

Exh. SH - 7
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 7 TO TESTIMONY OF
COMPLAINANT SARAH HAND**

EXHIBIT 7

TO TESTIMONY OF

Sarah Hand

March 19, 2018

Springwood Estates Homeowners Association Facebook postings
by community members describing their observations and
concerns regarding the quality of Rainier View's water.

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

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Sheri Gray-Moss added 4 new photos — 🤢 feeling disgusted with Springwood Residents.

April 16 ·

Thank you Rainier View Water company! 3 pressure release valves, 1 new bladder tank and 1 new thermostat in 1 year really it can't be the water they say. I need Jessie! Oh did I mention the water ran for 5 minutes when I took these pictures! Rant over!



29 Reactions 17 Comments

Like Comment

29



Jade Thompson That's horrible

Like · Reply · April 16 at 10:05pm



Julie Morris Seriously!! Get Jesse!!

Like · Reply · April 16 at 10:15pm



Audra Sanders Hey have been here it has done NO good whatsoever. We've been on the news twice for this.

Like · Reply · 3 · April 16 at 10:21pm



Sheri Gray-Moss Yes I know just irritated!

Like · Reply · April 16 at 10:30pm



Write a reply...



Audra Sanders My tub.



Like · Reply · 2 · April 16 at 10:23pm



Kimberly Stanziola Can you call the health department?

Like · Reply · April 16 at 10:48pm



Sarah EJ Hand We filed a lawsuit last month . Water being test by a lab.

Like · Reply · 2 · April 16 at 10:49pm



Aaron Mace And they wonder why everyone they supply water to drinks bottled water. I've got Rainier view as well. But that's okay, according to the EPA guidelines that's considered acceptable drinking water.

Like · Reply · April 17 at 2:04am



Holli-anne Lorenz What?! I have the same water company but never heard of the brown water... I'll have to keep my eyes open for that. Luckily my hunny is a plumber too 😊

Like · Reply · 1 · April 17 at 5:07am



Arlene Kuck Winters When we lived in Graham and had Rainer water we had the same problem .only they ran the water out of the hydrant for over an hour. They hadn't released any water for over several years. They called the problem to much of the mineral manganese. I had just cleaned the hot tub and was filling it . I open the lid to see how full it was and it was totally brown water. The guy that was there said they need to flush their lines more often.

Like · Reply · April 17 at 6:56am



Arlene Kuck Winters Are you on the end of the line? We were.

Like · Reply · 1 · April 17 at 8:13am



Sheri Gray-Moss It's our whole development. They flush the lines all the time and it doesn't help... They sent everyone a letter that they where raising our rates so they can fix the problem in 2020.

Like · Reply · April 17 at 7:28pm



Arlene Kuck Winters Something is not right. You need to find someone to help you. That's a long time to go with dirty water. Is there new construction going on around you? Sometimes that stirs things up.

Like · Reply · 1 · April 17 at 7:34pm



Sheri Gray-Moss No.... if we let it run it finally gets clear.... This was just after changing The pressure release valve again. Just isn't normal to have to fix so often.

Like · Reply · April 17 at 10:44pm



Carla Curtis Backman **Sheri Gray-Moss** This is EXACTLY what happened to our water. We are on a community well owned by Iliad. We went to Washington State UTC and complained to high heaven because it was ruining EVERYTHING. Well, they fixed it with a

filtering system on the well. Now our rates have nearly tripled because of that. I hope Rainier View treats you guys better than we have been treated. I'm so sorry. This SUCKS! I feel your pain.

Like · Reply · 1 · April 18 at 1:12pm

 Write a reply...



Kimberly Stanziola Call the fire department maybe and tell them the situation....maybe the can come open the hydrants on the streets for awhile to get the lines clearer also.?

Like · Reply · April 17 at 7:45am



Kimberly Stanziola Or they can put pressure on the city to come clear the street lines.

Like · Reply · April 17 at 7:45am



Sheri Mennitto All the lines were flushed not too long ago. Manganese must build up quick.

Like · Reply · April 17 at 8:49am



Carol Maines-Williams We have the same water company and our water is clear. That's so crazy

Like · Reply · 1 · April 17 at 1:11pm



Judy Grote Good Lawd, woman. I'd be pissed too.

