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BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

SARAH HAND AND GRETCHEN HAND,  
a married couple

Complainant,

v.

RAINIER VIEW WATER COMPANY, INC.,

Respondent.

DOCKET UW 170924

**SARAH HAND'S EXHIBIT 60 TO  
CROSS EXAMINATION**

**EXHIBIT 60**

**TO CROSS EXAMINATION OF BOB BLACKMAN AND RACHEL STARK**

**July 25, 2018**

Email dated November 18, 2016  
between Richard Finnigan and John Cupp

**From:** [rickfinn@localaccess.com](mailto:rickfinn@localaccess.com)  
**To:** [Cupp, John \(UTC\)](#)  
**Cc:** [Richard Finnigan](#)  
**Subject:** Re: Rainier View surcharge notice  
**Date:** Friday, November 18, 2016 5:02:57 PM

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John, The notice has already been sent to the printer. On the good side, the improvements will address, at least in part, some of the concerns. FYI, the woman on KIRO brought in a water sample that was a year old. Not that the reporters care about such things.

In addition, the customer could have avoided any problems by cleaning the screen on her pressure reducing valve, which was on her side of the meter. But, she did not and deferred maintenance caught up with her.

I will give you a call next week.

On Fri, November 18, 2016 3:36 pm, Cupp, John (UTC) wrote:

> Hi Rick,

>

> I just heard that a commissioner has a lot of questions about the Rainier  
> View water quality issue after seeing last the Channel 7 news article. Can  
> we talk on Tuesday about the customer notice? It may be a good idea to add  
> some specifics about what the extra surcharge money is intended to  
> accomplish.

>

> Thank you,

>

> John Cupp

> Regulatory Analyst

> (360) 664-1113

> [jcupp@utc.wa.gov](mailto:jcupp@utc.wa.gov)<<mailto:jcupp@utc.wa.gov>>

>

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