.. when water is going to be on. This is not livable! I should not have to set a time when I will be showering each day. I cannot imagine that people are out watering their lawns because they no we will have no water. Water needs to be provided to us. We all pay each month to have this. So should we all stop paying until we can get water on a consistent basis? We don't pay for a service when we are not getting that said service. Something needs to change! On Thu, May 25, 2023, 8:58 AM Emily Beaudin wrote: Of course consumption increases in the morning after an outage. People are catching up on dishes, laundry and bathing they were not able to do the night before. In a previous email on this thread you stated our average daily usage was 140 gallons, now you state it's 130. The real issue here is that if the service had been scheduled in the fall or winter in preparation for summer then we wouldn't be in this situation. Emily On Thu, May 25, 2023, 8:06 AM John Poppe wrote: Good Morning all, The reason for water outages are there are water system users that are watering outside the home. Current water production from the well meets the needs for water used inside the home. This was demonstrated in the winter months of 2022 / 2023 and when recent weather temps cooled off and service was not interrupted for days. When the weather temp increases, then water consumption goes up draining the reservoir. Previous emails have stated that normal consumption per house, is 130 gallons per day. Recent water consumption per house has increased to 200 gallons per day. In summary, there are water systems users that are consuming a very high volume of water resulting in the outages. We can not predict when water will be a water outage because the booster pump controls (on/off) are controlled by electronics inside the reservoir. The booster pump controls are set to protect the pump from burning up when water is not getting to the pump. Once a water outage has occurred, it takes 4 hours for the reservoir to fill allowing the controls to start the booster pump which supplies pressure to all residences. **NOTICE: WHEN WATER SERVICE IS INTERRUPTED DUE TO HIGH WATER CONSUMPTION, IT WILL TAKE FOUR HOURS FOR THE BOOSTER PUMP TO TURN ON.** Recent emails from Washington Water Supply have warned users of pending outages as best that we can predict. The well driller contracted to rebuild the well has \$8,000 of my money to start as soon as possible. I have emailed, called and visited their office asking for expedited service. They have made it perfectly clear they have a schedule and

they will get to it when their schedule allows. I will notify system users when a firm date has been stated by the contractor. NOTICE: BASED ON CURRENT WATER CONSUPTION, 5-25-23, THE RESERVOIR WILL BE OUT OF WATERBY 12 NOON TODAY. PLEASE CONSERVE WATER AND DO NOT WATER OUTSIDE THE HOME. Respectfully, Washington Water Supply, Inc. On Wed, May 24, 2023 at 9:35 PM Jon Clements wrote: John, this is getting out of hand. Water is being shut off with 0 warning nearly every other day. What happened to emailing us every time BEFORE the water gets shut off? Or telling us WHEN to expect the water to be shut off, and for how long? Additionally, multiple people have asked you repeatedly when to expect the company to come out to service the well. What can we expect while they are here? Will water be out for a day? Two days? Not at all? We have had 0 communication from you about what to expect. Please be proactive about informing us of outages, I needed to do some laundry for a trip we are leaving for this evening and now I can't because I came home to no water. This is much more of an inconvenience than having to open a bottle of water here and there. On Wed, May 24, 2023, 7:20 PM David Sutfin wrote: John, Water is now off. Please advise as to when water service is expected to resume. Dave On Wed, May 24, 2023 at 2:07 PM John Poppe wrote: May 24 2023 205 pm Huge increase in water consumption since 8 am this morning. No watering outside the home. If outside watering continues, water in reservoir will be out this evening! On Sun, May 21, 2023 at 10:00 PM wrote: I have a good friend who is a local personal injury lawyer. Although he works cases for accident victims, I will be talking to him this week about what action I should take and if it something he deals with or who he would recommend. I rather feel like an accident victim. This is absurd that John did not deal with this over the winter months. At bare minimum he should be hauling in water. It is his legal requirement. There is no excuse for what we are going though. Melinda On May 21, 2023, at 4:19 PM, Guru Laxmi wrote: We have had unannounced water cuts almost everyday last week. 1. Why are we not notified before the shutdown? 2. Why is Washington Water Supply not getting water trucked in when the tank is low ? It is incredibly frustrating not to have access to water when needed. It disrupts our daily routines and also our ability to invite friends and family over! And the worst part is we don't have a clear answer on when this issue would stop. On Sun, May 21, 2023, 3:54 PM David Sutfin wrote: I spoke to the emergency line they informed me that John says the water will be back on by 8pm. On Sun, May 21, 2023 at 3:43 PM Dawn Till wrote: John No water. When will it be back on today?? Also, Memorial Day is next weekend-have they confirmed the project will happen next week? Will we be without water while this project is happening? This is so unhealthy for us to not be able to plan for the outages and extremely frustrating! Please provide update. -Dawn Till Sent from Yahoo Mail for iPhone On Saturday, May 20, 2023, 6:58 PM, David Sutfin wrote: All: I just called the emergency line and it is my understanding that the water will be back on at 9:30pm again. Mr Poppe, Please confirm if this is accurate and if you can provide the community any clarity if there are any issues beyond user usage we should be aware of. Are we to anticipate daily shutoffs until the well is addressed? Regards, Dave Sutfin On Sat, May 20, 2023 at 7:28 PM Shelly Cline wrote: I have a new distribution list with several updated email addresses, but I need to be at home to initiate the first email. I well send it out tonight. On Sat, May 20, 2023 at 5:01 PM Jon Clements wrote: Adding Lois to this chain On Fri, May 19, 2023, 10:43 PM Amanda Hayes wrote: It's 10:40pm now and there's still not a drop of water. We would really like to shower and wash the dishes, how much longer until we're allowed to have some? My family sure would appreciate being able to have the very modern amenity of running water in our home! It would be a real treat for us after it being out again all afternoon and evening. 🙏🙏🙏 On Fri, May 19, 2023, 7:02 PM John

Poppe wrote: The water pressure will return about 930 when reservoir is 1/3 full. On Fri, May 19, 2023, 6:20 PM David Sutfin wrote: Mr Poppe, The water is out. Please advise next steps. Dave Sutfin On Wed, May 17, 2023 at 12:09 PM John Poppe wrote: Good morning All, This morning a water system user had their irrigation operating this morning. I had a lively discussion with the home owner and they have shut off their irrigation. This will help keep water in the reservoir for house use. Several people have asked about a leak, and we feel there are customers that are (secretly) using outside water . Please cooperate and stop watering outside the home. In general, we have contracted a well driller to rehab the well by replacing existing screens, and adding another 10' of screens (totaling 20'=double the existing capacity) and paid them an \$8,000 deposit to have the work started with final cost to be defined once the project is complete. The original schedule was for the work to be completed around Memorial Day Weekend. I asked that we be moved up to minimize the Echo Glen Water System problems. I am still waiting for the well driller response. Respectfully, Washington Water Supply On Tue, May 16, 2023 at 10:17 PM Rick Manley wrote: My wife would like her email to be included on this distro. Please add morganamanley@yahoo.com. Thank you Sent from Yahoo Mail on Android On Tue, May 16, 2023 at 10:02 PM, David Sutfin wrote: John, What are next steps now that the water is out? Another delivery??? Dave On Tue, May 16, 2023 at 10:12 PM John Poppe wrote: I will let all Echo Glen users know at the same time. On Tue, May 16, 2023, 12:01 PM David Sutfin wrote: Any update on repair timelines? Dave On Tue, May 16, 2023 at 11:33 AM John Poppe wrote: Notice. We will be out of water about 2 pm today. Respectfully, Washington Water Supply On Sun, Apr 30, 2023, 6:03 PM John Poppe wrote: Reservoir update: 1. All pumping systems operating as designed. 2. Reservoir critically low. 3. Please do not water outside the home. 4. Walk your property to check for leaks. Washington Water Supply On Sun, Apr 30, 2023, 1:37 PM Shelly Cline wrote: Hey all, I just got word from John Poppe that the reservoir is very low and there's a leak in the system. Please check your yards for leaks and turn off any irrigation systems that were in use. If you find a leak please report it back to John so we can resolve the issues. John reports that work will be done on the well at the end of May, but I don't have any further information at this time. Thanks, Shelly

Activity Type: Email

Activity Date: 6/2/2023, 8:30:54 AM

To: melissa.castaneda-kerson@utc.wa.gov;

From: crmadmsvc@utc.wa.gov

Subject: [CAS-43804-R4F5W9 has been Assigned to You CRM:0042529](#)

Attachments: 0

Body:

CAS-43804-R4F5W9

Activity Type: Email

Activity Date: 6/2/2023, 8:33:57 AM

To: melissa.castaneda-kerson@utc.wa.gov;

From: crmadmsvc@utc.wa.gov

Subject: [CAS-43804-R4F5W9 has been Assigned to You CRM:0042529](#)

Attachments: 0

Body:

CAS-43804-R4F5W9

Activity Type: Phone Call

Activity Date: 6/2/2023, 11:30:00 AM

Direction: Outgoing

Customer: Bob Hansen

UTC POC: Melissa Castaneda-Kerson

Subject: [Outgoing Call](#)

Description:

I spoke with the consumer and introduced myself and provided my contact information. I explained the informal complaint process. The consumer states they have concerns about retaliation. I let them know that I hope that doesn't happen. I did confirm that when the complaint is passed the company will know who the person making the complaint is. The consumer stated to proceed. They state they have not been able to shower in two days and a valve on a toilet busted. Each time the water shuts off it goes through a 20-minute process of re-pressurizing when it turns back on and that causes issues to the valves.

Activity Type: Email

Activity Date: 6/2/2023, 2:43:28 PM

To: poppe.john@gmail.com;

From: melissa.castaneda-kerson@utc.wa.gov

Subject: [WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246132](#)

Attachments: 0

Body:

New Complaint

+++++

Washington UTC Complaint CAS-43804-R4F5W9

Company: Washington Water Supply, Inc.

