

**BEFORE THE  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**Complainant,**

**v.**

**CASCADIA WATER, LLC,**

**Respondent.**

**DOCKET UW-240151**

**WATER CONSUMER ADVOCATES OF WASHINGTON, INTERVENOR**

November 20, 2024

**Direct Exhibit of Blaine C. Gilles**

**Cascadia Responses to WCAW DR 113-117**

**Exh. BCG-21**



**Rates & Regulatory Affairs**

UW-240151

Cascadia Water LLC Proposed General Rate Case

**Data Request Response**

Date of Response: November 6, 2024

Responder/Witness: Culley Lehman

Telephone: 360.661.7781

Email: [culley@cascadiawater.com](mailto:culley@cascadiawater.com)

**Request No.:** UW-240151 WCAW DR 113

For each system where Cascadia has installed a standby generator identify each documented power outage, including date (s) and duration of the outage, both before and after installation, since 2018.

**Response:**

Cascadia Water objects to this request as it is overly burdensome and seeks data that are beyond the scope of this rate case and some information that is outside of the time period of Cascadia Water's ownership. (Some systems were not acquired until 2022, for example, but the request is back to 2018.)

Subject to and without waiving these objections, the Company responds as follows:

Cascadia Water does not keep detailed records of power outages and has no information to provide.



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**Request No.:** UW-240151 WCAW DR 114

For each system where no standby generator was in operation identify each documented power outage, including date(s) and duration of the outage, since 2018.

**Response:**

Cascadia Water objects to this request as it is overly burdensome and seeks data that are beyond the scope of this rate case and some information that is outside of the time period of Cascadia Water's ownership. (Some systems were not acquired until 2022, for example, but the request is back to 2018.)

Please see the Company's response to UW-240151 WCAW DR 113.



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**Request No.:** UW-240151 WCAW DR 115

What steps, if any, did Cascadia take when power outages occurred at systems where no standby generator was installed or operational.

**Response:**

Cascadia Water LLC objects to this request as overbroad, unduly burdensome, and not reasonably calculated to lead to the discovery of admissible evidence. Cascadia Water LLC further objects to this request to the extent it seeks information that is beyond the scope of this proceeding.

Subject to and without waiving these objections, the Company responds as follows:

Where applicable (on the systems on the south end of Whidbey Island), the general manager would drive to certain systems and manually start a small, temporary portable generator to maintain minimum pressure on the system. This was most often done in the middle of a windstorm, which was primarily when systems experienced power outages. For other systems the general manager would drive to and manually start a portable temporary generator hooked to the well to refill the reservoir on gravity systems. One system (Monterra) had a diesel-powered booster pump that the contract operator would manually start. There are also systems that do not have any action taken when a power outage occurs, like Skagit River Colony, which is a Non-Transient, Non-Community system in Skagit County.



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**Request No.:** UW-240151 WCAW DR 116

Please describe what a “boil notice” is.

**Response:**

A “boil notice” is a notice sent to customers advising them to boil their water before using it for drinking or cooking. Three examples of boil notices are provided as UW-240151 WCAW DR 116 Attachments 1-3.

**DRINKING WATER WARNING: LOSS OF PRESSURE**  
**Public Notification**

The **TEL Company #3** water system, [ID 93945 8] located in Island County may be contaminated because of a loss of pressure in the water system. Even if you didn't lose water pressure, your tap water may still be contaminated.

**Until Further Notice, Boil Your Tap Water Before Drinking.** Bring all water to a roiling boil for one minute. Let it cool before using. You should use boiled or purchased bottled water for drinking, making ice, brushing teeth, washing dishes, and food preparation. Boiling kills bacteria and other organisms in the water.

*When pressure loss occurs, contamination from the environment or from human or animal waste can be drawn into the water system. Microbes in these wastes can cause short-term health effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems. These symptoms are not only caused by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care provider.*

**What caused the pressure loss?** A leak repair on Goldfinch Ln on 11/8/23.

**What is the affected area?** System-wide: customers on **Goldfinch Ln, Windfall Rd and Cultus Bay Rd.**

**What should you do when we restore pressure to the water system?** Boil your water before drinking.

**We will notify you when you no longer need to boil the water.** We will send an email, post it on our website, and issue a robocall when the boil advisory has been lifted. Expected Thursday at the earliest (after sample results have been received from the lab).

For more information, please call Robert Lehman at (425) 328-6927 or email robert@cascadiawater.com.

Please share this notice with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments and businesses). You can post it in a public place, share copies by hand, or mail it.

The TEL Company #3 Water System sent this notice to you on 11/8/23.

