

**Exh. SH - 15**  
**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 15 TO TESTIMONY OF  
COMPLAINANT SARAH HAND**

**EXHIBIT 15**

**TO TESTIMONY OF**

**Sarah Hand**

**March 19, 2018**

Email from Rachel Stark, UTC Consumer Specialist, to Bob  
Blackman, manager of Rainier View Water Company on  
4-18-2017.

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

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5/17/2017

Case Report

**To: Bob@RainierViewWater.com;****From: rstark@utc.wa.gov****Subject: RE: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand  
CRM:0008083****Attachments: 0****Body:**

Hi Bob,

Thank you for the information you provided during this complaint. This complaint is now closed. The disposition is company upheld. Please note that the consumer protection section has an internal quality review program, and all closed complaints are subject to review and/or re-opening.

Thank you  
Rachel Stark  
Consumer Complaint Investigator  
Consumer Protection  
1-888-333-WUTC (9882)  
FAX: (360) 664-4291

Washington Utilities and Transportation Commission  
Respect. Professionalism. Integrity. Accountability.  
[www.utc.wa.gov](http://www.utc.wa.gov)

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**Activity Type: Email****Activity Date: 4/18/2017, 10:27:01 AM****To: rstark@utc.wa.gov;****From: CRMAdmSvc@utc.wa.gov****Subject: CAS-19946-L3N4X0 has been Assigned to You CRM:0042097****Attachments: 0****Body:**

CAS-19946-L3N4X0

**Activity Type: Email****Activity Date: 4/18/2017, 10:27:03 AM****To: rstark@utc.wa.gov;**