Customer: Bob Hansen

Account #:

Contact:

Service Address:

21006 231st Ave SE

Maple Valley WA 98038

Primary Phone: 206-999-4490

Secondary Phone:

Email Address: ta76455@gmail.com

Complaint Information:

Complaint ID: CAS-43804-R4F5W9

Serviced By: Melissa Castaneda-Kerson

Opened On: 6/2/2023 8:28 AM

Grouped By:

Description:

The consumer states over the last four years they have experienced major issues with the well owned by Washington Water Supply Inc. The have experienced lack of pressure and now they are experiencing days without water for more than an hour. The consumer states that Washington Water Supply Inc., does not communicate with them effectively about shut off or repairs. The

consumer states they would like to know how Washington Water Supply Inc., is going to fix these problems.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5.

Passed to Washington Water Supply Inc. at 2:43 p.m., via email on June 2, 2023. Response due by 5 p.m. on June 6, 2023.

Activity Type: Email

Activity Date: 6/12/2023, 3:13:47 PM

To: poppe.john@gmail.com;

From: melissa.castaneda-kerson@utc.wa.gov

Subject: [WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246138](#)

Attachments: 0

Body:

John,

I am responding to your email regarding the complaint I passed to you on June 2, 2023. Your response has not been received by commission staff. I need to advise you of a recorded violation. By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on June 2, 2023. The response was due on June 6, 2023. The response has not been received. I have recorded three violations of WAC 480-110-385(3)(a) for failure to respond by June 6, 2023. The violations will be recorded daily until the complete response is received.

Please forward your response to the multi-customer complaint CAS-43803-V4B9G5.

Thank you,

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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Activity Type: Phone Call

Activity Date: 7/3/2023, 3:40:00 PM

Direction: Outgoing

Customer: Bob Hansen

UTC POC: Melissa Castaneda-Kerson

Subject: [Outgoing call](#)

Description:

I spoke to the consumer and let them know the complaint was still open. They confirmed they are on the emails string that is being used to give updates from WWSI. The updates from WWSI are being sent to a neighbor and then forward to the community. The consumer states the water outages have ceased. They state their neighbor's water was shut off for pressuring washing and not conserving water. The consumer has consumers about fees they are going to be charged for the water being trucked in. They state they don't think they should be charged for this because this is due to WWSI negligence. I explained any rate changes will be reviewed by the commission through a process I am not a part of. I let the consumer know that during that process they will be notified and will be given a chance to comment on it. The consumer asked if it was illegal that they don't all have meters. I explained it is not a requirement of the Utilities and Transportation Commission. I explained in the tariff there is an option for flat rate or metered use. I explained Washington Administrative Code 480-110-415(a) and 480-115-415(b). The consumer states they have never asked for a meter. At some point they state that WWSI stated every customer would have one but that never happened. The consumer asked if they could just close their account with WWSI and if there would be any penalties for that. I advised I didn't think so. They state they have a neighbor who has a solo well and they are checking to see if it produces enough for the consumer to use.

Activity Type: Email

Activity Date: 7/20/2023, 12:31:36 PM

To: poppe.john@gmail.com;

From: melissa.castaneda-kerson@utc.wa.gov

Subject: [FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246138](#)

Attachments: 0

Body:

John,

I am following up on the previous email regarding the complaint that was originally passed to you on June 2, 2023. I have reviewed the record and your response has not been received.

By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on June 2, 2023. The response was due on June 6, 2023.

Please forward your response to the multi-customer complaint CAS-43803-V4B9G5.

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

From: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Received: Mon Jun 12 2023 15:13:47 GMT-0700 (Pacific Daylight Time)
To: John Poppe <poppe.john@gmail.com>;
Subject: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246138
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Activity Type: Email
Activity Date: 7/20/2023, 2:17:50 PM
To: melissa.castaneda-kerson@utc.wa.gov;
From: poppe.john@gmail.com

Subject: Re: FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246138

Attachments: 0

Body:

External Email

I have reviewed multiple Washington Water Supply responses.....so I'm not sure of the UTC request. Please send the UTC request for a response.

Did you receive the June 8, 2023 response? It was substantial in volume.

On Thu, Jul 20, 2023 at 12:32 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,

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To: John Poppe <poppe.john@gmail.com>;

Subject: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246138

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Activity Type: Email
Activity Date: 7/21/2023, 7:37:26 AM
To: melissa.castaneda-kerson@utc.wa.gov;
From: poppe.john@gmail.com
Subject: [Re: FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246138](#)
Attachments: 0

Body:

External Email

Please forward the UTC document that you are referring to.

Thanks

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Activity Type: Email
Activity Date: 7/21/2023, 2:59:45 PM
To: poppe.john@gmail.com;
From: melissa.castaneda-kerson@utc.wa.gov
Subject: [FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246132](#)
Attachments: 0

Body:

John,

I am responding to your email regarding the required response for a complaint that was passed to Washington Water Supply, Inc., on June 2, 2023. The complaint was passed on June 2, 2023, to Washington Water Supply, Inc., and I have attached it to this email.

I have received your responses for the other complaints.

Regards,

Melissa Castaneda-Kerson (she/her)
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----- Original Message -----

From: Melissa Castaneda-Kerson <melissa.castaneda-kerson@utc.wa.gov>;
Received: Fri Jun 02 2023 14:43:28 GMT-0700 (Pacific Daylight Time)
To: John Poppe <poppe.john@gmail.com>;
Subject: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246132

New Complaint

+++++

Washington UTC Complaint CAS-43804-R4F5W9

Company: Washington Water Supply, Inc.

Customer: Bob Hansen

Account #:
Contact:
Service Address:
21006 231st Ave SE
Maple Valley WA 98038
Primary Phone: 206-999-4490
Secondary Phone:
Email Address: ta76455@gmail.com
Complaint Information:
Complaint ID: CAS-43804-R4F5W9
Serviced By: Melissa Castaneda-Kerson
Opened On: 6/2/2023 8:28 AM
Grouped By:

Description:

The consumer states over the last four years they have experienced major issues with the well owned by Washington Water Supply Inc. They have experienced lack of pressure and now they are experiencing days without water for more than an hour. The consumer states that Washington Water Supply Inc., does not communicate with them effectively about shut off or repairs. The consumer states they would like to know how Washington Water Supply Inc., is going to fix these problems.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5.

Passed to Washington Water Supply Inc. at 2:43 p.m., via email on June 2, 2023. Response due by 5 p.m. on June 6, 2023.

Activity Type: Email

Activity Date: 7/21/2023, 3:48:21 PM

To: melissa.castaneda-kerson@utc.wa.gov;

From: poppe.john@gmail.com

Subject: [Re: FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246132](#)

Attachments: 0

Body:

External Email

Didn't receive the attachment?

On Fri, Jul 21, 2023 at 2:59 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,

I am responding to your email regarding the required response for a complaint that was passed to Washington Water Supply, Inc., on June 2, 2023. The complaint was passed on June 2, 2023, to Washington Water Supply, Inc., and I have attached it to this email.

I have received your responses for the other complaints.

Regards,

Melissa Castaneda-Kerson (she/her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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Washington UTC Complaint CAS-43804-R4F5W9

Company: Washington Water Supply, Inc.

Customer: Bob Hansen

Account #:

Contact:

Service Address:

21006 231st Ave SE

Maple Valley WA 98038

Primary Phone: 206-999-4490

Secondary Phone:

Email Address: ta76455@gmail.com

Complaint Information:

Complaint ID: CAS-43804-R4F5W9

Serviced By: Melissa Castaneda-Kerson

Opened On: 6/2/2023 8:28 AM

Grouped By:

Description:

The consumer states over the last four years they have experienced major issues with the well owned by Washington Water Supply Inc. They have experienced lack of pressure and now they are experiencing days without water for more than an hour. The consumer states that Washington Water Supply Inc., does not communicate with them effectively about shut off or repairs. The consumer states they would like to know how Washington Water Supply Inc., is going to fix these problems.

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Individual case included in multi-customer complaint CAS-43803-V4B9G5.

Passed to Washington Water Supply Inc. at 2:43 p.m., via email on June 2, 2023. Response due by 5 p.m. on June 6, 2023.

Activity Type: Email

Activity Date: 7/21/2023, 3:55:45 PM

To: melissa.castaneda-kerson@utc.wa.gov;

From: poppe.john@gmail.com

Subject: [Re: FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246132](#)

Attachments: 0

Body:

External Email

Got it. Let me look into this. Don't remember seeing this one. I may of included included the information in the June 8, 2023 response. The June 8 response includes specifics to the Hansen complaint.

On Fri, Jul 21, 2023 at 3:48 PM John Poppe <poppe.john@gmail.com> wrote:
Didn't receive the attachment?

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New Complaint

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Washington UTC Complaint CAS-43804-R4F5W9

Company: Washington Water Supply, Inc.

Customer: Bob Hansen

Account #:

Contact:

Service Address:

21006 231st Ave SE

Maple Valley WA 98038

Primary Phone: 206-999-4490

Secondary Phone:

Email Address: ta76455@gmail.com

Complaint Information:

Complaint ID: CAS-43804-R4F5W9

Serviced By: Melissa Castaneda-Kerson

Opened On: 6/2/2023 8:28 AM

Grouped By:

Description:

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Water Supply Inc., does not communicate with them effectively about shut off or repairs. The consumer states they would like to know how Washington Water Supply Inc., is going to fix these problems.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5.

Passed to Washington Water Supply Inc. at 2:43 p.m., via email on June 2, 2023. Response due by 5 p.m. on June 6, 2023.

Activity Type: Email

Activity Date: 7/26/2023, 9:46:56 AM

To: melissa.castaneda-kerson@utc.wa.gov;

From: poppe.john@gmail.com

Subject: [Re: FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen CRM:0246132](#)

Attachments: 0

Body:

External Email

Melissa,

I can't find my response to the Bob Hansen complaint, therefore my mistake and I take responsibility.

On Fri, Jul 21, 2023 at 3:55 PM John Poppe <poppe.john@gmail.com> wrote:
Got it. Let me look into this. Don't remember seeing this one. I may of included included the information in the June 8, 2023 response. The June 8 response includes specifics to the Hansen complaint.

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New Complaint

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Washington UTC Complaint CAS-43804-R4F5W9

Company: Washington Water Supply, Inc.

