

Hartman, Brice C (ATG)

From: Hartman, Brice C (ATG)
Sent: Wednesday, February 19, 2025 10:35 AM
To: Hartman, Brice C (ATG)
Subject: FW: A "BOIL ADVISORY" was issued to us as Users, for December 12, 2024 by Mr. Culley Lehman (Manager), and Cascadia Water, LLC, When According to Mr. Lehman, after the fact, no "Boil Advisory" was Necessary - UW 240151 by Cascadia Water, LLC Rate Increase

From: William Foster <william@williamfoster.com>
Sent: Tuesday, February 18, 2025 11:53 PM
To: comments@utc.wa.gov
Cc: utility@atg.wa.com; O'Neill, Tad Guy (ATG) <Tad.ONeill@atg.wa.gov>; William Foster <william@williamfoster.com>
Subject: A "BOIL ADVISORY" was issued to us as Users, for December 12, 2024 by Mr. Culley Lehman (Manager), and Cascadia Water, LLC, When According to Mr. Lehman, after the fact, no "Boil Advisory" was Necessary - UW 240151 by Cascadia Water, LLC Rate Increase ...

[EXTERNAL]

February 18, 2025

Person Submitting Comments: Mr. and Mrs. William H. Foster, III
1491 Thornton Dr
Sequim, WA 98-82-8087
Cell 214-477-7077

To: Washington Utilities and Transportation Board
Emailed to: comments@utc.wa.gov
RE: Cascadia Water, LLC request for rate increase and Single Tariff Pricing
Filing UW - 240151
Company: Cascadia Water, LLC
DBA:
Filing Type: Tariff Revision
Case Status: Pending Dates (Opened): 02/29/2024

RE: A "BOIL ADVISORY" was issued to us as Users, for December 12, 2024 by Mr. Culley Lehman (Manager), and Cascadia Water, LLC, When According to Mr. Lehman, after the fact, no "Boil Advisory" was Necessary. We do NOT Support Cascadia's request for Rate Increase, nor SINGLE TARIFF PRICING.

Dear Commission Members,

Our comments on how we do **Not Support** the request as filed by Cascadia Water, LLC for a water rate increase and SINGLE TARIFF PRICING, in part, are for the following reasons.

During the UTC Hearing this past February 11, 2025, Mr. Culley Lehman - General Manager for Cascadia Water, LCC, stated on record, over (27) times that his and Cascadia Water's efforts and decisions were to deliver the "best" service to the water user customers.

As we have said before in our pervious Comments to the UTC, Mr. Lehman's statements were most insulting to hear, especially with our continued dealings with Cascadia Water, LLC, Mr. Lehman, and his staff. Here are a few example of the high demand for "best customer service" Mr. Lehman did NOT deliver.

#1

First Example, On April 18, 2024 Cascadia Water, LLC Flooded our Back Yard, at 1491 Thornton Dr. Sequim, WA 98382. In follow-up conversations I had with Mr. Culley Lehman about how to stop the water from flooding our back yard, and how to repair the damage. The flooding was caused by Cascadia's main contractor performing a **"Hydrant Flushing"** to a hydrant that abuts the corner of our back yard.

The problem with how the **"Hydrant Flushing"** was preformed is, Cascadia's work crew opened the hydrant 100% with the FLOOD of high pressure water spewing, with full force, straight into the large electric power transformer box, that sat some 3 feet in front of the hydrant nozzle. After opening the hydrant water valve all the way, with water going all over the electric power transformer box, the work crew leaves the hydrant for 10 - 20 minutes before returning to hydrant.

With the high flow rate of water directly striking the transformer box, the water was being directed, and diverted **BACK** into our yard the opposite direction to the ditch. It appeared that as much water was going back into our yard as was making it to the adjacent ditch/culvert on the other side of the transformer box.

Finally, when the Cascadia work crew did returned, they noticed that my back yard was flooded, so they were smart enough, at this stage of their debacle, to realized the hydrant water release pressure was 90% to high, for they did not use industry standard practice to attach an extension hose to carry the high pressure water to the ditch/culvert some (7) feet away from the hydrant.