**For Water Utility Use Only:**

<b>Pressure Loss Public Notice Certification Form</b>		
Within 10 days of notifying your customers, please complete this certification form and return a copy of each type of notice you distributed (hand-delivered notice, news release, email, phone transcript, etc.) to our regional office. Call 1-800-521-0323 for the regional office address.		
Distribution was completed on ___ / ___ / ___.	Check all that apply:	
Were the water users notified within 24 hours?	<input type="checkbox"/> Hand delivery,	
<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> News release (TV, radio, newspaper, etc.),	
	<input type="checkbox"/> Posting at _____	
	<input type="checkbox"/> Other _____	
_____ Signature of owner or operator	_____ Position	_____ Date

**DRINKING WATER WARNING: LOSS OF PRESSURE**  
**Public Notification**

The **CAL Waterworks** water system, [ID 31040 6] located in Island County may be contaminated because of a loss of pressure in the water system. Even if you didn't lose water pressure, your tap water may still be contaminated.

**Until Further Notice, Boil Your Tap Water Before Drinking.** Bring all water to a roiling boil for one minute. Let it cool before using. You should use boiled or purchased bottled water for drinking, making ice, brushing teeth, washing dishes, and food preparation. Boiling kills bacteria and other organisms in the water.

*When pressure loss occurs, contamination from the environment or from human or animal waste can be drawn into the water system. Microbes in these wastes can cause short-term health effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems. These symptoms are not only caused by organisms in drinking water. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at increased risk should seek advice about drinking water from their health care provider.*

**What caused the pressure loss?** New infrastructure installed on 9/11/23.

**What is the affected area?** System-wide: customers on **Beachwood, Harbor Sands, Ravenridge, Milky Way, East Harbor, Pheasant Farm & Goss Lakeridge Acres.**

**What should you do when we restore pressure to the water system?** Boil your water before drinking.

**We will notify you when you no longer need to boil the water.** We will send an email, post it on our website, and issue a robo call when the boil advisory has been lifted. Expected Thursday at the earliest (after sample results have been received from the lab).

For more information, please call Robert Lehman at (425) 328-6927 or email robert@cascadiawater.com.

Please share this notice with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments and businesses). You can post it in a public place, share copies by hand, or mail it.

The CAL Waterworks Water System sent this notice to you on 9/11/23.

**For Water Utility Use Only:**

<p><b>Pressure Loss Public Notice Certification Form</b>                  Within 10 days of notifying your customers, please complete this certification form and return a copy of each type of notice you distributed (hand-delivered notice, news release, email, phone transcript, etc.) to our regional office. Call 1-800-521-0323 for the regional office address.</p>		
Distribution was completed on ___ / ___ / ____.  Were the water users notified within 24 hours?  <input type="checkbox"/> Yes <input type="checkbox"/> No	Check all that apply: <input type="checkbox"/> Hand delivery, <input type="checkbox"/> News release (TV, radio, newspaper, etc.), <input type="checkbox"/> Posting at _____ <input type="checkbox"/> Other _____	
_____ Signature of owner or operator	_____ Position	_____ Date



**Cascadia**  
WATER

# Boil Water Notice



**Boil your water before drinking**

Bring water to a rolling boil for one minute. Let water cool before using.

**Hierve el agua antes de beberla**

Pon a hervir el agua durante un minuto. Deje que el agua se enfríe antes de usar.

**Estates Water System**

**ID: 081669**

**Clallam County**

**June 18, 2024**

This boil water notice was issued due to:

- Water main break    Routine sampling  
 Other   **New Infrastructure** \_\_\_\_\_

See reverse for important information





info@cascadiawater.com  
888-235-0510

Tap water can still be used in some cases but avoided in others.

## NO

Drinking/ice cubes  
Brushing teeth  
Baby's formula  
Washing food  
Preparing food  
Coffee or tea  
Pet's water bowl

## YES

Washing hands  
Shower/Bath/Shaving  
Washing clothes  
Garden and house plants.  
Run dishwasher with sanitizing cycle.

For more information about why we issued this notice please contact:

**Dale Metzger**  
**360-477-9704**



For updated information, visit  
[cascadiawater.com](http://cascadiawater.com)

**Cascadia Water will notify you  
when you no longer need to boil  
your water.**

When pressure loss occurs, contamination from the environment or from human or animal waste can be drawn into the water system. Microbes in these waters can cause short-term effects, such as diarrhea, cramps, nausea, headaches or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems. If you experience any of these symptoms and they persist, you may want to seek medical advice. People at an increased risk should seek advice about drinking water from their health care provider.



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**Request No.:** UW-240151 WCAW DR 117

Please identify each occasion since 2018 Cascadia has sent a boil notice to each system's customers due to a power outage.

**Response:**

Cascadia Water LLC objects to this request as overbroad, unduly burdensome, and not reasonably calculated to lead to the discovery of admissible evidence. Cascadia Water LLC further objects to this request to the extent it seeks information that is beyond the scope of this proceeding.

Without waiving these objections, the Company responds as follows:

Cascadia Water does not keep records indicating the reason for each boil notice sent.