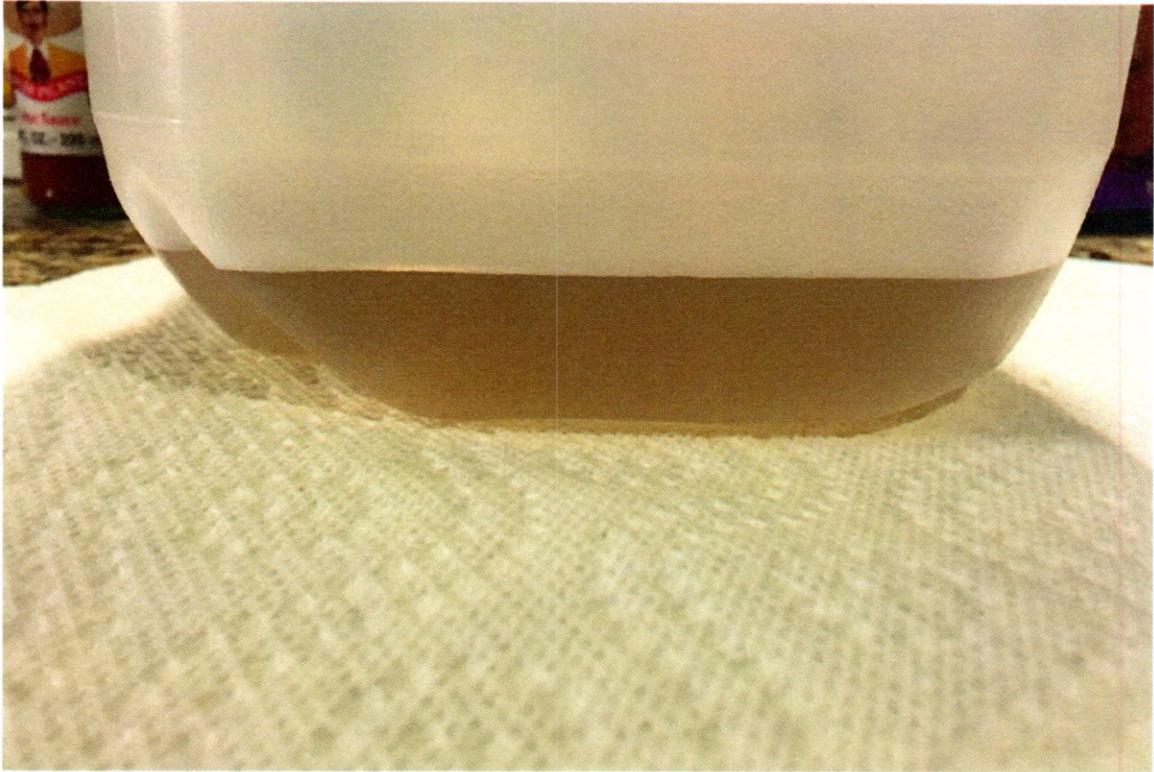


# EXHIBIT 1

Exhibits

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711 Court A, Suite 200  
Tacoma, Wa. 98402  
253-627-0393 p 844-273-6067 *f*



# EXHIBIT 2

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Tacoma, Wa. 98402  
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# EXHIBIT 3