Like · Reply · 1 · April 17 at 6:52pm



Mike Buckner I have Rainier View and my water is fine

Like · Reply · April 17 at 8:02pm



Sheri Gray-Moss Mike your one of the lucky ones! Lol

Like · Reply · April 17 at 10:37pm



Write a reply...



Shaun Gray-Buell Ewwww and you wash your clothes and take a shower in that. Glad mine isn't like that

Like · Reply · April 17 at 8:03pm



Rebecca Little I agree with you. I have never had water and service as bad as what Rainier View Water drips out on a daily basis. Perhaps they're trying to force us to order their Mountain Mist home water service????

Like · Reply · 2 · April 17 at 8:27pm



Holli-anne Lorenz Oooh marketing tactic 🙄

Like · Reply · April 17 at 8:27pm



Write a reply...



Martha Bertucci Gross!!

Like · Reply · April 17 at 10:52pm

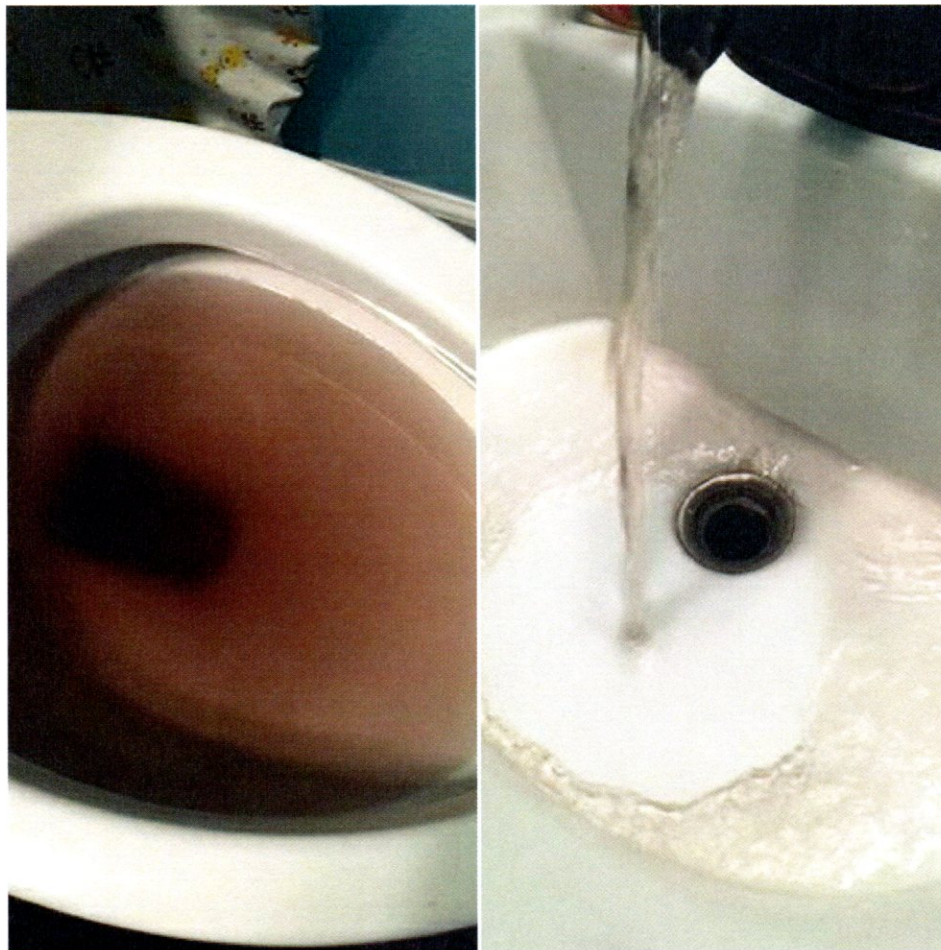


Write a comment...

Nicole Larsen Powell Springwood Residents

June 30, 2016 ·

Love waking go brown water and all my white clothes I just washed are now seriously brown. Called the water company. They said a main line broke on 204th not sure I buy it but it needs to be fixed.