This is when I called Cascade Water, LLC to let them know we had a problem as my yard was flooded. I received a return call from Mr. Culley Lehman, where I explained to him there was some 6 plus inches of water in my yard, where my fresh new paths with new wood nuggets had washed away, where some of my wife's new recent plantings were threatened if not gone, that our two (2) WHITE 100 lbs. dogs feet and legs were covered in mud, as they were loving running, playing, in the flooded waters, and we could not put them in the house for their safe keeping, etc...

After explaining all of this to Mr. Lehman, I asked him why did they have to **"Hydrant Flushing"** our hydrant? I also asked Lehman why his work crew did not use a hose on the hydrant to put the water in the ditch/culvert some (7) feet away, to keep the water from flowing / diverting back into our yard?

Mr. Lehman had interesting answers. His answers he stated over the telephone on day of the yard flooding, on December 12, 2024, his answers were as follows:

1. The work crew did not have an extension hose for the hydrant flush with them, so they proceeded with the **"Hydrant Flushing"** without one. **"For some reason they did not have a hose with them today."**
2. The reason the **"Hydrant Flushing"** was necessary was because Cascadia Water, LLC had a water main leak a few blocks South of our house, and to repair the line, the water system had to be shut down. Then the main water line had to be opened, to replace a section of water pipe, to repair the leak. Because the water system and main pipe were open, they had to remove any dirt and any containments that got into the water pipe, thus flushing the hydrants / water system was needed.

Here are the photos of the hydrant and electrical transformer, and yard water/damage, after much of the water had receded.



Hydrant and electric transformer location to yard.



Water and damage after some receding, note how high the water mark in on the top right concrete blocks.

The interesting part of this particular **"Hydrant Flushing"** due to main water line leaking and and system had to be shut down, and leaking pipe replaced. Note: The Water System had to be shut down, main water pipe leak repaired, water system pipe opened, **yet Cascade Water, LLC did not issue a "Boil Advisory"**.

#2

Compare the above acts, with the below Scheduled Water System Shutdown events starting December 12, 2024, 10:00am-2:00pm, as described in Cascadia Water, LLC Letter below, to all effected Water User Customers, for repair to Leaking pipe on Marine Dr., Sequim, WA 98382, on December 12, 2024.

-----Start of Letter to Dungeness Bay Plat Water System User Customers -----

Water shutdown for Dungeness Bay Plat water system

Affected service address: 1462 THORNTON DRIVE.

Scheduled water system shutdown

Thursday, December 12, 2024 10:00am-2:00pm

Reason: Repair a leaking pipe on Marine Dr

This project is being performed by the certified operator of your system, Dale Metzger with Tundra Water. During the shutdown, you will experience little to no pressure. The leak repair should not take the full time listed above, but we want you to be prepared in case any unforeseen issues arise. The operators will then be flushing the lines when they turn service back on. When this occurs, you may notice air/discoloration in your water.

After water service is restored on Thursday, 12/12 a precautionary boil advisory will be in place (due to the pressure loss from the system being shutdown) and will remain in place until we receive satisfactory sample results from the lab. A paper copy of this notice will be delivered after service is restored on Thursday, 12/12. A copy will also be posted on our website that day: <https://cascadiawater.com/>

We realize this will be an inconvenience, so if you'd prefer to purchase bottled water instead you may submit receipts to us, and we will reimburse you for those costs. Please include your name, service address or account number, and submit your receipt via mail to PO Box 549, Freeland, WA 98249 or email to info@cascadiawater.com.

Please share this notice with all the other people who drink the water, especially those who may not have received this notice directly (for example, renters/tenants, guests, house[-]sitters, etc).

Please contact our office at info@cascadiawater.com or by calling 888-235-0510 with any questions.

Sincerely,

Your team at Cascadia Water

-----End of Letter -----

Here is 2nd letter Cascadia Water, LLC sent out the day of repair and water shut down, on December 12, 2024:

-----Start of 2nd Letter from Cascadia Water, LLC sent out the day of repair and water shut down, on December 12, 2024-----

Water Service Interruption - Dungeness Bay Plat

Service address: 1491 THORNTON DRIVE.

Water service has been shutdown to fix a leak on Marine Dr.

