BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

Sarah Hand,	DOCKET UW-170924
Complainant,	
v.	NOTICE CONVERTING INFORMAL COMPLAINT TO FORMAL COMPLAINT; CALLING FOR ANSWER; AND INITIATING ADJUDICATIVE PROCEEDING
Rainier View Water Company, Inc.,	
Respondent.	

1   On November 8, 2016, Sarah Hand contacted the Washington Utilities and Transportation Commission (Commission) to raise issues about the quality of the water she is receiving from Rainier View Water Company, Inc. (Rainier View or Company). Ms. Hand resides in the Springwood Estates development in Spanaway, Washington. She claimed that the water provided by Rainier View is brown and has damaged her water pipes. She stated that she paid $654 in pipe repairs for which Rainier View declined to reimburse her. The Commission's Consumer Protection Staff treated the call as an informal complaint, investigated the complaint, but was not able, on an informal basis, to resolve Ms. Hand's concerns to her satisfaction.

2   The Commission, on its own motion, is converting Ms. Hand's informal complaint to a formal complaint and initiating a proceeding to adjudicate Ms. Hand's claims concerning the quality of the water she receives from Rainier View and the extent to which the Commission is able to remedy those issues.[1] RCW 34.05.413; RCW 80.04.110; WAC 480-07-305.

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[1] The Commission is aware of legal proceedings involving Rainier View pending before the Pierce County Superior Court in Civil Case 17-2-0538-2. The Commission encourages the parties to proceed on a paper record before the agency, to the extent practicable. We will issue a second notice prescribing the procedural process, following receipt of Rainier View's answer to Ms. Hand's complaint.

3   **The Commission gives notice that Rainier View's answer to Ms. Hand's formal complaint is due Friday, September 22, 2017.**

DATED at Olympia, Washington, August 31, 2017.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

STEVEN V. KING
Executive Director and Secretary

Attachment: Hand Complaint