1 Like 17 Comments

Like Comment

1



Priscilla Tamplen Yea I noticed my shower was brown while I was showering! I'm pissed and feel so nasty! More nasty than all my yard work I did yesterday! I brushed with bottled water! Cuz I have money to do that??

Like · Reply · June 30, 2016 at 11:31am



Tim Donlin I think thats the line they are working on right now outside the lower gate on 204th. Maybe that is the cause this time but not willing to put money on it.

Like · Reply · 1 · June 30, 2016 at 11:34am



Brandi Locke So gross

Like · Reply · June 30, 2016 at 11:38am



Brandi Locke What i dont understand is how can it be my toilet one time, my tub the next time, then my sink???

Like · Reply · 2 · June 30, 2016 at 11:55am



Melanie Himango Has anyone noticed any issues with water pressure since the water company came out? I'm with you Brandi! It's so weird!

Like · Reply · June 30, 2016 at 11:56am

Brandi Locke No but i all of a sudden have some serious hot water. Havent even touched the hot water tank.



Like · Reply · June 30, 2016 at 11:57am



Melanie Himango wow! how odd!

Like · Reply · June 30, 2016 at 11:58am



Write a reply...



Brandi Locke I kno, weird.

Like · Reply · June 30, 2016 at 11:59am



Priscilla Tamplen Its all my stuff today! Sink, toilet, shower all of them. My 4 year old freaked out on my two year old for not flushing the toilet after he pooped.. Had to explain it wasn't brother the waters just brown today! He finds it very disgusting and insist that I clean the toilet! 😂😂

Like · Reply · 1 · June 30, 2016 at 12:23pm



Recie Baker My water pressure is terrible! I have to push my button in EVERYTIME I need water because it pops out everytime I turn the water off. It's so annoying

Like · Reply · June 30, 2016 at 1:05pm · Edited



Melanie Himango totally annoying!

Like · Reply · 1 · June 30, 2016 at 1:06pm



Write a reply...

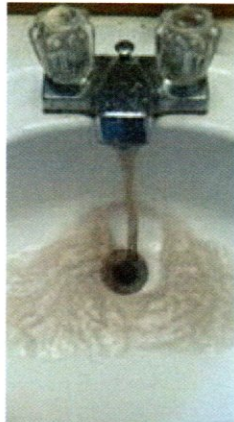


Linda Henderson Had the same problem this morning. Ugh!

Like · Reply · June 30, 2016 at 3:58pm



Christy Ronnie Olmos Our pressure is terrible too and all water sources are brown.



Like · Reply · June 30, 2016 at 5:17pm



Melissa Dunlap Hubby took a bubble bath... Didn't look to see that the water was brown. But turned our white towel brown when he dried off. Gross

Like · Reply · June 30, 2016 at 6:58pm



Recie Baker Ewww 🤢

Like · Reply · June 30, 2016 at 6:59pm



Abe Quejaand they have the nerve to raise our water bill?????? WTF, SMH! I'm just a renter in this neighborhood but I feel for everyone permanently living here. It's a Monopoly because they are the only water company available for our neighborhood. On a side note, Happy 4th and don't party TOO LESS!!!!

Like · Reply · 4 · June 30, 2016 at 8:16pm · Edited



Nicole Larsen Powell They only raised it if you go over 3k cubic feet. So unless you are filling a pool or have a leak you shouldn't see an increase.

Like · Reply · July 1, 2016 at 9:18am



Write a reply...



Kim Webber Price They were working on the pipes today. Saw them out there by the back gate. 🙄 I'm sure we'll all have issues for a while.

Like · Reply · 2 · June 30, 2016 at 8:45pm



Christy Ronnie Olmos We called the emergency line last night, they came over within the hour and flushed ours. Ours is clean now. Call them.

Like · Reply · 2 · July 1, 2016 at 7:59am



Nicole Larsen Powell They are coming to flush our lines as well. P

Like · Reply · 1 · July 1, 2016 at 9:18am

Jill Smithson Springwood Residents

September 22, 2014 ·

Anyone else have lovely brown water again? So tired of it 😞 If you wouldn't mind, would everyone make a point to call Rainier View Water tomorrow and ask for this to be fixed please?



7 Likes 18 Comments

Like Comment

7



Kim Webber Price I will. Ours is pretty constant in the upstairs master bathtub.

