

**Exh. RS-2**  
**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**

*Case Report for the Complaint of Sarah Hand*

**May 3, 2018**

Case Report

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## **Washington State Complaint: CAS-19946-L3N4X0**

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**Company: Rainier View Water Company, Inc.**

**Industry: Water**

**Customer: Sarah Hand**

**Alt Contact:**

**Account Number: 3602864669**

**Service Phone: 360-286-4669**

**E-mail Address: sarahejhand@yahoo.com**

**Service Address: 7202 201st Street E. Spanaway WA 98387**

**Complaint: CAS-19946-L3N4X0**

**Type: Complaint**

**Serviced By: Rachel Stark**

**Grouped By: Quality Of Service**

**Opened On: 11/16/2016 5:00:00 PM**

**Closed On: 1/5/2017 8:00:00 AM**

**Disposition: Company upheld**

**Violations Total: 0**

**TA Total: 0**

**Amount Customer Saved:**

**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

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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

**Result:**

Rainier View Water Company provided their tests results required by the Department of health. The company is in compliance with DOH requirements for the quality of water. The commission does not have regulation over water quality, DOH states there are no pending testing requirements they are watching for Rainier View Water. Rainier View Water are proposing to DOH to install a filtration system at the Fir Meadows well site which will remove the Manganese before it leaves the well site. In the interim, they have shut down the well with the high level of Manganese and anticipate having the treatment on-line late spring or early summer 2017. Manganese and iron in the water naturally occurs and do not cause harm medically or to pipes or appliances other than asetics. The company is working to be able to provide their customers with clear water in the future.

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**Violations**

**There are no violations for this case.**

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**Activities**

**Activity Type: Email**

**Activity Date: 11/16/2016 11:37:48 AM**

**To: info@rainierviewwater.com;**

**From: rstark@utc.wa.gov**

**Subject: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand  
CRM:0008083**

**Attachments: 0**

**Body:**

New consumer complaint.

Case Report

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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](http://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

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**Activity Type: Email**

**Activity Date: 11/16/2016 12:25:25 PM**

**To: rstark@utc.wa.gov;**

**From: carol@rainerviewwater.com**

**Subject: RE: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand  
CRM:0008083**

**Attachments: 0**

**Body:**

Hi Rachel,

This complaint has been forwarded to Bob Blackman, as he fields all of the complaints pertinent to Water Quality issues.

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

---

**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

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**Washington UTC Complaint CAS-19946-L3N4X0**

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

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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

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**Activity Type: Email**

**Activity Date: 11/17/2016 4:52:32 PM**

**To: rstark@utc.wa.gov;**

**From: Bob@RainierViewWater.com**

**Subject: RE: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand  
CRM:0008083**

**Attachments: 0**

**Body:**

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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](http://www.rainierviewwater.com)

---

**From:** Carol Hellickson  
**Sent:** Wednesday, November 16, 2016 12:01 PM

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**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

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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:

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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

---

**Activity Type: Email**

**Activity Date: 11/18/2016 4:04:55 PM**

**To: rstark@utc.wa.gov;**

**From: Bob@RainierViewWater.com**

**Subject: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand  
CRM:0008083**

**Attachments: 0**

**Body:**

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.

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If you have any questions, please contact me.

Bob Blackman  
General Manager  
(253) 537-6634 X1213  
[www.rainierviewwater.com](http://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?

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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.rainerviewwater.com](http://www.rainerviewwater.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)  
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**Washington UTC Complaint CAS-19946-L3N4X0**

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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:

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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

---

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**Activity Type: Email**

**Activity Date: 11/22/2016 3:15:16 PM**

**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 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

---

**Activity Type: Email**

**Activity Date: 11/28/2016 1:13:44 PM**

**To: rstark@utc.wa.gov;**

**From: Bob@RainierViewWater.com**

**Subject: RE: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand  
CRM:0008083**

**Attachments: 0**

**Body:**

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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.rainieriewater.com](http://www.rainieriewater.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

---

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**Activity Type: Email**

**Activity Date: 12/6/2016 2:47:58 PM**

**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 additional information.

I am not proposing or asking the company install a household filter specifically for this customer, I would not expect the company do that for an individual customer.

