



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

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April 15, 2019

Mark L. Johnson
Executive Director and Secretary
Utilities and Transportation Commission
PO Box 47250
Olympia, WA 98504-7250

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2019 APR 15 PM 2:31
STATE OF WASH
UTIL. AND TRANSP.
COMMISSION

Re: Docket No. UW-170924 Sarah Hand v. Rainier View Water Company, Inc.
Compliance with Order 03

Dear Mr. Johnson:

In November 2016, Sarah Hand filed with the Washington Utilities and Transportation Commission (Commission) an informal complaint raising issues about the quality of the water that she receives from Rainier View Water Company, Inc. (Company). The Commission converted Ms. Hand's informal complaint into a formal one by notice.

Following an evidentiary hearing, an ALJ entered the Commission's initial order in this matter, Order 2, on October 2, 2018. The initial order required the Company to supply Ms. Hand with pure water, test the water supplied to Ms. Hand's residence on a bi-weekly basis to ensure that she received pure water, reimburse Ms. Hand for testing expenses associated with her complaint, refund any charges for service between the date of the initial order and the date of compliance with the requirement that the Company supply Ms. Hand with pure water, and work with Commission staff (Staff) to alert its customers to bring water quality complaints to the Washington State Department of Health (DOH).

After the Company petitioned for administrative review, the Commission entered its final order, Order 03, which denied the Company's petition in part and granted it in part. As relevant here, the Commission's final order affirmed the provisions in the ALJ's order discussed above.

On April 4, 2019, the Company filed a letter stating its belief that it had complied with the requirements of Order 03. The Company asked the Commission to place a letter to that effect in the docket.

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The Commission authorized Staff to file a response, and Staff now considers the Company's compliance with each of the terms of the Commission's order in turn.

The Commission first required the Company to supply Ms. Hand with pure water, and to test the water entering her house until the results are consistently comparable to the results from the tests at the filtration point that the Company has provided to the Commission. The Company had samples drawn and tested by a certified, independent testing lab. Samples were taken at the well house and at Ms. Hand's service connection every two weeks. Samples taken between the end of January and the middle of March show a manganese level of less than 0.01 milligrams per liter at both test sites. Manganese contamination levels at Ms. Hand's house are thus less than the Maximum Contaminant Level set by the DOH, 0.05 milligrams of manganese per liter of water. Accordingly, Staff believes that the Company has complied with this provision of the Commission's order.

The Commission also required the Company to reimburse Ms. Hand for the costs she incurred to test the water in her home, \$2,275. On Jan. 21, 2019, the Company sent check No. 91779 to Ms. Hand's attorney in the amount of \$2,275. Staff therefore believes that the Company has complied with this provision of the Commission's order.

The Commission further required the Company to refund any charges for water it supplied to Ms. Hand from the date of the Initial Order until the Company fully complied with the terms of Order 03 requiring it to provide Ms. Hand pure water. Customer account records show the Company continued to bill Ms. Hand through January 2019, which Ms. Hand paid, and stopped billing in February. The Company credited all charges from the December and January bills back to Ms. Hand and represented to Staff that it will credit Ms. Hand's account for the October and November bills. Staff believes that the Company complied with this provision of Order 03, assuming that it makes good its promise to credit Ms. Hand's account.

Finally, the Commission required the Company to work with Commission Staff to inform customers that they should submit to the DOH all complaints about the quality of the water the Company supplies. The Company adopted the following customer service policy related to water quality complaints:

Whenever a customer calls with a water quality complaint, in addition to whatever other action is taken, the customer service representative will inform the customer of his or her right to contact the Department of Health concerning water quality matters.

Staff believes that the Company has complied with this provision of the Commission's order.

Staff believes that the Company has fully met the terms of Order 03 and has no objection to the Company's request that the Commission issue a letter to that effect.

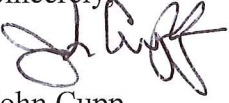
If you have any questions, please contact Mr. John Cupp at (360) 664-1113 or john.cupp@utc.wa.gov.

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Sincerely,

A handwritten signature in black ink, appearing to read "John Cupp". The signature is written in a cursive style with a large, stylized "J" and "C".

John Cupp

Regulatory Analyst, Consumer Protection