

**Exh. SH - 13**  
**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 13 TO TESTIMONY OF  
COMPLAINANT SARAH HAND**

**EXHIBIT 13**

**TO TESTIMONY OF**

**Sarah Hand**

**March 19, 2018**

Rachel Stark, UTC Consumer Specialist, memorandum of  
telephone call with Sarah Hand on December 20, 2016.

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

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**UTC POC: Rachel Stark****Subject: Phone call to the consumer****Description:**

Called the consumer - rang no answer.

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**Activity Type: Phone Call****Activity Date: 12/20/2016, 3:09:00 PM****Direction: Outgoing****Customer: Sarah Hand****UTC POC: Rachel Stark****Subject: Phone call to the consumer****Description:**

Called and spoke with the consumer. I advised her that the commission does not have regulation over the water quality issues, however, due to the company filing a request to extend their surcharge, we looked further to ensure that the company was in compliance with Department of Health standards for the quality of water. The customer became upset and began to yell and argue. She insist the commission needs to more to make the company provide them with clear water. I told her according to DOH, the water is tested and meets requirements and there are no pending testing requirements DOH is requiring the company to perform. I told her that the water does not look appealing, however, is safe for consumption. The consumer became more angry and began to yell that she would like to know if I had a choice to buy water at the store between brown and clear what I would do. I told her that was not a true question because she knew the answer, I told her of course I would buy the clear water. I told her I understand how she feels because I wouldn't want brown water in my home either. However, the commission does not have the jurisdiction over the quality of water, that lays with DOH. I told her there was nothing else that I could do and will need to close the complaint. The consumer became angry again and stated that "you people think we are not coming to the meeting on Thursday!" "I'm coming and bring other homeowners and the news crews and you people and the commissioners will have to answer to the news""you will be embarrassed that you are doing nothing for consumers and expecting them to drink disgusting water". I told her that the open meeting is open to the public and we welcome people to come to the meeting. That is where you can have your voice heard and speak directly to the commissioners. She is welcome to come and sign in when she gets here in order to be called up to the podium to speak. I again told her there is nothing more that I can do and will close her complaint. She did not want me to close her complaint until after the decision was made at the open meeting because she is showing up and bringing the news and things will not go as we think. I told her the outcome of what is being decided at the open meeting does not affect the water quality but I will close her complaint after the open meeting. She thanked me.

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**Activity Type: Email****Activity Date: 1/5/2017, 10:23:21 AM**