

Law Office of
Richard A. Finnigan

Richard A. Finnigan
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October 11, 2004

Marilyn Showalter, Chairwoman
Richard Hemstad, Commissioner
Patrick Oshie, Commissioner
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Drive SW
Olympia, WA 98504-7250

RECEIVED
RECORDS MANAGEMENT
04 OCT 11 PM 3:38
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Re: Rainier View – Conservation Tariff – UW-041384 – Customer
Education

Dear Chairwoman Showalter, Commissioner Hemstad and Commissioner
Oshie:

One of the questions that was raised when this matter came before you was the types of consumer education that the Company has been providing on water conservation. The Company has been very active with customer education. Attached are copies of some of the things that the Company has done over the years.

Beginning in at least 1991, the Company sent out an annual notice to customers giving them conservation techniques and asking them to curtail their watering. Samples from 1991 and 1992 are attached.

In the mid-1990s, the Company began to send notices more than once a year. Copies of the two letters sent in 1995 are attached. We have also enclosed samples of the “second” notice from 1998. At least two notices were sent each year from 1995 forward.

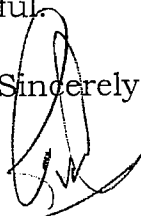
Marilyn Showalter, Chairwoman
Richard Hemstad, Commissioner
Patrick Oshie, Commissioner
October 11, 2004
Page 2

Beginning in approximately 1999, the Company's billing format changed and the Company was able to then start including a comparison of consumption from the prior year with the current year's consumption. Copies of bills from 1999 and 2001 are attached for your information.

Beginning in approximately 2000, the Company began to send out water use calendars along with water conservation tips. This replaced the notices used in earlier years. Beginning this year, these were sent out twice a year. They replaced the prior notices. In addition, the water use calendars are included in all new customer welcome packets. Copies of the flyers from 2000, 2002 and 2004 are attached for your information. In addition to these notices and flyers, the Company includes conservation information in its Consumer Confidence Report that is sent out on an annual basis.

Since a question had been raised about what the Company was doing to inform customers about conservation matters, the Company thought this sample of past notices would be helpful.

Sincerely,



RICHARD A. FINNIGAN

RAF/km
Enclosures

cc: Bob Blackman
✓ Danny Kermode
Gene Eckhardt

RAINIER VIEW WATER CO, INC.
P O BOX 44427 - 219 115TH ST S
TACOMA, WA 98444
PHONE: (206) 537-6634
1 (800) 562-6542
FAX: (206) 537-7896

Dear Rainier View Customer,

It's that time of year again, weathers hot and water usage is at its peak. The amount of water used outdoors can vary greatly. Consumption can be as much as 500 to 1,000 gallons per day during the summer months.

One inch per week is all your lawn needs. Watering less often produces a deeper, healthier root system, so your lawn actually needs less water to stay green. Overwatered lawns are the number one waste of our water resources, which are often in short supply during the summer. Prevent water runoff from your sprinkler system. Watering the sidewalk, gutters or street wastes water. Runoff from overwatered lawns washes away topsoil, fertilizers and pesticides which pollute our waterways.

You may have noticed recently that you have been experiencing low pressure in the early mornings and evenings. We call this time our peak demand hours. We are asking you to voluntarily conserve your water. The method we would like you to use would be an odd/even schedule for irrigating. We also ask that you abstain from watering your lawn during peak demand hours.

5:00 AM - 8:00 AM and 5:00 PM - 9:00 PM

If your address ends with an odd number, you would water only on odd days of the month. If your address ends with an even number, you would water only on the even days of the month.

EXAMPLE: 6616 207th St Ct E - would irrigate on even days.
(2nd, 4th, 6th etc.)

We appreciate your cooperation and apologize for any inconvenience you might experience.

If you have any questions regarding conservation or other water needs, please contact Tony Peredo or myself.

Sincerely,

Bob Blackman
Operations manager

1992

WATER CONSERVATION TIPS

Currently, Rainier View Water Company does not have mandatory water restrictions. However we do encourage and recommend individual water conservation.

