

SH-60X
Docket UW 170924
Sarah Hand

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

**SARAH HAND'S EXHIBIT 60 TO CROSS
EXAMINATION - DOCKET UW 170924**

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From: 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

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
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>
> Utilities and Transportation Commission
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