Estimated restoration: 2:00pm on 12/12/24

Once water service is restored, a precautionary boil advisory will be in place until we receive satisfactory sample results from the lab. (There is a minimum 24-hour turnaround, so Friday afternoon at the earliest.) We will contact you again and post on our website when the boil advisory has been lifted.

We realize this will be an inconvenience, so if you'd prefer to purchase bottled water instead you may submit receipts to us, and we will reimburse you for those costs. Please include your name, service address or account number, and submit your receipt via mail to PO Box 549, Freeland, WA 98249 or email to info@cascadiawater.com.

A paper copy of this notice will be delivered to affected houses, and a copy is posted to our website: <https://cascadiawater.com>

Please share this notice with all the other people who drink the water, especially those who may not have received this notice directly (for example, renters/tenants, guests, housesitters, etc).

Please contact our office at info@cascadiawater.com or by calling 888-235-0510 with any questions.

Sincerely,

Your team at Cascadia Water



----- End of Letter -----

As Cascadia Water User Customers, we did not understand why there was not a **"Boil Order"** when the Main Water Line leak repair above in **Item #1**, on April 18, 2023, yet there was NOT a **"Boil Order"** required in Main Water Line leak repair on Mains Dr. on December 12, 2024??

Below is the email I sent Mr. Culley Lehman, directly asking him this same question. Here is my December 12, 2024 email to Lehman:

Email Question and Messages to Dungeness Bay Plat water system Team Member Culley Lehman - General Manager (WDM 2, CCS, WTPO 2)

WF

[From: William Foster](mailto:william@williamfoster.com)
[<william@williamfoster.com>](mailto:william@williamfoster.com)

12/12/2024 3:47 PM

Email Question and Messages to Dungeness Bay Plat water system Team Member Culley Lehman - General Manager (WDM 2, CCS, WTPO 2)

To culley@cascadiawater.com Copy CascadiaWater@WilliamFoster.com

Hello Culley Lehman,

I am William Foster, you may remember me as the Customer who's back yard was flooded when your 3rd party water crew flushed the mail water line at the fire hidrent next to our yard on April 18, 2024. They flushed the line because they had repaired a broker water line up the street that they had to open up to the outside elements.

This appears again to have just been completed today, like they repaired today a water line leak/repair today on Marine Drive, that it too had to have the water line open to the elements.

For today they again flushed the water line at our back yard fire hidrent, yet this time they used a Hose to carry the divered water to the street culvert/ditch. For this we are most thankful, as it did not flood our yard as they had done April 18, 2024.

The purpose of this email to you is:

1 - To "Thank you" and your Water Team for ensuring our yard was not flooded this time.

2 - To ask you why do you now require a "Water Boil Advisory" in effect, until you get the water test results back from a Lab (as you say hopefully Friday afternoon, tomorrow)?

Cascade Water and Team did Not enforce or request a "Water Boil Advisory" when you did the water leak repair and had your water system open like you did today on Marine Drive. How are the two (2) events different, in one event in April of 2024 not requiring the "Water Boil Advisory", and the same event today does?

Please let me know the difference.

Thank you,

William Foster

My Contact Information is as follows:

William Foster
1491 Thornton Dr
Sequim, WA 98382-8087
Phone Number - 214-477--7077

Email - CascadiaWater@williamfoster.com

Account Number - 534
Meter # 1491TD

-----End of Email -----

I sent an 2nd follow-up email to Culley Lehman on December 17, 2024 to again ask for an explanation, here is that email:

**December 17, 2024 Request a Reply from Manager
Culley Lehman to Customer William Foster - Fwd:
Email Question and Messages to Dungeness Bay Plat
water system Team Member Culley Lehman - General
Manager (WDM 2, CCS, WTPO 2)**

WF

[From: William Foster](mailto:william@williamfoster.com)
[<william@williamfoster.com>](mailto:william@williamfoster.com)

12/17/2024 3:10 PM

Via oxsus-vadesecure.net

December 17, 2024 Request a Reply from Manager Culley Lehman to Customer William Foster - Fwd: Email Question and Messages to Dungeness Bay Plat water system Team Member Culley Lehman - General Manager (WDM 2, CCS, WTPO 2)

To culley@cascadiawater.com Copy [William Foster](mailto:william@williamfoster.com)

Hello Culley Lehman,

As a Water and Septic Customer at Dungeness Bay Plat water system, I would appreciate a Reply to my question to you, as Manager, in my below email I sent on on December 12, 2014.