OUTDOORS

- Do not water when windy.
- Watering should be done in the evening or early morning hours when evaporation is least likely to occur.
- Reduce turf area or use groundcovers instead of turf.
- Remove thatch build-up in turf area as soon as possible.
- Use mulches, such as woven weed barrier, bark, sawdust or compost to help planting beds retain moisture.
- Make sure that your sprinkler system is in good repair. Fix leaks, and adjust sprinkler heads to eliminate any over-spray on paved areas or buildings.
- If you have an automated sprinkler system, make sure the controller is properly set to achieve minimum water levels.
- Consider water requirements when purchasing new plants.
- Use a broom, not a hose, when cleaning driveways and walkways.
- Use a hose with a shut-off nozzle to wash the car.

INDOORS

BATHROOM

Bathroom use accounts for 73% of all water used in the home. Small changes can equal big savings.

- Check toilets for leaks.

- Flush only when necessary. Every time you flush you use about 6 gallons of water. Don't use the toilet as a wastebasket.
- Reduce the water level per flush by installing a water displacement device in the toilet tank. Never use a brick.
- Take shorter showers.
- Install water-saving shower heads or flow restrictors, which are available at local hardware stores.
- Turn off the water after wetting your toothbrush. Use a glass of water to rinse.
- Rinse your razor in a sink of water.
- Check faucets and pipes for leaks. A small drip from a worn washer can waste 20 or more gallons a day. Larger leaks waste even more.

KITCHEN & LAUNDRY

- Turn on the dishwasher only when full.
- Clean vegetables in a pan of water, not under a running faucet. The water collected can be used for your household plants.
- Keep a bottle of drinking water in the refrigerator. Now there is no need to run the tap to get a glass of cool water.
- Pre-rinse clothes only when absolutely necessary.
- Use the proper water level or load size selection on the washing machine.

LAWN WATERING GUIDE

Here's a simple way to determine your watering needs:

1. Place several tuna (flat bottom) cans around your lawn.
2. Turn on sprinkler(s) for 15 minutes.
3. Measure water depth in cans with a ruler and determine average depth.
4. Use the following chart and read the number of minutes you should water every third day. Record the times for future reference.

AVERAGE DEPTH IN CANS	1/8"	1/4"	3/8"	1/2"	5/8"	3/4"	1"	1 1/8"
MINUTES TO WATER EVERY THIRD DAY (SUMMER)	60	30	20	15	12	10	8	7

REMINDER: Use this chart as a guide only, and alter your watering practices according to weather conditions. SKIP AT LEAST ONE SCHEDULED WATER DAY AFTER ANY SUBSTANTIAL (1/4" or more) RAINFALL.

One inch per week is all your lawn needs. Watering less often produces a deeper, healthier root system, so your lawn actually needs less water to stay green.

Overwatered lawns are the number one waste of our limited water resources which are often in short supply during the summer.

Runoff from overwatered lawns washes away topsoil, fertilizers and pesticides which pollute our waterways.

Conserving water will save you money and will help delay the need to develop costly new water supply sources. Your efforts will also safeguard our rivers, lakes and streams which support wildlife and outdoor recreation.

If you have any questions regarding water conservation, please call our service department.

(206) 537-6634 or 1 (800) 562-6542

RAINIER VIEW WATER COMPANY INC
P O Box 44427
Tacoma, WA 98444

Julie Handau
2909 1st Ave CT NW
Gig Harbor WA 98336

RAINIER VIEW WATER CO, INC.
P O BOX 44427 - 219 115TH ST S
TACOMA, WA 98444
PHONE: (206) 537-6634
1 (800) 562-6542
FAX: (206) 537-7896

May 1995

Dear Rainier View Customer,

If we had to carry buckets of water from the river or well, we'd think twice about how to best use our supply. An average family of four used 255 gallons of water indoors per day. Outdoor water use can double or triple this amount. Count the many ways to save.

Bathroom use accounts for 73% of all water used in the home.

