

Exh. RS-4
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 22 through November 28, 2016*

May 3, 2018

From: Bob Blackman
To: [Stark, Rachel \(UTC\)](#)
Subject: RE: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083
Date: Monday, November 28, 2016 1:13:45 PM

Good Afternoon Rachel,

If you are proposing we install a household filter specifically for this customer, it would be unlikely. We have over 14,000 homes on this system and if we install a filtration system for this residence, we would have to offer filtration to all customers requesting a filter.

I fully understand the customer's displeasure with receiving water that contains high mineral levels. It can be very frustrating not knowing when the manganese will show up. I am confident the water they are receiving is not discolored all the time. There are over 150 homes within the Springwood Subdivision and several thousand homes outside the subdivision; if the water was continually discolored I would think UTC and DOH would be receiving more complaints. I talked with the Springwood Home Owners Association President who has told me they experience this problem a few times a year and by flushing the faucets or outside hose bibs for a few minutes typically remedies their problem. I also understand the customer that filed this complaint lives on a dead end line, which could experience discoloration more frequently. Last week I spoke with Sarah and suggested that we would install an electronic meter which would help us determine the amount of water used to flush their lines and credit their account by that amount. She refused the offer and hung up. Short of paying for their Pressure Reducing Valve I don't believe the customer will be satisfied.

We will continue working with the Washington State Department of Health to obtain the proper approvals and install the appropriate treatment to help solve the concerns of all our customers.

If you have additional questions, please contact me.

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

From: Stark, Rachel (UTC) [<mailto:rstark@utc.wa.gov>]
Sent: Tuesday, November 22, 2016 3:15 PM
To: Bob Blackman
Subject: RE: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083

Hi Bob,

Thank you for your response. Is there a way that the company can install a filtration system so that when the water from the system goes to the consumers homes the water will be filtered of the sediment and discoloration?

I'm sure you would agree this water may be at safe levels with Department of Health standards, however, drinking, bathing, cooking, or cleaning with the brown sediment-filled

water that comes out of the faucet would be highly distasteful.

The response is due by 5 p.m. on November 29, 2016

Thank you

Rachel