Customer: Bob Hansen

Account #:

Contact:

Service Address:

21006 231st Ave SE

Maple Valley WA 98038

Primary Phone: 206-999-4490

Secondary Phone:

Email Address: ta76455@gmail.com

Complaint Information:

Complaint ID: CAS-43804-R4F5W9

Serviced By: Melissa Castaneda-Kerson

Opened On: 6/2/2023 8:28 AM

Grouped By:

Description:

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Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5.

Passed to Washington Water Supply Inc. at 2:43 p.m., via email on June 2, 2023. Response due by 5 p.m. on June 6, 2023.

Activity Type: Phone Call

Activity Date: 8/21/2023, 11:40:00 AM

Direction: Outgoing

Customer: Bob Hansen

UTC POC: Melissa Castaneda-Kerson

Subject: [Outgoing Call](#)

Description:

I spoke with the consumer and explained the reason the complaint was opened has been investigated. Washington Water Supplied Inc. responded and provided details about the water shortage. I explained the water is being trucked into mitigate the outages. The consumer stated that they are still receiving emails from the volunteer person. I let them know that isn't a violation of our rules. I explained the situation involving the frequent changes may be best handled with emails being sent to the customers so that they are aware of what is happening. I also explained if they experience water outages it may be best to contact the Department of Health because they are responsible for quality and quantity of water. I let them know the complaint is going to be closed now, however we are always available for questions or to investigate new complaints. They thanked me for the assistance.

Activity Type: Email

Activity Date: 8/21/2023, 1:47:15 PM

To: poppe.john@gmail.com;

From: melissa.castaneda-kerson@utc.wa.gov

Subject: [Re: FW: WA UTC Complaint CAS-43804-R4F5W9 for Bob Hansen](#)

[CRM:0246132](#)

Attachments: 0

Body:

John,

Thank you for your responses regarding maintenance to the well, frequent water shut offs, and communication with your customers. The complaint is now closed. The disposition is Company

Upheld. Please note that Consumer Protection section has an internal quality review program, and all closed complaints are subject to review and/or re-opening.

Melissa Castaneda-Kerson (she/her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
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[Export as .doc](#)

Washington State Complaint: CAS-43779-L5R4L0

Company: Washington Water Supply, Inc.

Industry: Water

Customer: Dave Sutfin

Alt Contact:

Account Number:

Service Phone: 920-740-8399

E-mail Address: davesutfin@gmail.com

Service Address: 20810 231st Ave SE Maple Valley King WA 98038

Complaint: CAS-43779-L5R4L0

Type: Complaint

Serviced By: Melissa Castaneda-Kerson

Grouped By: Quality Of Service

Opened On: 5/31/2023, 8:22:12 AM

Closed On: 8/21/2023, 2:28:13 PM

Disposition: Company upheld

Violations Total: 0

TA Total: 0

Amount Customer Saved:

Description:

Washington Water Supply, Inc. (Washington Water) informed its customers a year ago that the Echo Glen water system well had deteriorated and required some repairs. The customer now experiences daily service interruptions due to the deteriorated well. The customer asserted Washington Water should complete the necessary repairs to the Echo Glen water system well, immediately, to provide them with consistent service.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Passed to Washington Water Supply, Inc. (Washington Water) at 2:09 p.m. via email on May 31, 2023. Response due by 5 p.m. on June 2, 2023.

Supervisor Result:

Customer Resolution:

Result:

Washington Water Supply Inc. (WWSI) is trucking in water from Buffalo Water Inc. to mitigate the community water outages. The Utilities and Transportation Commission approved a temporary rate surcharge of \$60 per month that will expire November 2023, to assist with the cost of trucking in water. WWSI, contracted with Valley Water Pump to restore the well. The approximate start date of the project is Aug. 14, 2023. This complaint is linked to Multi-Customer complaint CAS-43803-V4B9G5

Violations

There are no violations for this case.

Activities**Activity Type:** Activity**Activity Date:** 5/25/2023, 6:20:00 PM**Contact:****Subject:** [Original Inquiry](#)**Attachments:** 1**Description:**

From: David Sutfin Sent: Thursday, May 25, 2023 6:20 PM To: UTC DL Consumer Cc: Carter, Brietta J (DOH) Subject: UTC Complaint - Echo Glen Water System (System ID 27510)

External Email To Whom It May Concern, I would like to issue a formal complaint against WA Water Supply, Owner of the Echo Glen Water System (ID 27510) that I am a customer of and is regulated by WA UTC as an Investor Group A Water System. The well on our system has been deteriorating in output and is unable to meet the needs of the community. We are currently in a state where the system is having daily service interruptions. The system owner, WA Water Supply, has stated that repairs are required and are to be made. These statements were provided to system users in June 2022 (1 year ago). I am issuing the complaint based on the following grounds: 1) Per the water tariff on file (WA Water Supply, Inc, Tariff No WN U-2), Original Sheet No 8, Rule 10: "The utility will make a diligent effort to render uninterrupted service and supply of water". I would take the position that a "diligent effort" has not been made to maintain uninterrupted service at the Echo Glen Water System as it was identified by WA Water Supply 12 months ago that the well had issues and needed to be addressed/repared/replaced. 2) Per the water tariff on file (WA Water Supply, Inc, Tariff No WN U-2), Original Sheet No 8, Rule 10: "In cases where shut-off is necessary for repair, reconstruction, damage prevention or similar cause, the utility will give one day's advanced notice to its customers of such scheduled shut-off. However, the utility will not be responsible for any damage that may result from any cessation of services such as above outlined, not failure to give notice of shut-off when circumstances are such that it is impossible to give notice as stated above." I would take the position that complete and appropriate notification has not been provided to all water system customers. Sporadic notifications have been provided by WA Water Supply via an incomplete community email chain. The community itself does not have information for all customers of WA Water Supply that are on the Echo Glen Water System. Given the scope and frequency of the issue, it is my position that it is possible to provide more complete notice to all customers of the ongoing situation to best ensure household needs can best be met. 3) Per the water tariff on file (WA Water Supply, Inc, Tariff No WN U-2), Original Sheet No 11, Rule 14(i): The utility reserves the right to discontinue service to its customers for violating rules, services agreements, or effective tariffs, including violation of outdoor watering instructions given to customers in order to curtail water use during time of shortage. WA Water Supply has indicated they believe the outages are due to outside water use and that it needs to stop. However, WA Water Supply is not actively identifying system customers breaking this rule in order to enforce it, thus putting customers that are aware of, and complying with, water restrictions in undue harm due to continued lack of service. There are also most likely customers that are unaware of the restriction due to lack of proper notice (Rule 10). I have reached out to WA Water Supply to explain my concerns and their response is merely they are doing what they can and repairs will happen soon. We need immediate intervention by regulators to meet household needs and protect the health and safety of the system customers. WA Water Supply had previously trucked in water to recharge the

system reservoir but those deliveries appear to have stopped. We have water for a few hours at a time and then it goes out again. I've cc'ed Brietta Carter, the DOH Regional Engineer that is aware of this situation and have had conversations with. I am hoping that coordinating with multiple agencies responsible to regulate our water delivery will help move action forward. It is my opinion that the regular delivery of water until repairs are completed and normal supply is restored is justified given WA Water Supply's lack of diligent effort to correct the issue once it was well understood to be necessary. Please reach out for further discussion. Regards, Dave Sutfin davesutfin@gmail.com 920.740.8399 20810 231st Ave SE, Maple Valley, WA 98038

Activity Type: Email

Activity Date: 5/26/2023, 8:28:43 AM

To: april.gilson@utc.wa.gov;

From: crmadmsvc@utc.wa.gov

Subject: [CAS-43779-L5R4L0 has been Assigned to You CRM:0042510](#)

Attachments: 0

Body:

CAS-43779-L5R4L0

Activity Type: Email

Activity Date: 5/26/2023, 8:33:07 AM

To: april.gilson@utc.wa.gov;

From: crmadmsvc@utc.wa.gov

Subject: [CAS-43779-L5R4L0 has been Assigned to You CRM:0042510](#)

Attachments: 0

Body:

CAS-43779-L5R4L0

Activity Type: Phone Call

Activity Date: 5/31/2023, 9:28:00 AM

Direction: Outgoing

Customer: Dave Sutfin

UTC POC: Melissa Castaneda-Kerson

Subject: [Called Customer](#)

Description:

I contacted the customer identifying myself and the purpose of my call. I reviewed their Washington Water inquiry they submitted to the commission with them. I explained the informal and formal complaint process to them. They agreed to file an informal complaint against Washington Water at this time. They requested that I email them the commission's formal complaint fact sheet in order for them to gain more knowledge of the process in case they decide to file a formal complaint against Washington Water at a later date. I said I will file a informal complaint against Washington Water on their behalf. Washington Water's response is due to the commission June 2, 2023, by 5 p.m. I advised them that investigations generally take between two and four weeks to complete, sometimes longer. I said I will contact them as soon as I have information to share with them. I confirmed I will email them a copy of the commission's formal complaint fact sheet, which will include my contact information and hours of availability. They thanked me and the call ended.

Activity Type: Email

Activity Date: 5/31/2023, 2:09:09 PM

To: poppe.john@gmail.com;

From: april.gilson@utc.wa.gov

Subject: [WA UTC Complaint CAS-43779-L5R4L0 for Dave Sutfin CRM:0134313](#)

Attachments: 0

Body:

New Complaint

Washington UTC Complaint CAS-43779-L5R4L0

Company: Washington Water Supply, Inc.

Customer: Dave Sutfin

Account #:

Contact:

Service Address:

20810 231st Ave SE

Maple Valley WA 98038

Primary Phone: 920-740-8399

Secondary Phone:

Email Address: davesutfin@gmail.com

Complaint Information:

Complaint ID: CAS-43779-L5R4L0

Serviced By: April Gilson

Opened On: 5/26/2023 8:22 AM

Grouped By: Quality of Service

Description:

Washington Water Supply, Inc. (Washington Water) informed its customers a year ago that the Echo Glen water system well had deteriorated and required some repairs. The customer now experiences daily service interruptions due to the deteriorated well. The customer asserted Washington Water should complete the necessary repairs to the Echo Glen water system well, immediately, to provide them with consistent service.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Passed to Washington Water Supply, Inc. (Washington Water) at 2:09 p.m. via email on May 31, 2023. Response due by 5 p.m. on June 2, 2023.