- B → *** Reduce the water level by installing a water displacement device in the toilet tank. Never use a brick.
- b → *** Take shorter showers
- b → *** Install water-saving shower heads or flow restrictors, which are available at local hardware stores.
- * Check faucets and pipes for leaks. A small drip from a worn washer can waste 20 or more gallons a day. larger leaks waste even more.**

Small changes in your kitchen and laundry use can also equal big savings.

- * Turn on the dishwasher only when full.**
- * Clean vegetables in a pan of water, not under a running faucet. The water collected can be used for your household plants.**
- * Keep a bottle of drinking water in the refrigerator. Now there is no need to run the tap to get a glass of cool water.**
- * Pre-rinse clothes only when absolutely necessary.**
- * Use the proper water level or load size selection on the washing machine.**

Garden professionals generally agree that most landscaping receives more water than necessary. The amount of water your yard needs depends on lawn size and how often you irrigate. Consumption can be as much as 500 to 1,000 gallons per day during the summer months.

RAINIER VIEW WATER COMPANY INC
P O Box 44427
Tacoma, WA 98444

PRESORTED
FIRST CLASS
POSTAGE
PAID
TACOMA,
WASHINGTON
PERMIT NO. 623

L A W N W A T E R I N G G U I D E

Here is a simple way to determine your watering needs:

1. Place several flat bottom (tuna) cans around your lawn.
2. Turn on sprinkler(s) for 15 minutes.
3. Measure water depth in cans with a ruler and determine average depth.
4. Use the following chart and read the number of minutes you should water every **third** day. Record the time for future reference.

AVERAGE DEPTH IN CANS	1/8"	1/4"	3/8"	1/2"	5/8"	3/4"	1"	1-1/8"
MINUTES TO WATER EVERY THIRD DAY (SUMMER)	60	30	20	15	12	10	8	7

REMINDER: Use this chart as a guide only, and alter your watering practices according to weather conditions. SKIP AT LEAST ONE SCHEDULED WATER DAY AFTER ANY SUBSTANTIAL (1/4" or more) RAINFALL.

RAINIER VIEW WATER CO, INC.
P O BOX 44427 - 219 115TH ST S
TACOMA, WA 98444
PHONE: (206) 537-6634
1 (800) 562-6542
FAX: (206) 537-7896

July 1, 1995

Dear Rainier View Water Co. Customer,

We would like to take this opportunity to ask for your participation in conserving one of our most precious natural resources. The following are some suggestions that might help you use less water and save money.

The amount of water used outdoors can vary greatly. Irrigation professionals generally agree that most landscaping receives more water than necessary. Your lawn only needs one inch of water per week. Watering less often produces a deeper, healthier root system, so your lawn actually needs less water to stay green. Overwatered lawns are the number one waste of our water resources, which are often in short supply during the summer. Make sure that your sprinkler system is in good repair. Fix leaks, and adjust sprinkler heads to eliminate any over-spray on paved areas or buildings.

We also request that you refrain from any lawn watering during peak demand hours. Peak demand times, as listed below, are times when all customers are using water for basic human needs.

PLEASE, DO NOT WATER DURING THESE TIMES !!

5:00 AM - 8:00 AM and 5:00 PM - 9:00 PM

If you have any questions regarding conservation or other water needs, please contact Tony Peredo or myself at the numbers listed above.

Sincerely,

Bob Blackman
Operations Manager

Turn over for lawn watering guide

**RAINIER VIEW
WATER COMPANY, INC.**

PO BOX 44427 / 219 S. 115TH ST
TACOMA, WA 98444
phone (253)537-6634/800-562-6542
fax (253) 537-7896

July 28, 1998

RE: Water Conservation Notice

Dear Rainier View Customer,

During the past several days of extremely high temperatures, you may have experienced low pressure or possible outages. Upon investigating the calls we discovered no mechanical problems. However, the reservoir was very low or empty, which indicates that the consumption on the system was greater than the well production..

Our first objective as a water utility is to provide water for household domestic use. Unfortunately a majority of the water usage during these hot days is being used for irrigation.

