

Exh. SH – 23
Docket UW 170924
Witness: 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

**EXHIBIT 23 TO TESTIMONY OF
COMPLAINANT SARAH HAND**

EXHIBIT 23

TO TESTIMONY OF

Sarah Hand

March 19, 2018

Newspaper Articles dated 10-21-2015 and 11-16-2016

**EXHIBIT TO TESTIMONY OF SARAH HAND –
DOCKET UW 170924**

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Pierce County neighborhood dealing with brown water

By: Henry Rosoff

Updated: Oct 21, 2015 - 11:44 PM



1 of 3

SPANAWAY, Wash. - The Rainier View Water Company announced, less than two weeks after this report, that workers would fully shut down water in the area November 4 and 5 to flush all pipes.

Neighbors said they have never seen the company do such a comprehensive "flushing" before. Several credited KIRO 7's story :

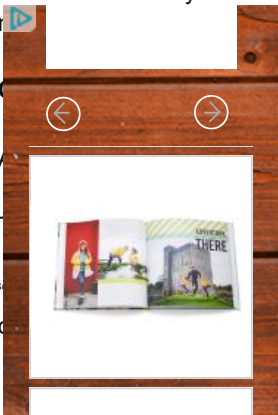


Rainier View has yet to return calls inquiring as to if the company seeing the flushing as a long term solution, or is still counting on a eventually solve the brown water problem.

A neighborhood is dealing with spooky looking water this Halloween.

The neighborhood has brownish water flowing into their homes.

Neighbors said they have never seen the company do such a comprehensive "flushing" before. Several credited KIRO 7 pictures. "It makes me think I want to move that's what it makes me think, I've



The brown water leaves nearly impossible to remove stains on toilets, tubs and sinks. People claim it's giving them health problems and rashes.

The Rainier View Water Company operates this local Southwood Water System. A spokesman said the water is from naturally occurring wells and has safe levels of minerals in it.

The spokesman said five months ago, the company put in a new filtration system in, which will eventually improve things. Since then, the company has been flushing the pipes and expects the water to be better in another six months to a year.

However, neighbors like Sanders are tired of excuses. She is refusing to pay her bill this month.

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KIRO 7 confronts water company behind brown Spanaway water

By: Henry Rosoff

Updated: Nov 16, 2016 - 11:25 PM



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It has been more than a year since KIRO 7 first investigated brown water pouring into homes in a Spanaway neighborhood. Wednesday, KIRO 7 and neighbors confronted the Rainier View Water Company, which said things would be better by now.

People in the Springwood neighborhood showed KIRO 7 how the brown water is still flowing. David Ayuso drained brown water right out of his hot water heater, which was cleaned just hours earlier.

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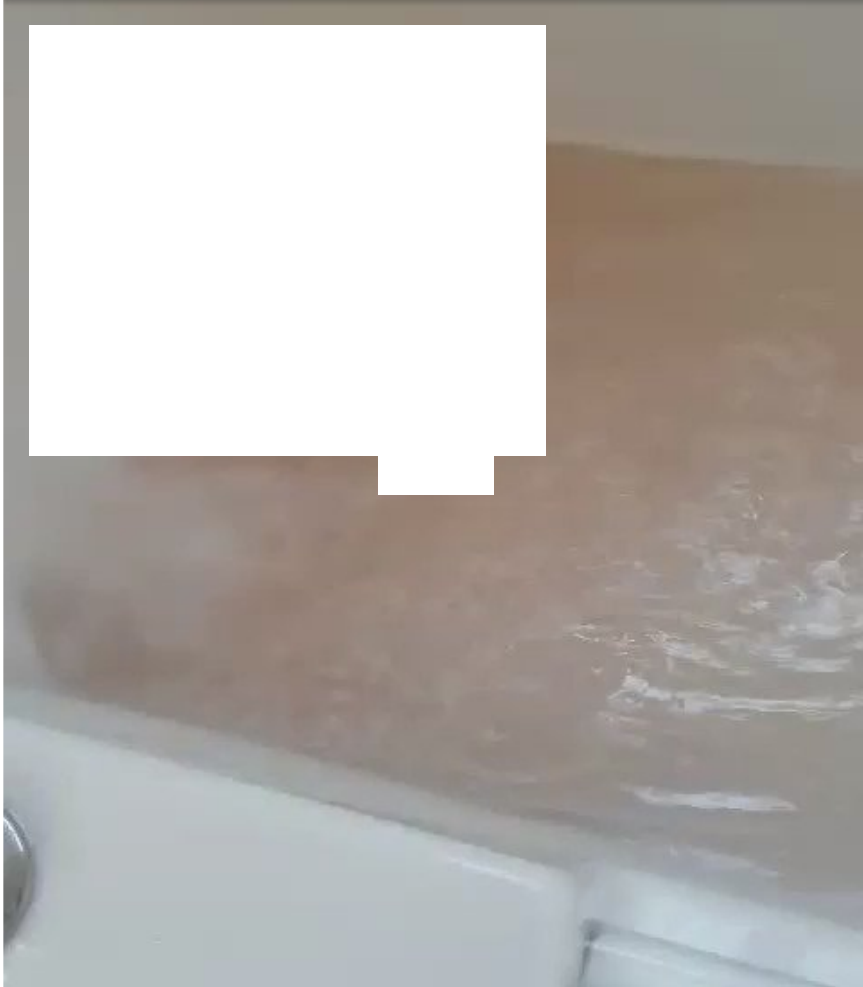
When KIRO 7 first highlighted the brown water in October of 2015, a spokesman for Rainier View Water Company said a new filtration system would help clear up the mineral-laden well water in about a year. In November, the company even shut down all the pipes for a major flushing project to try and make things better.

But neighbors said the efforts have been unsuccessful.

“Rainier Water didn’t keep their end of the bargain, and here we are with brown water,” Springwood resident Sarah Hand said.

Two weeks ago, sediment in the water broke a valve in Hand’s home, causing \$634.00 in damage. Currently, the money is coming right out of the Christmas budget.

Facebook post header with navigation icons, a profile picture placeholder, and a 'LIVE' indicator. Below the header, it shows '214 Shares' and social media sharing icons for Twitter and Email.



Henry Rosoff
@HenryRosoff

Spanaway still dealing w/ nasty brown water. They were told it'd be fixed by now... still not better. Today we confront the water company.

4:21 PM - Nov 16, 2016

2 7 7

Wednesday, KIRO 7 was there as Hand, who brought her bill, and Ayuso, who brought a container of the brown water, walked into the Rainier View office.

A spokesman for the company immediately asked KIRO 7 to leave and refused to answer any questions about broken promises to fix the water. Neighbors were allowed to stay and talk for 10 minutes, but were told there is no fix coming in the near future. Rainier View will not pay Hand's bill.

Many neighbors are talking about suing. KIRO 7 is reaching out to state and federal regulators.

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