Activity Type: Email

Activity Date: 5/31/2023, 2:19:24 PM

To: davesutfin@gmail.com;

From: april.gilson@utc.wa.gov

Subject: [WA UTC Complaint CAS-43779-L5R4L0 for Dave Sutfin CRM:0134314](#)

Attachments: 1

Body:

Dear Dave Sutfin,

Thank you for contacting the Utilities and Transportation Commission regarding your dispute with Washington Water Supply, Inc. (Washington Water). I have filed an informal complaint against the company on your behalf. Washington Water's response to the complaint must be received by the commission no later than 5 p.m., on June 2, 2023. I will contact you as soon as I have information to share. Please be aware that investigations generally take between two and four weeks to complete, sometimes longer. As you requested during our conversation today, I have attached the commissions formal complaint fact sheet for your review.

If you have additional concerns or questions, you may contact me by phone at (888) 333-9882 or via email at april.gilson@utc.wa.gov, Monday through Friday, 9 a.m. to 4 p.m.

Regards,

April Gilson

Complaint Investigator, Consumer Protection

Utilities and Transportation Commission

Respect. Professionalism. Integrity. Accountability.

www.utc.wa.gov



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Activity Type: Email

Activity Date: 6/1/2023, 2:00:11 PM

To: melissa.castaneda-kerson@utc.wa.gov;

From: crmadmsvc@utc.wa.gov

Subject: [CAS-43779-L5R4L0 has been Assigned to You CRM:0042528](#)

Attachments: 0

Body:

CAS-43779-L5R4L0

Activity Type: Email

Activity Date: 6/1/2023, 2:00:56 PM

To: melissa.castaneda-kerson@utc.wa.gov;

From: crmadmsvc@utc.wa.gov

Subject: [CAS-43779-L5R4L0 has been Assigned to You CRM:0042528](#)

Attachments: 0

Body:

CAS-43779-L5R4L0

Activity Type: Phone Call

Activity Date: 6/1/2023, 4:25:00 PM

Direction: Outgoing

Customer: Dave Sutfin

UTC POC: Melissa Castaneda-Kerson

Subject: [Outgoing Call](#)

Description:

I introduced myself to the consumer and provided them with my contact information. I let them know that the complaint has been passed to Washington Water Supply, Inc., and I will update the consumer after I receive a response. I also explained their complaint has been added to a Multi-Customer Complaint. The consumer has no questions at this time.

Activity Type: Email

Activity Date: 6/2/2023, 3:39:17 PM

To: april.gilson@utc.wa.gov;

From: poppe.john@gmail.com

Subject: [Re: WA UTC Complaint CAS-43779-L5R4L0 for Dave Sutfin CRM:0134313](#)

Attachments: 1

Body:

External Email

Washington Water Supply, Inc. response to CAS-437789-L5R4L0

On Wed, May 31, 2023 at 2:09 PM Gilson, April (UTC) <april.gilson@utc.wa.gov> wrote:

New Complaint

Washington UTC Complaint CAS-43779-L5R4L0

Company: Washington Water Supply, Inc.

Customer: Dave Sutfin

Account #:

Contact:

Service Address:

20810 231st Ave SE

Maple Valley WA 98038

Primary Phone: 920-740-8399

Secondary Phone:

Email Address: davesutfin@gmail.com

Complaint Information:

Complaint ID: CAS-43779-L5R4L0

Serviced By: April Gilson

Opened On: 5/26/2023 8:22 AM

Grouped By: Quality of Service

Description:

Washington Water Supply, Inc. (Washington Water) informed its customers a year ago that the Echo Glen water system well had deteriorated and required some repairs. The customer now experiences daily service interruptions due to the deteriorated well. The customer asserted Washington Water should complete the necessary repairs to the Echo Glen water system well, immediately, to provide them with consistent service.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Passed to Washington Water Supply, Inc. (Washington Water) at 2:09 p.m. via email on May 31, 2023. Response due by 5 p.m. on June 2, 2023.

Activity Type: Phone Call

Activity Date: 6/16/2023, 4:50:00 PM

Direction: Outgoing

Customer: Dave Sutfin

UTC POC: Melissa Castaneda-Kerson

Subject: [Outgoing Call](#)

Description:

I contacted the consumer and relayed that Washington Water Supply Inc. (WWSI) states they have entered into contract with a company to restore the well. The consumer was aware of this and has also been told that WWSI may be looking for a different company to do the work. The consumer states they have seen water being trucked in and they believe WWSI is trying to fix things. They state the outage has gotten better, there is fewer shut offs happening. Consumer states that WWSI seems to be communicating updates with one individual and that individual passes the information to the community. The consumer states they would like to see communication directly from WWSI.

Activity Type: Phone Call

Activity Date: 6/26/2023, 4:20:00 PM

Direction: Outgoing

Customer: Dave Sutfin

UTC POC: Melissa Castaneda-Kerson

Subject: [Outgoing Call](#)

Description:

I spoke with the consumer and relayed WWSI is trucking in water. The consumer states they became aware of this over the weekend but there has been no formal notification and they think that customers that are not on the email chain will not know about. They state they knew water was being trucked in before this weekend because they saw the trucks coming in, but some customers may think all the issues have been corrected because there have been no water disruptions. They asked me about meters and felt they may be good for everyone to have. They thought it was a law that everyone should have one. He stated that WWSI called 811 last year in preparation to install a meter but they didn't follow through. The consumer states they didn't ask for one, but WWSI was doing it on their own. I let the consumer know there was discussion of a temporary rate surcharge. The consumer states they heard about this as well and they don't feel that they should have to recoup the cost of poor well management. They state they question how the rates will be determined. They state usage of water fluctuates and WWSI doesn't really know who is using what. The meter is on the well itself. The customer states they are glad there is movement on the problem and that the water interruptions have stopped but they are concerned about future rates.

Activity Type: Email

Activity Date: 7/6/2023, 10:56:13 AM

To: melissa.castaneda-kerson@utc.wa.gov;

From: april.gilson@utc.wa.gov

Subject: [FW: Echo Glen \(Group ID 27510\) - OUTAGECRM:0134314](#)

Attachments: 1

Body:

I just received this email from Dave Sutfin.

From: David Sutfin <davesutfin@gmail.com>

Sent: Thursday, July 6, 2023 10:44 AM

To: Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Gilson, April (UTC) <april.gilson@utc.wa.gov>

Subject: Fwd: Echo Glen (Group ID 27510) - OUTAGE

External Email

DOH/UTC:

Please be advised that the water is out again at Echo Glen, Managed with WA Water Supply.

Dave Sutfin

20810 231st Ave SE, Maple Valley, WA 98038

davesutfin@gmail.com

920.740.8399

----- Forwarded message -----

From: **Emily Beaudin** <embeaudin@gmail.com>

Date: Thu, Jul 6, 2023 at 10:39 AM

Subject: Re: Echo Glen Rehabilitation

To: Jon Clements <jonclements11@gmail.com>
Cc: Corey Cline <corey.cline@gmail.com>, John Poppe <poppe.john@gmail.com>, Shelly Cline <shelly.cline@gmail.com>, Amanda Hayes <amandahayes411@gmail.com>, Amber Oosterhof <ambers007@yahoo.com>, Bob Hansen <Ta76455@gmail.com>, Carol & Jeff Seppi <seppifamily@outlook.com>, Cindy & John Patterson <c.patter@hotmail.com>, David Sutfin <davesutfin@gmail.com>, Dawn Till <dawntill@ymail.com>, Girl Scouts Tammy Wood <wood.tammy@hotmail.com>, Guru Laxmi <guruandlaxmi@gmail.com>, Heidi jo Mafi <heidijomafi@gmail.com>, JONATHAN ZABEL <thejoz2@comcast.net>, Janan & Rick Snider <rick.janan@gmail.com>, Jeff & Kris Granlund <commish811@yahoo.com>, Jenene Wilmoth <jenene23@gmail.com>, Jennifer Caldwell <caldwell.jennifer@gmail.com>, Joe Gstettenbauer <Joegstettenbauer@yahoo.com>, John & Marianne Earl <marianne_earl@msn.com>, John Earl <jetheduke@outlook.com>, Jordan Jensen <jljensen@gmail.com>, Ken Wood <wood_kenny@hotmail.com>, Lauren Cusimano <Lauren.cusimano@yahoo.com>, Linda Moore <Gramybear4@gmail.com>, Maggie Jensen <jensenmaggie@gmail.com>, Marline Bago <msbago@hotmail.com>, Matthew Ciarvella <matthew.ciarvella@outlook.com>, Maureen Walsh <maureenjwalsh@yahoo.com>, Melinda Barrack <melbar62@gmail.com>, Morgan Manley <morganamanley@yahoo.com>, Nicola Weber <nickyjwths88@yahoo.com>, <Phsp62@yahoo.com>, Remko Oosterhof <gr8skidoo@yahoo.com>, Richard & Morgan Manly <kilroy_98038@yahoo.com>, Satomi Miyakawa <satomi@japanesehandmade.com>, Steven Galipeau <sgalipeau@outlook.com>, Terry & Marisa Tychon <Marisa.tychon@gmail.com>, Toby Cusimano <Thecusimanos@hotmail.com>, Valerie deMaine <demainevalerie@yahoo.com>, andy <andystelzer@comcast.net>, <andytill@ymail.com>, dan anderson <Danial1229@comcast.net>, <dylanrutledge23@gmail.com>, <ewingert34@gmail.com>, <jason.wilmoth@gmail.com>, <karenstout1@comcast.net>, Katie Thornton-Wiatt <katiethorntonwiatt@gmail.com>, <krisgranlund@yahoo.com>, <kristinerottman@comcast.net>, lois nangle <luckylois@comcast.net>, richard tout <ruther@email.com>, <sullys87toyo@gmail.com>, <tychon@me.com>

Water is off now.