In order to help assure household domestic water service to all our customers, we are requesting that irrigation be limited to hand watering of shrubs and plants and no lawn irrigation until further notice.

We also ask that you abstain from any unnecessary water usage during peak demand hours. These hours are 5:00 AM - 8:00 AM and 5:00 PM - 9:00 PM.

We appreciate your patience and apologize for any inconvenience you may have experienced.

If you have any questions on conservation, please contact Tony Peredo or myself.

Sincerely,

Bob Blackman
Operations Manager

219 S. 115TH • TACOMA, WA 98444
(253) 537-6634 or 1-800-562-6542



SERVICE ADDRESS
22025 34TH AVE E

ACCOUNT NUMBER
SERVICE ADDRESS

01-35-112500-00
22025 34TH AVE E

DATE
09/16/99

RAINIER VIEW WATER COMPANY, INC.

ACCOUNT NUMBER 01-35-112500-00
AMOUNT DUE 216.28

AMOUNT ENCLOSED \$

DETACH PAYMENT STUB AND RETURN IN ENVELOPE PROVIDED

MESSAGE

IF YOU HAVE ANY QUESTIONS REGARDING THIS BILLING, CONTACT THE UTILITY BILLING OFFICE AT (253) 537-6634 OR (800) 562-6542. OFFICE HOURS ARE 8:00 AM TO 4:30 PM MONDAY THROUGH FRIDAY.

STARTING DATE	SERVICE PERIOD FROM	TO	PREVIOUS READING	PRESENT READING	CONSUMPTION
09/01/99	7/02/99	8/03/99	2150	2411	261
Last Years Consumption					13

CURRENT CHARGES DUE ON RECEIPT

A \$10.00 SERVICE FEE WILL BE CHARGED ON ALL RETURNED CHECKS.

PAST DUE BALANCE: .00
CURRENT CHARGES: 216.28

TO PAY IN PERSON: Please bring both portions of the bill to the Utility Billing Office at 219 S. 115th St., Tacoma.

Water 214.13
Fireflow .00
Surcharge 2.15
Tax .00

RAINIER VIEW WATER COMPANY, INC.
P.O. BOX 44427 • 219 S. 115TH • TACOMA, WA 98444
(253) 537-6634 or 1-800-562-6542

Thank You!



216.28

216.28

BONIFACIO RIOS
22025 34TH AVE E
SPANAWAY, WA 98387

01-35-112500-00

Ref 1

RAINIER VIEW WATER COMPANY, INC.
PO BOX 44227 • 219 S 115TH • TACOMA, WA 98401
TEL 252-6604 OR 252-493-3741



SERVICE ADDRESS
23621 63RD AVE E

ACCOUNT NUMBER 01-10-070800-00
SERVICE ADDRESS 23621 63RD AVE E

DATE
06/16/01

RAINIER VIEW WATER COMPANY, INC.

ACCOUNT NUMBER 01-10-070800-00
AMOUNT DUE 136.65

AMOUNT ENCLOSED

attn Jansen

DETACH PAYMENT STUB AND RETURN IN ENVELOPE PROVIDED

IF YOU HAVE ANY QUESTIONS REGARDING THIS BILL, CONTACT THE UTILITY BILLING OFFICE AT TEL 252-6604 OR 252-493-3741. OFFICE HOURS ARE 8 AM TO 4:30 PM MONDAY THROUGH FRIDAY.

PERIOD	PREVIOUS	CURRENT	TOTAL
06/01/01	4/23/01	5/23/01	162 282 120
Last Years Consumption			11

PAID BY CHECK OR DEBIT CARD
CREDIT CARD PAYMENTS ARE NOT ACCEPTED

A \$10.00 SERVICE FEE WILL BE CHARGED ON ALL RETURNED CHECKS

PAST DUE BALANCE .00
CURRENT CHARGES 136.65

TO PAY IN PERSON: Please bring both portions of the bill to the Utility Billing Office at 219 S. 115th St., Tacoma.

Water 134.50
Surcharge 2.15

RAINIER VIEW WATER COMPANY, INC.
PO BOX 44227 • 219 S 115TH • TACOMA, WA 98401
TEL 252-6604 OR 252-493-3741

Thank You!



