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April 15, 2019

Mark L. Johnson  
Executive Director and Secretary  
Washington State Utility and Transportation Commission  
PO BOX 47250  
Olympia, WA 98504-7250

Re: Docket N. UW-170924 Hand v. Rainier View Water Company  
Compliance with Order 03

Dear Mr. Johnson,

On line 27 of the initial **Order 02**, the Commission found that:

*The Commission, therefore, finds that Rainier View has supplied and continues to supply Ms. Hand with water that is impure within the meaning of RCW 80.28.030(1) and fails to meet DOH drinking water quality standards.*

On line 63, the Commission ordered:

*(1) Rainier View Water Company, Inc., must take all reasonable steps necessary to ensure that the water it supplies to Ms. Hand consistently meets or exceeds Washington Department of Health drinking water quality standards within 60 days from the effective date of this order. For these purposes, continuing to flush the Company's pipes, without more, is insufficient.*

On line 21, the order reads:

*Commission and DOH responsibilities overlap with respect to the quality of the water that jurisdictional companies provide. The Commission has the authority to determine whether that water is impure and if so, to order improvements, and DOH standards are an important factor in that determination:*

*Whenever the commission finds, after such hearing, that the . . . purity, quality, volume, and pressure of water, supplied by any . . . water company . . . is insufficient, impure, inadequate or inefficient, it shall order such improvement in the . . . storage, distribution or supply of water, or in the methods employed by such . . . water company, as will in its judgment be efficient, adequate, just and reasonable. Failure of a water company to comply with state board of health standards adopted under RCW 43.20.050(2)(a) or department standards adopted under chapter 70.116 RCW for purity, volume, and pressure is prima facie*

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*evidence that the water supplied is insufficient, impure, inadequate, or inefficient. (RCW 80.28.030(1))*

On line 69, the Commission further ordered that:

*(7) Rainier View Water Company, Inc., must work with Commission Staff to inform customers that they should submit to the Washington Department of Health all complaints about the quality of the water the Company supplies.*

The Final Order titled **Order 03** supported the findings and order of **Order 02** with one exception explained on line 18:

*We deny Rainier View's Petition for the most part. The Initial Order's findings and remedies are appropriate and supported by the facts and the law, and we adopt the Initial Order as our own, with one exception. We grant Rainier View's Petition to the extent of rejecting the requirement in the Initial Order requiring the Company to remove any manganese sediment from inside the pipes in Ms. Hand's home.*

Rainier View, however, has failed to provide evidence that it is provided Ms. Hand pure water as a matter of law. The purity of the water is determined by meeting the water quality standards of all primary and secondary contaminants within WAC 246-290-310, including testing for color. Rainier View only provided testing of manganese which neither of the orders specifically single out to test for "purity."

Rainier View has also failed to provide specific information of how they inform customers and how a customer should submit to the Washington Department of Health all complaints about the quality of the water the Company supplies. The DOH has an office of drinking water overseeing the quality of water. Rainier View's procedure should include this specific information to customers:

**Northwest Drinking Water Operations**  
**20425 72nd Ave S**  
**Building 2, Suite 310**  
**Kent, WA 98032-2358**  
**Main Phone: 253-395-6750**  
**FAX: 253-395-6760**  
**TDD Relay Service: 1-800-833-6388**

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Therefore, Ms. Hand disagrees that Rainier View has fully satisfied the Commission's order.

Very Truly Yours,

A handwritten signature in black ink, appearing to read 'Nigel Malden', written in a cursive style.

Nigel Malden  
Counsel for Sarah Hand