

**Exh. RS-3
Docket UW-170924
Witness: Rachel Stark**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

SARAH HAND,

Complainant,

v.

RAINIER VIEW WATER CO., INC.,

Respondent.

DOCKET UW-170924

**EXHIBIT TO
TESTIMONY OF**

Rachel Stark

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

*Email string between Rachel Stark and Bob Blackman,
dated November 16 through November 18, 2016*

May 3, 2018

From: Bob Blackman
To: [Stark, Rachel \(UTC\)](#)
Subject: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083
Date: Friday, November 18, 2016 4:04:55 PM

Afternoon Rachel,

I met with Bob James (WSDOH) this morning. We discussed the Iron/Manganese Remove treatment/filtration of the Fir Meadows Wellfield. We also visited the site and took raw water Iron and Manganese samples from the three well and will have them analyzed by a certified laboratory. We also discussed setting up a flushing program and shutting off the well that produces the highest level of Manganese to help minimize this issue until the treatment is on-line. Yesterday afternoon we took several chlorine residuals test within Springwood, which indicate we are well within the levels to insure proper disinfection.

If you have any questions, please contact me.

Bob Blackman
General Manager
(253) 537-6634 X1213
www.rainierviewwater.com

From: Bob Blackman
Sent: Thursday, November 17, 2016 4:53 PM
To: 'rstark@utc.wa.gov'
Subject: RE: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083

Rachel,

Sarah Hand contacted me last week requesting that we pay for the replacement of her Pressure Reducing Valve (PRV). I explained that Rainier View does not pay for homeowner assemblies or appliances that are installed after the meter. She mentioned that if we did not reimburse her for her PRV she would take us to Small Claims Court. I never told her she couldn't file this case, I explained that in previous cases that once the person presiding over the case finds out that Rainier View Water is Regulated by the Washington State Department of Health and the Utilities and Transportation Commission, the case is typically dismissed and directed to pursue the case with the proper agency. Prior to receiving this complaint I called Sarah's spouse and reiterated to her the same statement.

I don't recall telling her we would pay for the valve and then changing my mind. This would be a board decision; I was told by the board to uphold our stance that we do not pay for homeowners personal equipment. A point of concern is how old is the PRV; was preventative maintenance performed and did the plumber try to clean the valve before stating it needed to be replaced?

As for the discolored water in the Springwood Development. We have investigated the water quality in the wells nearest this development and have determined the manganese levels have been rising over the past several years. With this knowledge we proceeded with implementing an Iron / Manganese removal program. We have hired Apex Engineering who has designed the treatment

plant utilizing Atec Systems methods. A copy of the Pilot Study is available if needed.

Below is an excerpt of an email from John Ryding, Regional Engineer with Dept. of Health, Office of Drinking Water to John Cupp UTC discussing a manganese complaint in 2011.

Water Quality issue are typically caused by buildup of iron and/or manganese in distribution piping. When there is an abrupt change in flow (like when a fire hydrant is opened) this can knock these deposits off the pipe walls and enter the water that is delivered to people's homes. This is quite common in Pierce County and Rainier View is certainly not alone in having to deal with this. These types of deposits are not harmful to human health but can cause the water to look, smell, or taste badly in the eye of the consumer.

This complaint is in regards to the same issue Springwood is experiencing but is located in Gig Harbor. We have since installed a treatment plant similar to the one we are proposing to install at the well serving Springwood and the complaints have been reduced to a minimum. If all goes well we should have Springwood's treatment operational by Spring of 2017. In the interim, we have removed the well from service and have it set up as an emergency back-up.

I am meeting with the Department of Health tomorrow to discuss this issue. We hope to devise a game plan with them to address the customers concerns until the treatment is on-line.

I will follow –up with you tomorrow.

Bob Blackman
General Manager
(253) 537-6634 X1213
www.rainierviewwater.com

From: Carol Hellickson
Sent: Wednesday, November 16, 2016 12:01 PM
To: Bob Blackman
Subject: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083
Importance: High

Hi, Bob, I'm afraid this one is out of my realm.

*Carol Hellickson
Billing/Customer Service Mgr.
Rainier View Water Company, Inc.
(253) 537-6634*

From: info
Sent: Wednesday, November 16, 2016 11:58 AM
To: Carol Hellickson
Subject: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083
Importance: High

From: Stark, Rachel (UTC) [rstark@utc.wa.gov]
Sent: Wednesday, November 16, 2016 11:38 AM
To: info
Subject: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083

New consumer complaint.

Thank you.
Rachel Stark
Consumer Complaint Investigator
Consumer Protection
Phone: (360) 664-1166 (direct)
FAX: (360) 664-4291

Washington Utilities and Transportation Commission
Respect. Professionalism. Integrity. Accountability.
www.utc.wa.gov

Washington UTC Complaint CAS-19946-L3N4X0

Company: Rainier View Water Company, Inc.
Customer: Sarah Hand
Account #: 3602864669
Contact:
Service Address:
7202 201st Street E.
Spanaway WA 98387
Primary Phone: 360-286-4669
Secondary Phone: 3602864669
Email Address: sarahejhand@yahoo.com

Complaint Information:

Complaint ID: CAS-19946-L3N4X0
Serviced By: Rachel Stark
Opened On: 11/9/2016 11:37 AM
Grouped By: Quality Of Service

Description:

The customer has brown water which caused damage to their pipes and then they paid \$654 in repairs. They asked Bob Blackman of Rainier View Water if the company will pay for their repairs. First he said yes, and then said he would not. He also told her that she cannot take the company to small claims court because the company is protected by a commission.

Brown water has been an issue throughout the Springwood area for years. The company has pumped the brown water and then the water is clear for a couple of days and then the brown water returns.

She would like to know why their area has brown water and what the company is doing to fix the pipes so they have clear water. She would also like to know why the company will not pay her \$654 repair costs and why Bob Blackman told her she cannot take the company to small claims court.

November 16, 2016 - 11:34 a.m. Consumer complaint passed to Rainier View Water via email
The Response is due by 5 p.m. on November 18, 2016

From: Bob Blackman
To: [Stark, Rachel \(UTC\)](#)
Subject: RE: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083
Date: Thursday, November 17, 2016 4:52:32 PM

Rachel,

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Washington UTC Complaint CAS-19946-L3N4X0

Company: Rainier View Water Company, Inc.
Customer: Sarah Hand
Account #: 3602864669

Contact:

Service Address:

7202 201st Street E.

Spanaway WA 98387

Primary Phone: 360-286-4669

Secondary Phone: 3602864669

Email Address: sarahejhand@yahoo.com

Complaint Information:

Complaint ID: CAS-19946-L3N4X0

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