136.65

LOUIS JESPERSEN
23621 63RD AVE E
GRAHAM, WA 98338

01-10-070800-00

WATER CONSERVATION TIPS

- **One Inch per week** is all your lawn needs. Watering less often produces a deeper, healthier root system. Over watered lawns is the number one waste of our water resources.
- **Adjust sprinklers** so only the lawn is watered and not the house, sidewalk, or street. Do not water on windy days. Check and maintain your sprinkler system regularly. A heavy rain means you don't have to water at all. Teach the family how to turn off an automatic sprinkler system in case a storm comes up during the sprinkling cycle.
- **Use a broom**, not a hose, when cleaning driveways and sidewalks.
- **Use** soaker hoses when possible.
- **Use** timers. Available at any garden store.
- **Use** native drought resistant plants.
- **Apply Mulch** to cool the soil surface, reduce evaporation, and retard weed growth.
- **Aerate** your lawn. It will use less water and be healthier.
- **When mowing**, raise the blade on your lawn mower to at least three inches high, or to its highest level. Closely-cut grass makes the roots work harder, requiring more water.
- **Read Your Meter**, to find out where you use water most. Read your meter before and after watering each zone. Armed with that information, you can decide how best to conserve water around your garden.

If you are adding a sprinkler system, remember you need to install an approved backflow assembly and complete a new cross connection survey.

LAWN WATERING GUIDE

Here is a simple way to determine your watering needs:

1. Place several flat bottom (tuna) cans around your lawn.
2. Turn on sprinkler(s) for 15 minutes.
3. Measure water depth in cans with a ruler and determine average depth.
4. Use the following chart and read the number of minutes you should water every third (3rd) day. Record the time for future reference.

	Average Depth							
	1/4"	3/8"	1/2"	5/8"	3/4"	1"	1-1/8"	
Minutes To Water Every Third (3rd) Day	60	30	20	15	12	10	8	7

REMINDER

Use this chart as a guide **ONLY**. Alter your watering practices according to weather conditions.

SKIP AT LEAST ONE (1) SCHEDULED DAY AFTER ANY SUBSTANTIAL RAINFALL (1/4" OR MORE).

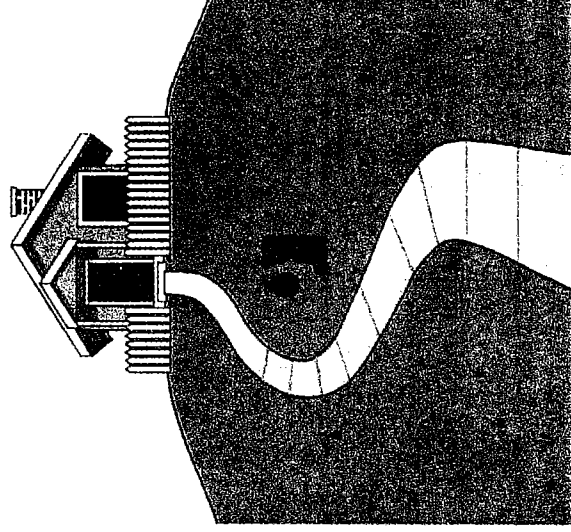
Any questions or comments, Please call our Operations Department at 253-537-6634, Option 3.



P.O. Box 44427 • 219 S. 115th St. • Tacoma, WA 98444

2004

Summer Lawn Watering Calendar



May

Sun	Mon	Tue	Wed	Thu	Fri	Sat
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June

Sun	Mon	Tue	Wed	Thu	Fri	Sat
6	7	1	2	3	4	5
13	14	8	9	10	11	12
20	21	15	16	17	18	19
27	28	22	23	24	25	26