On Thu, Jul 6, 2023, 10:23 AM Jon Clements <jonclements11@gmail.com> wrote:
Hey all,

Looks like water pressure is really low, has the water been turned off for some reason?

Thanks,
-Jon

On Wed, Jul 5, 2023 at 5:47 PM Corey Cline <corey.cline@gmail.com> wrote:
Thanks John - sorry to hear it's been a pain getting someone out here. I'm just glad I don't have to lower my expectations of the results ;)
Sent from my iPhone

On Jul 5, 2023, at 5:34 PM, John Poppe <poppe.john@gmail.com> wrote:

Corey,

Been working on the new well/well rehabilitation for years and getting an honest commitment from a contractor is tough.

I did want to get hopes up too high, but it will happen.

On Wed, Jul 5, 2023, 5:27 PM Corey Cline <corey.cline@gmail.com> wrote:

Thank you. That's what I was hoping you meant.

Sent from my iPhone

On Jul 5, 2023, at 4:50 PM, John Poppe <poppe.john@gmail.com> wrote:

"cautious with expectations" means contractors are not firm in date statement for projects. The well rehabilitation was supposed to be completed Memorial Day weekend 2023.

On Wed, Jul 5, 2023 at 4:09 PM Corey Cline <corey.cline@gmail.com> wrote:

What does "be cautious with expectations" mean?

Sent from my iPhone

On Jul 5, 2023, at 4:01 PM, Shelly Cline <shelly.cline@gmail.com> wrote:

----- Forwarded message -----

From: **John Poppe** <poppe.john@gmail.com>

Date: Wed, Jul 5, 2023 at 3:49 PM

Subject: Fwd: Echo Glen Rehabilitation

To: Shelly Cline <shelly.cline@gmail.com>

Please forward to the Echo Glen Water System users.

Dear Echo Glen Water System users:

1. It's important to be aware that we are getting closer to the well rehab. Be cautious with expectations.
2. It's costing \$4500/month to truck Water to the reservoir. That's about \$100/month per System user.
3. Washington Water Supply will be seeking a surcharge with the UTC to n pay for the imported water.

Conserve-No Water outside the home.

Boil drinking water for 30 minutes and cool to desired temperature. This precautionary. Water testing shows no water quality issues.

Respectfully

Washington Water Supply

----- Forwarded message -----

From: **Joe Alcorn** <joe@valleypumpnw.com>

Date: Wed, Jul 5, 2023, 3:35 PM
Subject: Re: Echo Glen Rehabilitation
To: John Poppe <poppe.john@gmail.com>

John,

He is somewhat walking around now but we are still down. Hoping to be performing next week maybe.

We Appreciate You and Thank You For Choosing Valley Pump Inc.

Kind Regards,

Joe Alcorn
CEO

253-939-8008

We welcome you to submit reviews to Angie's List & Yelp

www.valleypumpnw.com
<https://www.facebook.com/valleypumpinc>

Lic# VALLEYPI944RQ

On Wed, Jul 5, 2023 at 11:43 AM John Poppe <poppe.john@gmail.com> wrote:
Estimated date for well rehabilitation?

On Mon, Jul 3, 2023, 11:34 AM John Poppe <poppe.john@gmail.com> wrote:
Good afternoon Joe,

How is the well drilling crew doing for the Echo Glen Water System in Maple Valley?

On Wed, Jun 28, 2023, 12:21 PM Joe Alcorn <joe@valleypumpnw.com> wrote:
Hoping to be up and running soon.

We Appreciate You and Thank You For Choosing Valley Pump Inc.

Kind Regards,

Joe Alcorn
CEO

253-939-8008

We welcome you to submit reviews to Angie's List & Yelp

www.valleypumpnw.com
<https://www.facebook.com/valleypumpinc>

Lic# VALLEYPI944RQ

On Tue, Jun 27, 2023 at 7:11 AM John Poppe <poppe.john@gmail.com> wrote:
Good morning Joe,
Any update about the Lead well driller returning to work?

Activity Type: Phone Call

Activity Date: 7/20/2023, 11:30:00 AM

Direction: Outgoing

Customer: Dave Sutfin

UTC POC: Melissa Castaneda-Kerson

Subject: [Voicemail](#)

Description:

I received a voicemail from the consumer requesting a call back.

Activity Type: Email

Activity Date: 7/20/2023, 2:07:45 PM

To: melissa.castaneda-kerson@utc.wa.gov;

From: april.gilson@utc.wa.gov

Subject: [FW: Echo Glen Water System SurchargeCRM:0134313](#)

Attachments: 1

Body:

From: David Sutfin <davesutfin@gmail.com>

Sent: Thursday, July 20, 2023 1:17 PM

To: Carter, Brietta J (DOH) <brietta.carter@doh.wa.gov>; Pell, Derek (DOH) <Derek.Pell@DOH.WA.GOV>; Gilson, April (UTC) <april.gilson@utc.wa.gov>

Subject: Fwd: Echo Glen Water System Surcharge

External Email

DOH/UTC,

Please see below. I do not know what agreements were reached between your agencies and WA Water Supply to truck in water to our water system but we are now being threatened with inadequate water supply during the hottest month of the year due to WA Water Supply's failure to secure repairs in an appropriate time frame.

And to be clear, based on our well's output history and John's own emails about "normal indoor home usage", we do not currently have sustainable well output to supply water for indoor usage.

Please call me at your earliest convenience to discuss this matter further.

Dave Sutfin
20810 231st Ave SE, Maple Valley, WA 98038
davesutfin@gmail.com
920.740.8399

----- Forwarded message -----

From: **John Poppe** <poppe.john@gmail.com>
Date: Thu, Jul 20, 2023 at 12:59 PM
Subject: Re: Echo Glen Water System Surcharge
To: David Sutfin <davesutfin@gmail.com>
Cc: Shelly Cline <shelly.cline@gmail.com>, Amanda Hayes <amandahayes411@gmail.com>, Amber Oosterhof <ambers007@yahoo.com>, Bob Hansen <Ta76455@gmail.com>, Carol & Jeff Seppi <seppifamily@outlook.com>, Cindy & John Patterson <c.patter@hotmail.com>, Corey Cline <corey.cline@gmail.com>, Dawn Till <dawntill@ymail.com>, Emily Beaudin-Sutfin <embeaudin@gmail.com>, Girl Scouts Tammy Wood <wood.tammy@hotmail.com>, Guru Laxmi <guruandlaxmi@gmail.com>, Heidi jo Mafi <heidijomafi@gmail.com>, JONATHAN ZABEL <thejoz2@comcast.net>, Janan & Rick Snider <rick.janan@gmail.com>, Jeff & Kris Granlund <commish811@yahoo.com>, Jenene Wilmoth <jenene23@gmail.com>, Jennifer Caldwell <caldwell.jennifer@gmail.com>, Joe Gstettenbauer <Joegstettenbauer@yahoo.com>, John & Marianne Earl <marianne_earl@msn.com>, John Earl <jetheduke@outlook.com>, Jon Clements <jonclements11@gmail.com>, Jordan Jensen <jljensen@gmail.com>, Ken Wood <wood_kenny@hotmail.com>, Lauren Cusimano <Lauren.cusimano@yahoo.com>, Linda Moore <Gramybear4@gmail.com>, Maggie Jensen <jensenmaggie@gmail.com>, Marline Bago <msbago@hotmail.com>, Matthew Ciarvella <matthew.ciarvella@outlook.com>, MaureenJWalsh@yahoo.com <MaureenJWalsh@yahoo.com>, Melinda Barrack <melbar62@gmail.com>, Morgan Manley <morganamanley@yahoo.com>, Nicola Weber <nickyjwths88@yahoo.com>, Phsphsp62@yahoo.com <Phsphsp62@yahoo.com>, Remko Oosterhof <gr8skidoo@yahoo.com>, Richard & Morgan Manly <kilroy_98038@yahoo.com>, Satomi Miyakawa <satomi@japanesehandmade.com>, Steven Galipeau <sgalipeau@outlook.com>, Terry & Marisa Tychon <Marisa.tychon@gmail.com>, Toby Cusimano <Thecusimanos@hotmail.com>, Valerie deMaine <demainevalerie@yahoo.com>, andy <andystelzer@comcast.net>, andytill@ymail.com <andytill@ymail.com>, dan anderson <Danial1229@comcast.net>, dylanrutledge23@gmail.com <dylanrutledge23@gmail.com>, ewingert34@gmail.com <ewingert34@gmail.com>, jason.wilmoth@gmail.com <jason.wilmoth@gmail.com>, karenstout1@comcast.net <karenstout1@comcast.net>, katiethorntonwiatt@gmail.com <katiethorntonwiatt@gmail.com>, krisgranlund@yahoo.com <krisgranlund@yahoo.com>, kristinerottman@comcast.net <kristinerottman@comcast.net>, lois nangle <luckylois@comcast.net>, richard tout <ruther@email.com>, sullys87toyo@gmail.com <sullys87toyo@gmail.com>, tychon@me.com <tychon@me.com>

Thanks for the question.

I have attached the "Water Buffalo" invoices to date. Within the invoices you will see volume of water, number of truck loads, etc.

My intent is to recover costs for trucking the water (\$4,000/month), which is about \$2,500/month or \$60/customer/month until the trucking costs are recovered. The total billed will be for invoices paid.

NOTICE:

If the UTC and Washington Water Supply, Inc. cannot come to an agreement on the Surcharge number(s), then the trucking of water shall cease August 1, 2023. Water from the well will be the only source of water for the Echo Glen System.

Respectfully,
Washington Water Supply, Inc.

On Thu, Jul 20, 2023 at 12:11 PM David Sutfin <davesutfin@gmail.com> wrote:

Mr. Poppe,

Following up on my previous request for information regarding the desired water surcharge.

Is it's WA Water Supply's intent to bill and collect a maximum of \$6000 or to bill customers monthly for 6 months until \$6000 is received in hand, thereby yielding a max potential billed amount of approximately \$15,000 if payments are not made on time by customers?