September 22, 2014 at 9:12pm · Like · 2



Audra Sanders Mine too Kim and Jill! Sick of it !

September 22, 2014 at 9:16pm · Like · 2



Amanda Campbell Schiemer Kim, us too. I have to run the water for a bit before it goes away.

September 23, 2014 at 11:42am · Like



Ronda Gorham I only have it in an upstairs bathroom.. Hardly ever. Gets. Used. I assumed it was. Just the pipes

September 23, 2014 at 12:22pm · Like



Jill Smithson I don't know if we have it downstairs or not...at least I haven't noticed it. I wonder why it would only be happening in the upstairs bathrooms for all of us?

September 23, 2014 at 2:11pm · Edited · Like



Lisa Adams We have it too. If it happens upstairs run down stairs when it happens and run the water down there too. It comes out of all the pipes. I've even noticed the toilet water being that way sometimes. I just thought the boys weren't flushing for a long time.

September 23, 2014 at 2:26pm · Like · 1



Keith Lynn Is it just your hot water

September 23, 2014 at 2:40pm · Like



Brandi Locke This only happens in my master bathroom!!!! ??????

September 23, 2014 at 2:50pm · Like · 1



Lisa Adams No it's the cold water.

September 23, 2014 at 2:58pm · Like



Amanda Campbell Schiemer Ours is the hot water.

September 23, 2014 at 3:10pm · Like



Audra Sanders Ours isn't the hot water. We replaced the tank thinking it was. Why would it be only in master baths? Although all my toilets as well. I'm perplexed.
September 23, 2014 at 5:09pm · Like · 1



Don Dunlap My upstairs baths
September 23, 2014 at 6:45pm · Like



Dina Anne Kuhlman Me too Audra
September 24, 2014 at 5:27pm · Like



Audra Sanders Dumb.
September 24, 2014 at 9:10pm · Like



Jill Smithson I wonder if it has anything to do with how long it's been since the tub or toilet has been used...? We haven't used my bath in over 3 months. Could it be water sitting in the pipes?
September 24, 2014 at 9:25pm · Like



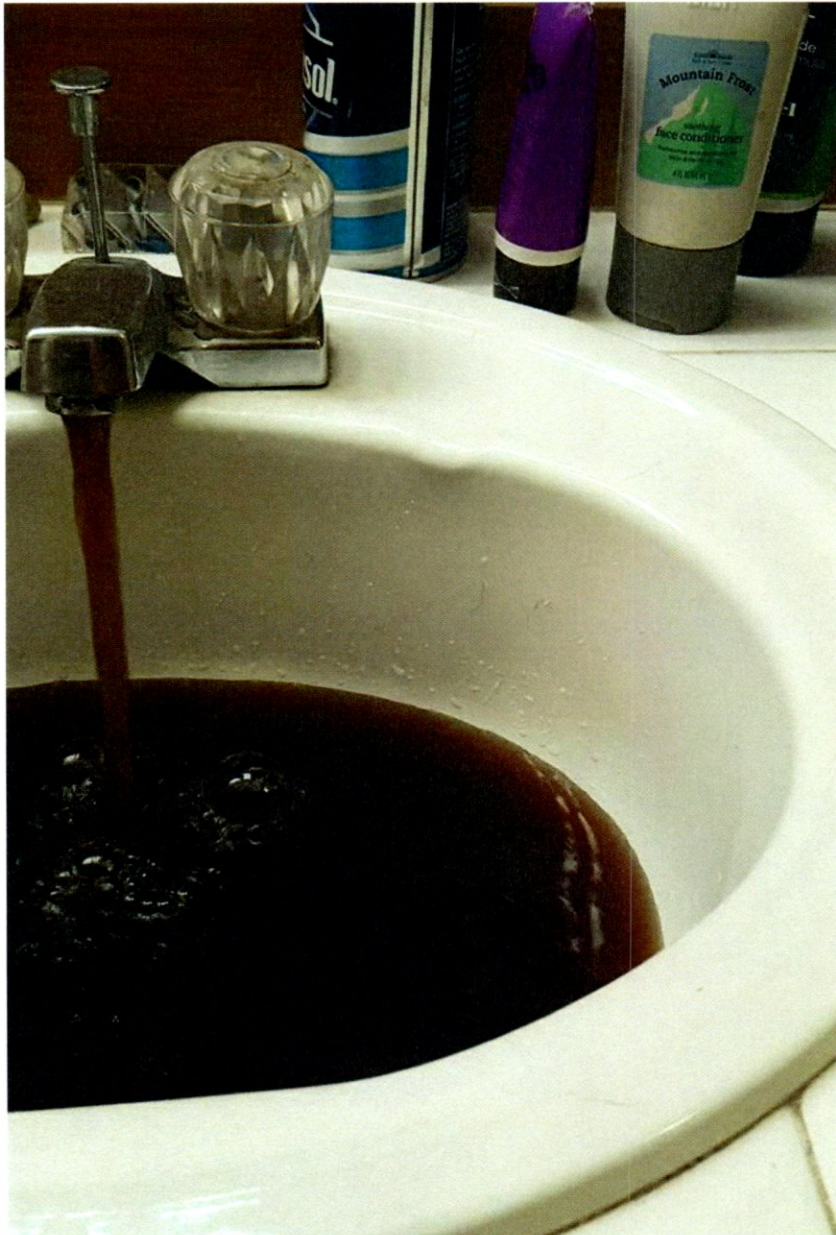
Amanda Campbell Schiemer I'm thinking so. Because it only happens in our master bath tub which is separate from our shower. No toilets, and none of the other sinks or shower/bathtub.
September 24, 2014 at 9:31pm · Like