July

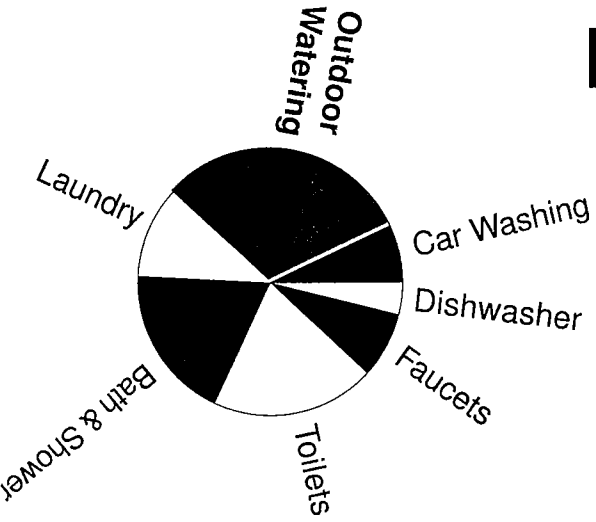
Sun	Mon	Tue	Wed	Thu	Fri	Sat
4	5	6	7	1	2	3
11	12	13	14	8	9	10
18	19	20	21	15	16	17
25	26	27	28	22	23	24
				29	30	31

August

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

September

Sun	Mon	Tue	Wed	Thu	Fri	Sat
5	6	7	1	2	3	4
12	13	14	8	9	10	11
19	20	21	15	16	17	18
26	27	28	22	23	24	25



Did you know that in the summer months water consumption increases from 350 gallons per day/connection to 800 gallons per day/connection? Under peak day demands the consumption can increase to 1200 gallons per day/connection. Most of the extra use is due to lawn watering.

Do NOT irrigate during "peak demand" hours (5 AM - 9 AM and 5 PM - 8 PM)

Identify the symbol that corresponds with the **last two digits** of your house number.
Water on that day only.

- If your house number ends with 00-10, follow
- ◆ If your house number ends with 11-20, follow
- If your house number ends with 21-99, follow



Water Conservation Tips

- ◆ Use soaker hoses when possible
- ◆ Use native plants
- ◆ Maintain sprinkler systems
- ◆ Use a hose with a shut-off nozzle to wash the car
- ◆ Skip your day when it rains
- ◆ Sweep, do not hose your sidewalks and driveways

Do NOT irrigate during "peak demand" hours (5 AM - 9 AM and 5 PM - 8 PM)



When you feel you need to water your lawn, please water only on "your" day.

(See inside)

"NO IRRIGATION"

(Scare Tactic or Stone Cold Reality)

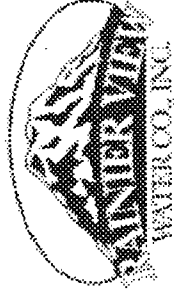
For the people with annual gardens and those who take meticulous care of their yards the above notice can send chills down our spine. The fact of the matter is, water is a limited resource and unless steps are taken, "No Irrigation" notices will become a Stone Cold Reality.

A representative step would be to form a Public/Private partnership. This partnership is between Rainier View Water Company and you our customers. Cooperation in this partnership is mutual. Our part consists of providing you with lawn and garden watering schedules together with water conservation tips. Your part is to follow the irrigation schedule and utilize the water conservation tips whenever possible.

We are confident that this new Public/Private partnership is one step in allowing Rainier View Water Co. to better serve the needs of our community.