I have highlighted in **YELLOW**, in the below email, the question in Item #2 that I am asking you to reply to.

I look forward to your response.

Best regards,

William Foster

My Contact Information is as follows:

William Foster
1491 Thornton Dr
Sequim, WA 98382-8087
Phone Number - 214-477--7077

Email - CascadiaWater@williamfoster.com

Account Number - 534
Meter # 1491TD

----- Original Message -----

From: William Foster

[<william@williamfoster.com>](mailto:william@williamfoster.com)To: culley@cascadiawater.comCc: CascadiaWater@WilliamFoster.com

Date: 12/12/2024 3:47 PM PST

Subject: Email Question and Messages to Dungeness Bay Plat water system Team Member Culley Lehman - General Manager (WDM 2, CCS, WTPO 2)

Hello Culley Lehman,

I am William Foster, you may remember me as the Customer who's back yard was flooded when your 3rd party water crew flushed the mail water line at the fire hydrant next to our yard on April 18, 2024. They flushed the line because they had repaired a broken water line up the street that they had to open up to the outside elements.

This appears again to have just been completed today, like they repaired today a water line leak/repair today on Marine Drive, that it too had to have the water line open to the elements.

For today they again flushed the water line at our back yard fire hydrant, yet this time they used a Hose to carry the diverted water to the street culvert/ditch. For this we are most thankful, as it did not flood our yard as they had done April 18, 2024.

The purpose of this email to you is:

1 - To "Thank you" and your Water Team for ensuring our yard was not flooded this time.

2 - To ask you why do you now require a "Water Boil Advisory" in effect, until you get the water test results back from a Lab (as you say hopefully Friday afternoon, tomorrow)?

Cascade Water and Team did Not enforce or request a "Water Boil Advisory" when you did the water leak repair and had your water system open like you did today on Marine Drive. How are the two (2) events different, in one event in April of 2024 not requiring the "Water Boil Advisory", and the same event today does?

Please let me know the difference.

Thank you,

William Foster

My Contact Information is as follows:

William Foster
1491 Thornton Dr
Sequim, WA 98382-8087
Phone Number - 214-477--7077

Email - CascadiaWater@williamfoster.com

Account Number - 534
Meter # 1491TD

-----End of Email -----

I finally did hear from Culley Lehman via voicemail on January 8, 2025, and the reply from Lehman left me with more questions than answers. So I sent a 3rd follow-up email to Lehman on February 3, 2025 to ask Lehman to help me understand my confusion from his reply.

Here is a copy of the email I sent Culley Lehman on January 8, 2025:

2/3/25 Follow-up by WHF to his Original Question to Culley Lehman - Re: December 17, 2024 Request a Reply from Manager Culley Lehman to Customer William Foster - Fwd: Email Question and Messages to Dungeness Bay Plat water system Team Member Culley Lehman - General Manager (WDM 2, CCS, WTPO 2)

WF

[From: William Foster](mailto:william@williamfoster.com)
[<william@williamfoster.com>](mailto:william@williamfoster.com)

2/3/2025 3:50 PM

Via oxsus-vadesecure.net

2/3/25 Follow-up by WHF to his Original Question to Culley Lehman - Re: December 17, 2024 Request a Reply from Manager Culley Lehman to Customer William Foster - Fwd: Email Question and Messages to Dungeness Bay Plat water system Team Member Culley Lehman - General Manager (WDM 2, CCS, WTPO 2)

To culley@cascadiawater.com Copy [William Foster](#)

Hello Culley Lehman,

Thank you for your January 8, 2025 telephone/voicemail response to my emailed question I sent to you on December 12, 20024 with a follow-up request email on December 17, 2024.

Stating again here, is what my 12/12/2024 question was:

"To ask you why do you now require a "Water Boil Advisory" in effect, until you get the water test results back from a Lab (as you say hopefully Friday afternoon, tomorrow)?