Audra Sanders I run water In my master tub daily and have that so not from sitting.
September 24, 2014 at 9:41pm · Like · 1



Jill Smithson Well shoot...
September 24, 2014 at 9:59pm · Like · 1



Randy Sisler II

October 16, 2016

looks like Earl Grey tea

Like

Comment



Write a comment...

People You May Know

[See All](#)

Randy Sisler II Springwood Residents

October 16, 2016 ·

here we go again... the worst we have had. The water pressure dropped and then came back to this.



-0:12

4 Reactions · 9 Comments

Like Comment

4



Randy Sisler II looks like Earl Grey tea



Like · Reply · October 16, 2016 at 3:10am



Nicole Larsen Powell Omgosh!!

Like · Reply · October 16, 2016 at 9:45am



Gay Carner Riipinen Wow just wow!!! Did you save some of it?

Like · Reply · October 16, 2016 at 6:54pm



Polly Lutz Holy crap! I hope you are going down there tomorrow to confront them with this.

Like · Reply · October 16, 2016 at 10:44pm



Randy Sisler II I did

Like · Reply · October 16, 2016 at 10:44pm



Judi Shook What did they say?

Like · Reply · October 17, 2016 at 6:04am



Melissa Dunlap This water just fucked up my new water heater. Having to pay to fix it due to All the sludge that has collected in it

Like · Reply · 1 · October 19, 2016 at 7:39pm · Edited



Polly Lutz No.....

I think it's time we as a community come together and do something about this... Does anyone know of any other neighborhood that this might be happening??

Like · Reply · 2 · October 19, 2016 at 8:23pm



Audra Sanders [Melissa Dunlap](#) same thing happened to me with my HWT

Like · Reply · October 25, 2016 at 6:10pm



Melissa Dunlap [Audra Sanders](#) I called them and they gave some excuse about how it is within safe levels and that everyone should flush their water heaters yearly. And then my husband went in and showed them the pipe that should be white but was Brown and left furious with them. I don't think they care. I'm wanting to find out who is monitoring the company and go there next

Like · Reply · 1 · October 26, 2016 at 1:31am · Edited



Write a reply...



Katie Apodaca This is so weird. I've lived here a year and our water has always been clear. ??

Like · Reply · October 20, 2016 at 10:02am



Sarah EJ Hand [Kiro7.com](#)



Seattle News, Weather, Traffic and Sports

Seattle News, Weather, Traffic and Sports

KIRO7.COM

Like · Reply · November 7, 2016 at 3:18pm

Sheri Mennitto Springwood Residents

November 18, 2016 ·

Hello Springwood. I spoke with Bob Blackman (General Manager) at Rainier View today. He explained that they put in a deeper well back in 2012 and that is when he thinks they started having problems with the Manganese in the water of 15K customers. He also informed me that they were already in the process of putting in a \$500K new filtration system to help alleviate this problem and in fact had put down a deposit of \$90K to make this happen for construction this next spring.