Any questions or comments may be directed to Tony Peredo at

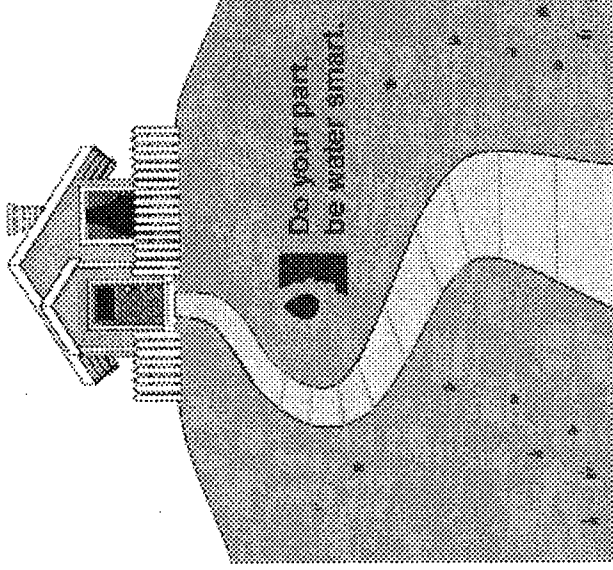
(253) 537-6634 ext. 215



P.O. Box 44427 • 219 S. 115th St. • Tacoma, WA 98444

2002

Summer Lawn Watering Calendar



May

Sun	Mon	Tue	Wed	Thu	Fri	Sat
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

June

Sun	Mon	Tue	Wed	Thu	Fri	Sat
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

July

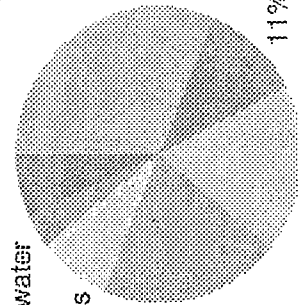
Sun	Mon	Tue	Wed	Thu	Fri	Sat
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

7% Car Washing

4% Dishwater

8% faucets

20% Toilets



August

Sun	Mon	Tue	Wed	Thu	Fri	Sat
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

During the summer months when it rains the least, home water use is at its highest. Most of the extra use is due to lawn watering.

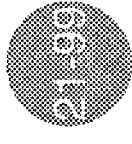
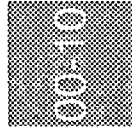
Do NOT irrigate during "peak demand" hours (5 AM - 9 AM and 5 PM - 8 PM)

Identify the symbol that corresponds with the last two digits of your house number.

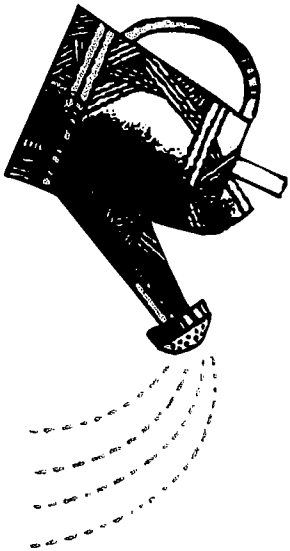
Water on that day only.

If your house number is 20909, follow

If your house number is 6319, follow




Why CONSERVE Water?



Because, you'll help
protect the environment,
have a healthier lawn, and
save time and money.



When you feel you need to water your
lawn, please water only on "your" day.
(See inside)

 Do your part,
be water smart.



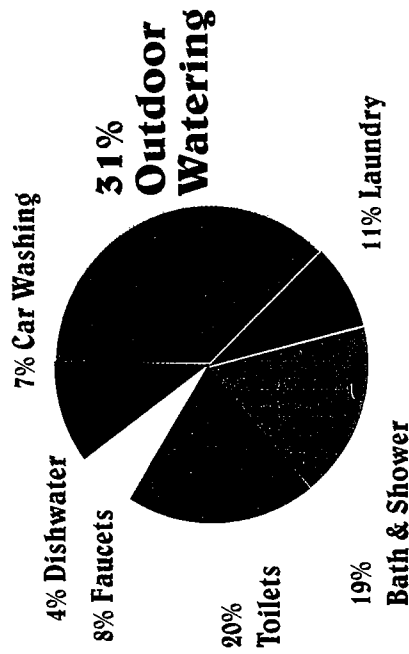
P.O. Box 44427 - 219 S. 115th St.
Tacoma, Washington 98444

2000 Summer Lawn Watering Calendar



Using less water on your lawn
means more in streams
to support fish and
other wildlife.

Home Water Use



During the summer months when it rains the least, home water use is at it highest. Most of the extra use is due to lawn watering.

June August

Sun	Mon	Tue	Wed	Thu	Fri	Sat
4	5	6	7	1	2	3
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

July September

Sun	Mon	Tue	Wed	Thu	Fri	Sat
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

00-10

Identify the symbol that corresponds with the last two digits of your house number; water on that day only.

21-99