Cascade Water and Team did Not enforce or request a "Water Boil Advisory" when you did the water leak repair and had your water system open (April 2024), like you did today (on 12/12/24) on Marine Drive. How

are the two (2) events different, in one event in April of 2024 not requiring the "Water Boil Advisory", and the same event today does?

Please let me know the difference."

Mr. Lehman, in your 1/8/2025 voicemail response to me, you stated in essence, the water main repair that was made on Marine Drive on December 12, 2024, your Team thought they were going to have to shutdown a major part of the system to make the repair, which as you said - thankfully ended up not happening. The other time (the April 2024 repair) your Team thought they could fix it right there without losing pressure, and the other (12/12/2024 repair) they thought they were going to have to shut the entire system all the way off (which did not happen).

Therefore, Mr. Lehman, if the 12/12/2024 did not require the shutdown of a major part of the system, to make the Marine Drive repair, why was the "Water Boil Advisory" issued, as I asked in my original question? In your 1/8/2025 voicemail answer to me, you seem to imply that the Marine Drive repair did not require the major shutdown of the system and thus did not lose pressure, just like the April 2024 repair. So again, why was the "Water Boil Advisory" maintained and continued for two (2) days, when it appears, as you say - "not necessary to shutdown a major part of the system"?

Please re-clarify in an "Email" reply, and not a voicemail reply, so I may directly review, and possibly reference exactly what I am not understanding, vs trying to transcribe what you have stated in a voicemail.

Thank you for your continued attention to my inquiry.

William Foster

My Contact Information is as follows:

William Foster
1491 Thornton Dr
Sequim, WA 98382-8087
Phone Number - 214-477--7077

Email - CascadiaWater@williamfoster.com

Account Number - 534
Meter # 1491TD

-----End of Email -----

To date, now February 18, 2025 I have not heard back from Mr. Culley Lehman, or any other staff member at Cascadia Water, LLC.

Therefore, it is our conclusion that Cascadia Water, LLC issued and enforced a "Boil Advisory" on December 12 - 14, 2025, when Cascadia Water, LLC knew on December 12, 2025 at early Noon, that NO "Boil Advisory" was needed, and yet

keep all of us Water User Customers on a Boiling Water FALSE requirement(s) for TWO (2) DAYS, unnecessarily!

This is not an act of "Best" Customer Service and Culley Lehman states in all his UTC Hearing Statements.

Mr. Culley Lehman forever talks about ensuring he and Cascadia Water, LLC gives the "Best" customer service, yet we as Water User Customers have not seen it yet, and do not expect it in the future, even after possible Rate Increases and Socialist SINGLE TARIFF PRICING.

In my experience with Cascadia and Mr. Lehman, the disconnect between his public statements, over (27) times, that all his decisions and efforts are for the "best" service to his Water User Customers. At best this shows how inept Mr. Lehman and Cascadia Water, LLC have been at service to their customers. For Culley's statements on the record at the UTC Hearing about some of the most critical events as described in his testimony, Lehman's statements were disingenuous and not supported by the facts.

If Cascadia Water, LLC and Culley Lehman knowingly keep an unnecessary "Boil Alert" in place for two (2) days, why would Cascade Water, LLC and Mr. Lehman deserve a 151% plus increase in rates, and the conversion of (17) water systems to **SINGLE TARIFF PRICING**?

As stated by **Mr. Stefan de Villiers** in his testimony on line 3, page 5, ***"On a per year basis, Cascadia's requested increase is larger than any other general rate case increase in the LAST DECADE"***.

Over and over, it again appears many of the statements made by Mr. Lehman, Cascadia Water, LLC, and their witnesses are best said to be **"disingenuous"** and are statements not supported by the facts.

This is just another example of why we do not support the Rate Increase, and **SINGLE TARIFF PRICING**, as proposed by Cascadia Water, LLC and UTC Staff.

Our demand is simply for Just, Fair, and Reasonable Rates.

Thank you,

Mr. and Mrs. William H. Foster

Customer of Cascadia Water, LLC

Account #534

Address:

1491 Thornton Dr

Sequim, WA 98382-8087

Cell # 214-477-7077