While at the site a representative from the Water division of the Health Department was there checking the water. Hopefully Rainier View and ourselves will get a clean bill of health on the water we have been and are consuming.

Bob Blackman also suggested that he would meet with our Board to talk over any concerns forthcoming. If you have any concerns or thoughts that we can present at that meeting please let us know!

Regards,
HOA President and Springwood Homeowner
Sheri L Mennitto

6 Likes 6 Comments

Like Comment

6

**Ronda Gorham** WOW thank you Sheri...Love the information. And thank you [Henry Rosoff](#)[Like](#) · [Reply](#) · 1 · November 18, 2016 at 3:47pm**Sheri Mennitto** 😊[Like](#) · [Reply](#) · November 18, 2016 at 8:28pm

Write a reply...

**Sarah EJ Hand** He said he did that last year on camera . Then told [Gretchen Hand](#) and me a different story yesterday. Bob will say what you want to hear. If you have brown water then please report that to Rainer water and have them flush your lines. Unfortunately you... [See More](#)[Like](#) · [Reply](#) · 4 · November 18, 2016 at 10:18pm · Edited**Gay Carner Riipinen** I agree, always a new story from them. I was told the new 800,000.00 filtration system is going to raise the rates for us. Just very frustrated after being lied to about this for over 4 years.[Like](#) · [Reply](#) · November 19, 2016 at 10:14pm**Sheri Mennitto** Yes...it is strongly encouraged that you file if you are having problems. I hope some of the things I was told were truthful. I will follow up in a few weeks.[Like](#) · [Reply](#) · November 21, 2016 at 5:29pm · Edited

Write a reply...

**Mike Langer** Need to clarify: At this point the Springwood HOA is not involved in this matter. As stated each resident must file on their own behalf[Like](#) · [Reply](#) · 2 · November 21, 2016 at 4:22pm**Amanda Campbell Schiemer** The HOA needs to be involved considering this involves the whole community.[Like](#) · [Reply](#) · November 21, 2016 at 5:57pm**Ronda Gorham** Not really Amanda it is HOA has nothing to do with it. HOA has other issues..that they are in charge of. If you have brown water you have to call rainer...sad truth[Like](#) · [Reply](#) · November 21, 2016 at 6:10pm



Amanda Campbell Schiemer I'm just saying they should help get the word out to those that don't know others are having an issue. So we can come together.

Like · Reply · November 21, 2016 at 6:32pm



Sarah EJ Hand I am on the board . I promise I will get the word out. It won't be hoa board business but trust me i do care .

Like · Reply · 1 · November 21, 2016 at 6:38pm



Sheri Mennitto Sarah EJ Hand and Gretchen have been posting tons of information on this FB page. This may be something we can put in our next Newsletter. Each homeowner will have to contact Rainier View about their property. It's so weird how some have it much worse than others.

Like · Reply · November 21, 2016 at 6:40pm · Edited



Sarah EJ Hand Sheri Mennitto the guy that pump my water said cause some of us live on ends of a line. I got that information from him. So we will see more and get more brown water

Like · Reply · 1 · November 21, 2016 at 6:41pm



Write a reply...



Sarah EJ Hand No not a hoa concern . Human rights to have clean water. You pay for. I won't stop until we all have clean water. Rainer fix there mistakes and pay for the things their company broke in our house. Health concerns

Like · Reply · 1 · November 21, 2016 at 5:57pm



Brandi Locke Thelady told me today to go online to rainerview water website and you can see the quality water reports. I tols her i didnt care if they SAY its safe to drink. I want to SEE THEM DRINK IT. we are expected too and HAVE to pay for it.

Like · Reply · November 21, 2016 at 6:23pm



Sarah EJ Hand Brandi Locke you made me laugh. When they bob guy kick the cameras out my 11 year ask the bob if she was clean or dirty cause we have brown water. Asked him to drink it in front of me. Surprise he wanted nothing to do with that

Like · Reply · 1 · November 21, 2016 at 6:36pm