Dave Sutfin
20810 231st Ave SE
920.740.8399
davesutfin@gmail.com

On Wed, Jul 12, 2023 at 3:03 PM David Sutfin <davesutfin@gmail.com> wrote:

Mr. Poppe,

Please clarify the terms of your request. You intend to collect \$60/mo for 6 months (Sept 2023 through Feb 2024) or \$6000, whichever comes first.

$\$60/\text{mo} \times 43 \text{ connections} = \$2580/\text{mo}$

therefore 6 months of collections = $\$2580 \times 6 \text{ months} = \$15,480$

I don't understand the basis of your collections plan given the large deviation - unless the \$6000 limit is based on received amounts and not billed amounts because you assume there will be parties unwilling to pay the surcharge. If that's the case, are you going to hold parties responsible that don't pay what's billed to them?

At face value your plan seems like a means to collect funds in an inequitable manner (people who pay their bills vs people that don't/wont') or a way to back-door into more than \$6000 if you hold everyone responsible to their billed amounts but keep charging all customers until you physically receive \$6000 due to parties unwilling to pay at time of billing.

Dave Sutfin
20810 231st Ave SE
920.740.8399
davesutfin@gmail.com

On Wed, Jul 12, 2023 at 2:22 PM Shelly Cline <shelly.cline@gmail.com> wrote:
Please read an important attachment from John regarding potential surcharge.

----- Forwarded message -----

From: **John Poppe** <poppe.john@gmail.com>
Date: Wed, Jul 12, 2023 at 1:29 PM
Subject: Echo Glen Water System Surcharge
To: Shelly Cline <shelly.cline@gmail.com>

Please forward to water system users

Activity Type: Phone Call
Activity Date: 7/20/2023, 3:00:00 PM
Direction: Outgoing
Customer: Dave Sutfin
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing call](#)
Description:

I spoke with the consumer who is concerned about notification they received from Washington Water Supply, Inc. They received an email that WWSI, intends to stop water delivery service. They asked if the trucking in of water was a mandate or directive of the UTC or DOH, I let the consumer know that I am not sure. I let the customer know that Department of Health is responsible for quality and quantity of water. The consumer states they will reach out to their contact at the Department of Health. The consumer is also concerned about a surcharge notice they received. They would like to know more about the process and have concerns because WWSI, notified them they will stop trucking in water. I provided the consumer with Docket UW-230598, and explained the Public Comment form process. I also provided them John Cupp's email address so they can inquire about the rates and surcharge process. '

Activity Type: Phone Call
Activity Date: 8/17/2023, 4:00:00 AM
Direction: Outgoing
Customer: Dave Sutfin
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing Call](#)
Description:

I spoke to the consumer and explained the informal complaint process is complete. I explained WWSI is trucking in water to mitigate any outages. The company is not violating any commission rules. The consumer states they feel pretty good about where they are at this time and are pleased with the Utilities and Transportation Commission's openness and response so far during the rate hearing. The consumer states they now have a key contact at the Department of Health that has been informative and helpful as well. I explained that I am proceeding to close this complaint. The consumer did not have any concerns about the closure.

Activity Type: Email

Activity Date: 8/21/2023, 2:33:08 PM

To: poppe.john@gmail.com;

From: melissa.castaneda-kerson@utc.wa.gov

Subject: [WA UTC Complaint CAS-43779-L5R4L0 Dave Stufin CRM:0246192](#)

Attachments: 0

Body:

John,

Thank you for your response regarding maintenance to the well and frequent water shut offs. The complaint is now closed. The disposition is Company Upheld. Please note that Consumer Protection section has an internal quality review program, and all closed complaints are subject to review and/or re-opening.

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

This email/letter states the informal opinions of commission staff, offered as technical assistance and are not intended as legal advice. We reserve the right to amend these opinions should the circumstances change, or additional information be brought to our attention. Staff's opinions are not binding on the commission.

[Export as .doc](#)

Washington State Complaint: CAS-44126-R3H3G7

Company: Washington Water Supply, Inc.

Industry: Water

Customer: John Earl

Alt Contact:

Account Number:

Service Phone: 425-432-5267

E-mail Address: JEttheDuke@outlook.com

Service Address: 21060 231 Ave SE Maple Valley King WA 98038

Complaint: CAS-44126-R3H3G7

Type: Complaint

Serviced By: Melissa Castaneda-Kerson

Grouped By: Quality Of Service

Opened On: 7/27/2023, 11:43:48 AM

Closed On: 8/24/2023, 4:50:49 PM

Disposition: Company upheld

Violations Total: 0

TA Total: 0

Amount Customer Saved:

Description:

The consumer states they would like better communication from Washington Water Supply, Inc.(WWSI) They state they do not receive clear communication in the emails they receive from WWSI. They state they receive emails from one person in their community and the updates aren't done well. The consumer states they find it hard to believe that there is only one well company available to perform the work. They state they would like to know if other companies are being considered. They state a well company for restoration should have happened last year, after they had a meeting with the company and the people voted for a well. The consumer would like to know why WWSI waited.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5.

Passed to Washington Water Supply Inc. at 2:49 p.m., via email on July 31, 2023. Response due Aug. 2, 2023, by 5 p.m.

Supervisor Result:

Customer Resolution:

Result:

Washington Water Supply Inc. (WWSI) states the customer has meter that was installed in the summer of 2022. WWSI is trucking in water from Buffalo Water Inc. to mitigate the community water outages. The Utilities and Transportation Commission approved a temporary rate surcharge of \$60 per month that will expire November 2023, to assist with the cost of trucking in

water. WWSI, contracted with Valley Water Pump to restore the well. The approximate start date of the project is Aug. 14, 2023. WWSI is communicating immediate changes through email to their customers who have selected this method. This complaint is linked to Multi-Customer complaint CAS-43803-V4B9G5

Violations

There are no violations for this case.

Activities

Activity Type: Activity

Activity Date: 7/27/2023, 11:38:00 AM

Contact:

Subject: [Original Inquiry](#)

Attachments: 0

Description:

From: John Earl Sent: Thursday, July 27, 2023 11:38 AM To: UTC DL Consumer Subject: Washington Water Supply External Email Your name, physical/ mailing address and phone number(s). John & Marianne Earl 21060 231 Ave SE Maple Valley, WA 98038 425-432-5267 cell 425-428-8270 The name of the company you have a problem with. Washington Water Supply Company Box 2985 Silverdale WA. 98383 Your account number. EG6012-01 Whether you have contacted the company with your problem and the result. Yes, many times through emails and phone conversation. I also attended a meeting between property owners and Washington Water Supply last year. As much detail as possible about the problem. First of all, we have been on this well for 35 years. The main problem with Echo Glen is very poor communications and maintenance of the well is either delayed or not done at all. The problems we have now are a direct result of delayed maintenance and it has been a recurring problem for many years. The following are some examples: • Several years ago, it was discovered that someone on Maxwell Road was illegally tapping into our water supply. Is that going on now? Has anyone checked? How long was this going on before it was discovered? Could someone else be illegally tapping into the system? • Without meters it is very hard to find out if there is a water leak on someone's property or the well infrastructure itself (as what happened in January of 2022, when we had almost one month of interrupted service, and it took that long to find the huge leak). • On our road (231st Ave SE) we had a water leak on the main water line creating a continuous stream down the side of the road for 2 years. Echo Glen was notified but did not fix it for about 2 years. • Another problem with the well is the number of families on it. When we moved in, one family per property was the norm. Now there are extra living arrangements on many properties which we are sure add up to more water use per property. • Currently, we are experiencing decreasing water output due to silting of the pump intake in the well. At this time daily output is less than 115 gal./day/ at each property. This is not a new problem, it has been an ongoing problem for several years and after a meeting last June 2022 we thought we were getting a new well, but that did not happen and were told the filters needed changing and now that is not being done. Why are we not getting a new well? All we are being told is we are using too much water, but who? Without meters it is difficult to find out where the extra water is being used. • If this delayed maintenance is due to lack of funds, why have our rates been the same since 1996? • Meters would solve the problem of where overuse of water is happening. Why has this not been done? • These are the examples we know about, there are probably others from other well users.

• The biggest question is when will the well be fixed? Washington Water Supply has not given us a definite date for repair. They keep telling us no well drillers are available. What you would like to see done to resolve it. New well or repaired well and maintenance plan in place. Better communication. Questions How much water quantity, (gallons per day per household or customer) is required per contract? Is Washington Water Supply required to bring in water to meet basic demands? Where can I find a copy of my water contract with Washington Water Supply? For determining rates is Echo Glen treated as a separate company to stay under 100 customer limits for regulations? Are well drillers in short supply? Why do we not have meters to identify any water leaks or overuse? What Does this mean? We at Echo Glen not regulated because we are charged less than \$557 and less than 100 customers? The UTC regulates privately-owned water companies that serve more than 100 customers or have charges that exceed an average of \$557 per customer per year. The commission does not regulate the rates or services of city, town or county water systems, Public Utility Districts, cooperative or homeowners' associations. Thank You for Reviewing: John Earl

Activity Type: Email

Activity Date: 7/27/2023, 11:50:47 AM

To: melissa.castaneda-kerson@utc.wa.gov;

From: crmadmsvc@utc.wa.gov

Subject: [CAS-44126-R3H3G7 has been Assigned to You CRM:0042761](#)

Attachments: 0

Body:

CAS-44126-R3H3G7

Activity Type: Email

Activity Date: 7/27/2023, 11:52:57 AM

To: melissa.castaneda-kerson@utc.wa.gov;

From: crmadmsvc@utc.wa.gov

Subject: [CAS-44126-R3H3G7 has been Assigned to You CRM:0042761](#)

Attachments: 0

Body:

CAS-44126-R3H3G7

Activity Type: Phone Call

Activity Date: 7/27/2023, 3:23:00 PM

Direction: Outgoing

Customer: John Earl

UTC POC: Melissa Castaneda-Kerson

Subject: [Outgoing Call](#)

Description:

I called the consumer at their alternate number and left a voicemail message. I left my direct number and purpose of my call.