Exhibits

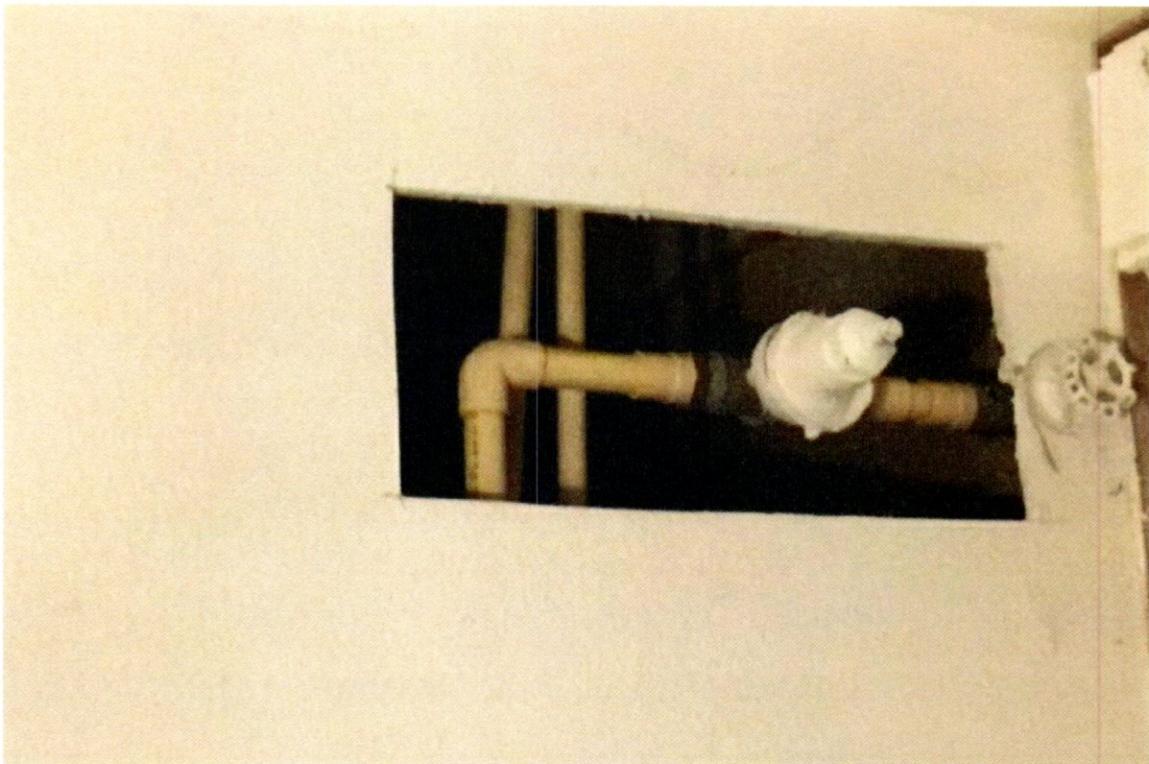
**NIGEL S. MALDEN LAW, PLLC**  
711 Court A, Suite 200  
Tacoma, Wa. 98402  
253-627-0393 p 844-273-6067 f



# EXHIBIT 4

Exhibits

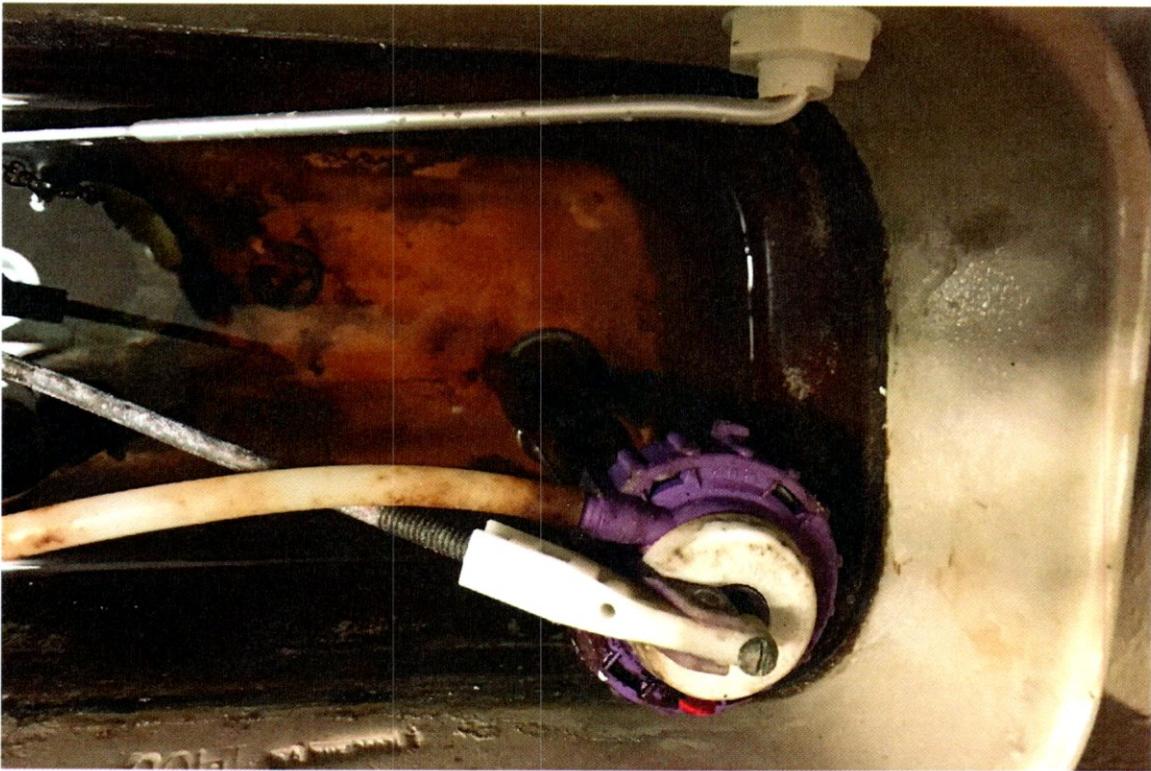
**NIGEL S. MALDEN LAW, PLLC**  
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Tacoma, Wa. 98402  
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# EXHIBIT 5

