



2015
 5/27 Purchase of the Hand House

- 2016**
- 11/03/2016 Pressure release valve replaced
 - 11/09/2016 Hand reported claim to RVWC. RVWC denied claim
 - 11/16/2016 Hand presented demand letter to RVWC
 - 11/16/2016 UTC informal. Complaint opened
 - 11/21/2016 RVWC filed extension of treatment surcharge (\$0.75 per month)
 - 11/30/2016 RVWC meets DOH at well site to discuss successful pilot program. "D" well offline to "emergency -only" status.
 - 12/16/2016 RVWC Filtration Submittal to DOH
 - 12/22/2016 Approval of Extension of Surcharge tariff

- 2017**
- 1/05/2017 UTC staff closes complaint: "Company Upheld"
 - 1/16/2017 Hand call re brown water
 - 1/18/2017 Hand call re brown water
 - 2/28/2017 Hand call re brown water
 - 3/20/2017 Complaint filed with Superior Court Pierce County
 - 4/06/2018 Spectra Laboratory Water Report re Hand's Residence
 - 4/18/2017 DOH Filtration Approval
 - 10/2017 Superior Court case dismissed. UTC formal complaint process begins