Activity Type: Phone Call

Activity Date: 7/28/2023, 3:20:00 PM

Direction: Outgoing

Customer: John Earl
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing Call](#)

Description:
I called the consumer and introduced myself. I left a voicemail message with my direct number.

Activity Type: Phone Call
Activity Date: 7/31/2023, 9:25:00 AM
Direction: Incoming
Customer: John Earl
UTC POC: Melissa Castaneda-Kerson
Subject: [Incoming Call](#)

Description:
I took a call from the consumer. They state they know other customers have filed complaints. They would like to know what their rights are as a consumer. I explained they have the right to file a complaint and have it investigated. I explained the Washington Administrative Code applies to regulated utility company. They state they have had issues with water outages for years. They state one of the things that really bugs them is the lack of communication. They receive emails through one person, and the updates aren't done well. The consumer states they find it hard to believe that there is only one well company available to perform the work. They state this plan should've happened last year. They had a meeting last year with the company and all the people voted for a well. Then winter happened and the water shortage went away, and WWSI didn't move forward. The consumer states people in the community would be less upset if they understood what is going on. I confirmed that they did receive the temporary rate surcharge notification in the mail. They are aware of the public comment form available. I explained the different roles between DOH and the UTC, Informal Complaint Process. The consumer states the water quality is good it's just the shortages, delayed maintenance, and lack of understanding. They wonder if the shortage is due to a leak or overuse. They state their bill has been the same since 1996, and they understand it is time for an increase. I let the consumer know the complaint will be passed on their behalf, and I will follow up with them if I have additional questions or information to provide. I provided them with the phone number to DOH Drinking Water Office.

Activity Type: Email
Activity Date: 7/31/2023, 2:50:00 PM
To: poppe.john@gmail.com;
From: melissa.castaneda-kerson@utc.wa.gov
Subject: [WA UTC Complaint CAS-44126-R3H3G7 for John Earl CRM:0246167](#)
Attachments: 0

Body:
New Complaint
++++
Washington UTC Complaint CAS-44126-R3H3G7
Company: Washington Water Supply, Inc.
Customer: John Earl
Account #:
Contact:

Service Address:

21060 231 Ave SE
Maple Valley WA 98038

Primary Phone: 425-432-5267

Secondary Phone:

Email Address: JEtheDuke@outlook.com

Complaint Information:

Complaint ID: CAS-44126-R3H3G7

Serviced By: Melissa Castaneda-Kerson

Opened On: 7/27/2023 11:43 AM

Grouped By: Quality Of Service

Description:

The consumer states they would like better communication from Washington Water Supply, Inc. (WWSI) They state they do not receive clear communication in the emails they receive from WWSI. They state they receive emails from one person in their community and the updates aren't done well. The consumer states they find it hard to believe that there is only one well company available to perform the work. They state they would like to know if other companies are being considered. They state a well company for restoration should have happened last year, after they had a meeting with the company and the people voted for a well. The consumer states they would like to know why WWSI waited.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5.

Passed to Washington Water Supply Inc. at 2:49 p.m., via email on July 31, 2023. Response due Aug. 2, 2023, by 5 p.m.

Activity Type: Email

Activity Date: 8/2/2023, 1:53:12 PM

To: melissa.castaneda-kerson@utc.wa.gov;

From: poppe.john@gmail.com

Subject: [Re: WA UTC Complaint CAS-44126-R3H3G7 for John Earl CRM:0246167](#)

Attachments: 1

Body:

External Email

Good afternoon,

Attached is my response for the John Earl complaint.

Stay cool,

John

On Mon, Jul 31, 2023 at 2:50 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

+++++

Washington UTC Complaint CAS-44126-R3H3G7

Company: Washington Water Supply, Inc.

Customer: John Earl

Account #:

Contact:

Service Address:

21060 231 Ave SE

Maple Valley WA 98038

Primary Phone: 425-432-5267

Secondary Phone:

Email Address: JEtheDuke@outlook.com

Complaint Information:

Complaint ID: CAS-44126-R3H3G7

Serviced By: Melissa Castaneda-Kerson

Opened On: 7/27/2023 11:43 AM

Grouped By: Quality Of Service

Description:

The consumer states they would like better communication from Washington Water Supply, Inc. (WWSI) They state they do not receive clear communication in the emails they receive from WWSI. They state they receive emails from one person in their community and the updates aren't done well. The consumer states they find it hard to believe that there is only one well company available to perform the work. They state they would like to know if other companies are being considered. They state a well company for restoration should have happened last year, after they had a meeting with the company and the people voted for a well. The consumer states they would like to know why WWSI waited.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5.

Passed to Washington Water Supply Inc. at 2:49 p.m., via email on July 31, 2023. Response due Aug. 2, 2023, by 5 p.m.

Activity Type: Phone Call

Activity Date: 8/24/2023, 4:10:00 PM

Direction: Outgoing

Customer: John Earl

UTC POC: Melissa Castaneda-Kerson

Subject: [Outgoing Call](#)

Description:

I spoke to the consumer, we discussed WWSI responses regarding emails and well restoration companies. The consumer states they are pleased with the direction things are going. The water being trucked in is working well and they have experienced few outages. They are aware because of emails that when it does go out with in four hours it is back up and running. The consumer states that at this time they do feel emails are the best way to notified of changes and updates by WWSI. I explained that WWSI has contracted with Valley Pump for the restoration and other companies were either not available for restoration or had significant delays. I let the consumer know the informal complaint process is complete and the complaint will be closed. The consumer had no additional concerns.

Activity Type: Email**Activity Date: 8/24/2023, 4:57:53 PM****To: poppe.john@gmail.com;****From: melissa.castaneda-kerson@utc.wa.gov****Subject: [Re: WA UTC Complaint CAS-44126-R3H3G7 for John Earl CRM:0246167](#)****Attachments: 0****Body:**

John,

Thank you for your response regarding maintenance to the well and communication with your customers. The complaint is now closed. The disposition is Company Upheld. Please note that Consumer Protection section has an internal quality review program, and all closed complaints are subject to review and/or re-opening.

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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[Export as .doc](#)

Washington State Complaint: CAS-43801-Z2V2P1

Company: Washington Water Supply, Inc.

Industry: Water

Customer: Matthew Ciarvella

Alt Contact:

Account Number:

Service Phone: 425-394-8835

E-mail Address: matthew.ciarvella@outlook.com

Service Address: 20623 231st Ave SE Maple Valley King WA 98038

Complaint: CAS-43801-Z2V2P1

Type: Complaint

Serviced By: Melissa Castaneda-Kerson

Grouped By: Quality Of Service

Opened On: 6/1/2023, 1:06:39 PM

Closed On: 8/21/2023, 2:11:21 PM

Disposition: Company upheld

Violations Total: 0

TA Total: 0

Amount Customer Saved:

Description:

Consumer states they are experiencing daily shutoffs, often twice a day and each shutoff lasting for four to five hours. They state on June 1, 2023, at 2 a.m. they lost use of water and were still without water at 1 p.m., when they submitted this complaint. They state the issues with the well have been ongoing for a number of years and the frequency of the interruptions has progressed in the last month. They state requests have been made for solutions, repairs, or other improvements to the water system and they have been unaddressed by Washington Water Supply, Inc.

They state requests for meters have been made and there has been no response from Washington Water Supply, Inc. The consumer states they are unable to have access to reliable water, shutoffs are not communicated, and they receive no communication when it will be restored.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5

Passed to Washington Water Supply, Inc, 9:42 a.m. via email on June 2, 2023. Response due by 5 p.m. on June 6, 2023.

Supervisor Result:

The residents of the water system met with John a year ago and collectively agreed that the well needed to be replaced. John Poppe did not complete any repairs or improvements even a year later. He has repeatedly ignored requests for information on what is being done to resolve the daily outages we now experience. John has not made efforts to provide an emergency source of

water in a reliable fashion. Water has been trucked in a few times to help supplement the well, but this has been done sporadically and without any communication to residents. He has claimed that the well will be repaired over memorial day weekend and that he has been in contact with a well driller, but then said that the driller was not able to meet the current timeline and has provided no further information on when repairs can be expected. In addition, he has not provided any information or emails confirming that the driller will be coming out to work on the well, despite telling residents he forwarded emails from the driller and even after multiple requests for him to resubmit the emails.

Customer Resolution:

Washington Water Supply needs to resolve the issue that there is not enough water in the Echo Glen Water system to meet the needs of the community. It should complete the repairs, upgrades, or new well that was promised a year ago. If Washington Water Supply is unable to meet even a basic standard of service for providing water, they should turn over control of the well to a new owner who can complete the needed repairs and/or upgrades to the well to ensure that the community does not experience this perpetual water emergency.

Result:

Washington Water Supply Inc. (WWSI) is trucking in water from Buffalo Water Inc. to mitigate the community water outages. The Utilities and Transportation Commission approved a temporary rate surcharge of \$60 per month that will expire November 2023, to assist with the cost of trucking in water. WWSI, contracted with Valley Water Pump to restore the well. The approximate start date of the project is Aug. 14, 2023. WWSI is communicating immediate changes through email to their customers who have selected this method. This complaint is linked to Multi-Customer complaint CAS-43803-V4B9G5

Violations

There are no violations for this case.

Activities

Activity Type: Activity

Activity Date: 6/1/2023, 8:00:00 AM

Contact:

Subject: [Original Description](#)

Attachments: 0

Description:

Our neighborhood is served by the Echo Glen Water System ID 27510. The system is owned and operated by Washington Water Supply, of which John Poppe is the owner. For over a month, our water system has been unable to supply enough water to meet the needs of our community. We are currently experiencing daily shutoffs, often twice a day and each shutoff lasting for four to five hours. Currently, we have been without water since 2am last night and it is 1pm as I write this message. These issues with the well have been ongoing for a number of years, although the frequency of the interruptions has progressed considerably in the last month. Numerous requests for solutions, repairs, or other improvements to the water system have been unaddressed by the well owner, John Poppe. John Poppe has claimed that the water outages are due to excessive usage during hot weather or residents excessively watering their lawns. However, the outages have continued even after the hot weather we had earlier this month, and we are now experiencing water outages at all hours, both during the day and at night. Very few of the homes

on the water system have water meters, despite both residents and officials requesting that meters be installed as far back as 2014. John has said that excessive usage that is draining the well is houses using 200 gallons per day, despite the average household water usage for a family of four being 300 gallons per day. In addition, the well is specced to provided more than 60 gallons per minute, though in the meeting last year, John told residents the well was producing less than 20 gallons per minute. Given the current circumstances, it is likely the well is producing even less than that currently. These issues have been building for years and at every opportunity, John Poppe and Washington Water Supply have not taken even basic steps to prevent the situation regarding the well from getting worse. We're now at the point where we are unable to have access to water reliably at any point in time, as shutoffs are not communicated, nor can we anticipate when water will be restored.

