

## Washington UTC Complaint

CAS-19946-L3N4X0

### Company:

Rainier View Water Company, Inc.

### Customer:

Sarah Hand  
7202 201st Street E  
Spanaway, WA 98387

### Primary Phone:

E-mail Addr: sarahejhand@yahoo.com

Complaint: Water Quality Complaint

Serviced By: William Jacobson

Grouped By: Quality Of Service

Opened On: 11/8/2016 12:24:38 AM

Account Number: 3602864669

### 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

### 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 ascetics. The company is working to be able to provide their customers with clear water in the future.