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April 4, 2019

VIA E-FILING

Mr. Mark L. Johnson, Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 South Evergreen Park Drive SW
Olympia, WA 98504-7250

Re: UW-170924 – Sarah Hand v. Rainier View Water Company, Inc.

Dear Mr. Johnson:

The purpose of this letter is to inform the Commission that Rainier View Water Company, Inc. (the "Company") believes it has complied with the order issued in this matter. Specifically, Order 03 in Docket UW-170924.

First, the Company has undertaken the testing required by the Order. The Company discussed the testing requirement with Commission Staff before moving forward and took action as a result of those discussions. Testing was done at the point where water enters Ms. Hand's residence. Although under the Order the Company could have done the testing itself, the Company took the step of retaining Water Management Laboratories, Inc., a certified testing entity. This was done to avoid any possible concern that Rainier View was somehow taking the tests in an inappropriate manner.

The results of the test are attached as Exhibit 1. All of the tests showed a "non detect" level. That is, less than 0.01 milligrams per liter. Four tests were taken, each two weeks apart. There was no variation in the result.

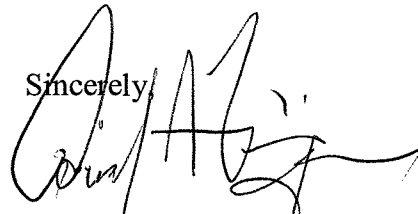
The second requirement in the Order was that the Company take steps to inform customers of their right to contact the Department of Health about water quality concerns. The Company contacted the Department of Health to determine if there was some procedure that the Department of Health would like the Company to follow, pursuant to the direction in the Commission's Order. The Department of Health was not willing to commit to any specific procedure. As a result, the Company has instead adopted a standard for its customer service representatives as official Company policy. A copy of that policy as adopted by the Board of Directors is attached as Exhibit 2.

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Records Management
04/04/19 14:14
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Mark L. Johnson
April 4, 2019
Page 2 of 2

As a result of these actions, Rainier View requests that the Commission issue a letter that the Company has complied with the directives contained in Order 03 in this docket.

Thank you for your attention to this matter.

Sincerely,

RICHARD A. FINNIGAN

RAF/cs
Enclosures

cc: Client (via e-mail)
Nigel Malden (via e-mail)
Dan Rankin (via e-mail)