Activity Type: Email
Activity Date: 6/1/2023, 1:59:03 PM
To: melissa.castaneda-kerson@utc.wa.gov;
From: crmadmsvc@utc.wa.gov
Subject: [CAS-43801-Z2V2P1 has been Assigned to You CRM:0042527](#)
Attachments: 0
Body:
CAS-43801-Z2V2P1

Activity Type: Email
Activity Date: 6/1/2023, 1:59:13 PM
To: melissa.castaneda-kerson@utc.wa.gov;
From: crmadmsvc@utc.wa.gov
Subject: [CAS-43801-Z2V2P1 has been Assigned to You CRM:0042527](#)
Attachments: 0
Body:
CAS-43801-Z2V2P1

Activity Type: Email
Activity Date: 6/2/2023, 9:42:11 AM
To: poppe.john@gmail.com;
From: melissa.castaneda-kerson@utc.wa.gov
Subject: [WA UTC Complaint CAS-43801-Z2V2P1 for Matthew Ciarvella CRM:0246131](#)
Attachments: 0
Body:
New Complaint
+++++
Washington UTC Complaint CAS-43801-Z2V2P1
Company:
Customer: Matthew Ciarvella
Account #:
Contact:
Service Address:
20623 231st Ave SE

Maple Valley WA 98038
Primary Phone: 425-394-8835
Secondary Phone:
Email Address: matthew.ciarvella@outlook.com

Complaint Information:

Complaint ID: CAS-43801-Z2V2P1
Serviced By: Melissa Castaneda-Kerson
Opened On: 6/1/2023 1:06 PM
Grouped By:

Description:

Consumer states they are experiencing daily shutoffs, often twice a day and each shutoff lasting for four to five hours. They state on June 1, 2023, at 2 a.m. they lost use of water and were still without water at 1 p.m., when they submitted this complaint. They state the issues with the well have been ongoing for a number of years and the frequency of the interruptions has progressed in the last month. They state requests have been made for solutions, repairs, or other improvements to the water system and they have been unaddressed by Washington Water Supply, Inc.

They state requests for meters have been made and there has been no response from Washington Water Supply, Inc. The consumer states they are unable to have access to reliable water, shutoffs are not communicated, and they receive no communication when it will be restored.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5

Passed to Washington Water Supply, Inc, 9:42 a.m. via email on June 2, 2023. Response due by 5 p.m. on June 6, 2023.

Activity Type: Email

Activity Date: 6/2/2023, 9:55:56 AM

To: melissa.castaneda-kerson@utc.wa.gov;

From: poppe.john@gmail.com

Subject: [Re: WA UTC Complaint CAS-43801-Z2V2P1 for Matthew Ciarvella CRM:0246131](#)

Attachments: 0

Body:

External Email
Complaint received
Thanks

On Fri, Jun 2, 2023, 9:42 AM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

New Complaint

+++++

Washington UTC Complaint CAS-43801-Z2V2P1

Company:

Customer: Matthew Ciarvella

Account #:

Contact:

Service Address:

20623 231st Ave SE

Maple Valley WA 98038

Primary Phone: 425-394-8835

Secondary Phone:

Email Address: matthew.ciarvella@outlook.com

Complaint Information:

Complaint ID: CAS-43801-Z2V2P1

Serviced By: Melissa Castaneda-Kerson

Opened On: 6/1/2023 1:06 PM

Grouped By:

Description:

Consumer states they are experiencing daily shutoffs, often twice a day and each shutoff lasting for four to five hours. They state on June 1, 2023, at 2 a.m. they lost use of water and were still without water at 1 p.m., when they submitted this complaint. They state the issues with the well have been ongoing for a number of years and the frequency of the interruptions has progressed in the last month. They state requests have been made for solutions, repairs, or other improvements to the water system and they have been unaddressed by Washington Water Supply, Inc.

They state requests for meters have been made and there has been no response from Washington Water Supply, Inc. The consumer states they are unable to have access to reliable water, shutoffs are not communicated, and they receive no communication when it will be restored.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Individual case included in multi-customer complaint CAS-43803-V4B9G5

Passed to Washington Water Supply, Inc, 9:42 a.m. via email on June 2, 2023. Response due by 5 p.m. on June 6, 2023.

Activity Type: Email

Activity Date: 6/12/2023, 2:44:42 PM

To: poppe.john@gmail.com;

From: melissa.castaneda-kerson@utc.wa.gov

Subject: [Re: WA UTC Complaint CAS-43801-Z2V2P1 for Matthew Ciarvella CRM:0246131](#)

Attachments: 0

Body:

John,

I am responding to your email regarding the complaint I passed to you on June 2, 2023. Your response has not been received by commission staff. I need to advise you of a recorded violation. By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on June 2, 2023. The response was due on June 6, 2023. The response has not been received. I have recorded three violations of WAC 480-110-385(3)(a) for failure to respond by June 6, 2023. The violations will be recorded daily until the complete response is received.

Please forward your response to the multi-customer complaint CAS-43803-V4B9G5.

Thank you,

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
www.utc.wa.gov

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Activity Type: Email

Activity Date: 6/12/2023, 3:14:30 PM

To: melissa.castaneda-kerson@utc.wa.gov;

From: poppe.john@gmail.com

Subject: [Re: WA UTC Complaint CAS-43801-Z2V2P1 for Matthew Ciarvella CRM:0246131](#)

Attachments: 0

Body:

External Email

The response was sent to you by the dead line.

On Mon, Jun 12, 2023, 2:44 PM Castaneda-Kerson, Melissa (UTC) <melissa.castaneda-kerson@utc.wa.gov> wrote:

John,

I am responding to your email regarding the complaint I passed to you on June 2, 2023. Your response has not been received by commission staff. I need to advise you of a recorded violation. By rule, when receiving commission-referred complaints, Washington Water Supply, Inc., must investigate and respond to the complaint within two business days. The complaint was passed on June 2, 2023. The response was due on June 6, 2023. The response has not been received. I have recorded three violations of WAC 480-110-385(3)(a) for failure to respond by June 6, 2023. The violations will be recorded daily until the complete response is received.

Please forward your response to the multi-customer complaint CAS-43803-V4B9G5.

Thank you,

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
(360) 664-1142
Melissa.castaneda-kerson@utc.wa.gov
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Activity Type: Activity

Activity Date: 6/13/2023, 4:56:00 PM

Contact:

Subject: [WWSI Response](#)

Attachments: 0

Description:

A response was received from Washinton Water Supply Inc, to the Multi-Customer Complaint Case CAS-43803-V4B9G5.

Activity Type: Phone Call

Activity Date: 6/26/2023, 4:00:00 PM

Direction: Outgoing

Customer: Matthew Ciarvella

UTC POC: Melissa Castaneda-Kerson

Subject: [Outgoing Call](#)

Description:

I contacted the consumer and left a voicemail message explaining I have an update. I left my return number.

Activity Type: Phone Call

Activity Date: 7/28/2023, 3:49:00 PM

Direction: Outgoing

Customer: Matthew Ciarvella
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing Call](#)

Description:

I spoke to the consumer and relayed the complaint is still open and ongoing. I relayed that WWSI is trucking in water to mitigate the shortage. They are also in the process of having a temporary rate surcharge reviewed by the commission. The consumer is aware of this. The consumer states they are pleased with the progress they are seeing with the commission and DOH. They state in past there have been discussions with the company about resolutions to the shortage but then nothing happens. The consumer confirmed they don't have a meter. They haven't formally requested one but when they had a meeting last year with WWSI, they were not opposed to meters. I thanked them for their time. I let them know I will follow up if I have additional questions or information.

Activity Type: Phone Call
Activity Date: 8/14/2023, 4:30:00 PM
Direction: Outgoing
Customer: Matthew Ciarvella
UTC POC: Melissa Castaneda-Kerson
Subject: [Outgoing Call](#)

Description:

I left a voicemail and requested a call back with my direct number.

Activity Type: Phone Call
Activity Date: 8/15/2023, 9:40:00 AM
Direction: Incoming
Customer: Matthew Ciarvella
UTC POC: Melissa Castaneda-Kerson
Subject: [Incoming Call](#)

Description:

I spoke with the consumer and explained the informal investigation process is complete and the complaint will be closed. The consumer stated they reviewed the open meeting notes and were pleased with how the Commissioners responded. The consumer states they feel more positive about the situation and hope that it will continue to improve. They asked moving forward what can they do to make sure WWSI continues to provide water. I suggested that if they have concerns with lack of water in the future, they can contact the Department of Health. I let them know they can contact us as well if they are unsure. I let them know I was sorry for the circumstances and thanked them for allowing me to assist.

Activity Type: Email
Activity Date: 8/21/2023, 2:16:21 PM
To: poppe.john@gmail.com;
From: melissa.castaneda-kerson@utc.wa.gov
Subject: [Re: WA UTC Complaint CAS-43801-Z2V2P1 for Matthew Ciarvella CRM:0246131](#)

Attachments: 0

Body:

John,

Thank you for your response regarding maintenance to the well, frequent water shut offs, and communication with your customers. The complaint is now closed. The disposition is Company Upheld. Please note that Consumer Protection section has an internal quality review program, and all closed complaints are subject to review and/or re-opening.

Melissa Castaneda-Kerson (She/Her)
Consumer Program Specialist, Consumer Protection
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