I was asking if the company installed a filtration system to the water system itself so that before the water reaches their customers, the filter is able to stop some of the sediment so the water would be clear.

I appreciate your information, and understand the number of homes surrounding the Springwood subdivision, and the commission understands the company is doing what they can to provide quality water. We are receiving comments and need to respond to each, as well as, we will need to be able to respond to the commissioners questions.

Have you received any of the recent test results back from the laboratory?

Thank you  
Rachel

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**Activity Type: Email**

**Activity Date: 12/6/2016 3:08:38 PM**

**To: Bob@RainierViewWater.com;rstark@utc.wa.gov;**

**From: rstark@utc.wa.gov**

**Subject: RE: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand  
CRM:0008083**

**Attachments: 0**

**Body:**

Hi Bob,

A couple of last things, was the company required by DOH to do the testing on these systems or was these test a customer service level set by the company?

Please provide me the test results of these systems for the past three years.

Thank you for your help with these questions Bob; I really appreciate it.

Rachel

---

**Activity Type: Email**

**Activity Date: 12/6/2016 3:08:39 PM**

**To: Bob@RainierViewWater.com;rstark@utc.wa.gov;**

**From: rstark@utc.wa.gov**

**Subject: RE: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand  
CRM:0008083**

**Attachments: 0**

**Body:**

Hi Bob,

A couple of last things, was the company required by DOH to do the testing on these systems or was these test a customer service level set by the company?

9/6/2017



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Please provide me the test results of these systems for the past three years.

Thank you for your help with these questions Bob; I really appreciate it.

Rachel

---

**Activity Type: Email**

**Activity Date: 12/8/2016 3:22:28 PM**

**To: rstark@utc.wa.gov;**

**From: Bob@RainierViewWater.com**

**Subject: RE: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083**

**Attachments: 8**

**Body:**

Good Afternoon Rachel,

I have attached Iron (Fe) and Manganese(Mn) testing for the wells within the pressure zone that serves the Springwood Development. The Fir Meadows Wells are the closest to the development, which would have the largest impact on water quality. The Pilot Study (3<sup>rd</sup> page, Table 4) shows the Mn levels, pretreatment (avg. .123 mg/l) and post-treatment (avg. .006 mg/l) . The purpose of the pilot study is to verify that this type of treatment will remove the Mn to levels below the MCL of .05 mg/l.

Hope this is helpful and if you have any questions please contact me.

Bob Blackman  
General Manager  
(253) 537-6634 X1213  
[www.rainierviewwater.com](http://www.rainierviewwater.com)

---

**From:** Stark, Rachel (UTC) [mailto:rstark@utc.wa.gov]  
**Sent:** Tuesday, December 06, 2016 3:09 PM  
**To:** Bob Blackman; Stark, Rachel (UTC)  
**Subject:** RE: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083

Hi Bob,

A couple of last things, was the company required by DOH to do the testing on these systems or was these test a customer service level set by the company?

Please provide me the test results of these systems for the past three years.

9/6/2017

Case Report

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Thank you for your help with these questions Bob; I really appreciate it.

Rachel

---

**Activity Type: Phone Call**

**Activity Date: 12/16/2016 4:01:00 PM**

**Direction: Outgoing**

**Customer: Sarah Hand**

**UTC POC: Rachel Stark**

**Subject: Phone call to the consumer**

**Description:**

Called the consumer - rang no answer.

---

**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

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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**

**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

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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

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**Activity Type: Email**

**Activity Date: 4/18/2017 10:27:03 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

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**Activity Type: Email**

**Activity Date: 5/22/2017 2:53:59 PM**

**To: rstark@utc.wa.gov;**

**From: CRMAdmSvc@utc.wa.gov**

**Subject: CAS-19946-L3N4X0 has been Assigned to You CRM:0042187**

**Attachments: 0**

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**Body:**

CAS-19946-L3N4X0

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**Activity Type: Email**

**Activity Date: 5/22/2017 2:54:02 PM**

**To: rstark@utc.wa.gov;**

**From: CRMAdmSvc@utc.wa.gov**

**Subject: CAS-19946-L3N4X0 has been Assigned to You CRM:0042187**

**Attachments: 0**

**Body:**

CAS-19946-L3N4X0

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