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# EXHIBIT 6

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Eljer

18 055

Take off the rubber band from the flush valve & flapper before using. Saque la goma de la valvula y el batidor parafijos antes de utilizar. Enlevez l'elastique sur la soupape de chasse et le clapet avant l'utilisation.

T804  
98925

AquaSource

English version A119 1/82

# EXHIBIT 7

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**Sheri Gray-Moss** added 4 new photos — 🤢 feeling disgusted with Springwood Residents.

April 16 ·

Thank you Rainier View Water company! 3 pressure release valves, 1 new blatter tank and 1 new thermostat in 1 year really it can't be the water they say. I need Jessie! Oh did I mention the water ran for 5 minutes when I took these pictures! Rant over!



29 Reactions 17 Comments

Like Comment

29



**Jade Thompson** That's horrible

Like · Reply · April 16 at 10:05pm



**Julie Morris** Seriously!! Get Jesse!!

Like · Reply · April 16 at 10:15pm



**Audra Sanders** Hey have been here it has done NO good whatsoever. We've been on the news twice for this.

Like · Reply · 3 · April 16 at 10:21pm



**Sheri Gray-Moss** Yes I know just irritated!

Like · Reply · April 16 at 10:30pm



Write a reply...



**Audra Sanders** My tub.



Like · Reply · 2 · April 16 at 10:23pm



**Kimberly Stanziola** Can you call the health department?

Like · Reply · April 16 at 10:48pm



**Sarah EJ Hand** We filed a lawsuit last month . Water being test by a lab.

Like · Reply · 2 · April 16 at 10:49pm



**Aaron Mace** And they wonder why everyone they supply water to drinks bottled water. I've got Rainier view as well. But that's okay, according to the EPA guidelines that's considered acceptable drinking water.

Like · Reply · April 17 at 2:04am



**Holli-anne Lorenz** What?! I have the same water company but never heard of the brown water... I'll have to keep my eyes open for that. Luckily my hunny is a plumber too 😊

Like · Reply · 1 · April 17 at 5:07am



**Arlene Kuck Winters** When we lived in Graham and had Rainer water we had the same problem .only they ran the water out of the hydrant for over an hour. They hadn't released any water for over several years. They called the problem to much of the mineral manganese. I had just cleaned the hot tub and was filling it . I open the lid to see how full it was and it was totally brown water. The guy that was there said they need to flush their lines more often.

Like · Reply · April 17 at 6:56am



**Arlene Kuck Winters** Are you on the end of the line? We were.

Like · Reply · 1 · April 17 at 8:13am



**Sheri Gray-Moss** It's our whole development. They flush the lines all the time and it doesn't help... They sent everyone a letter that they where raising our rates so they can fix the problem in 2020.

Like · Reply · April 17 at 7:28pm



**Arlene Kuck Winters** Something is not right. You need to find someone to help you. That's a long time to go with dirty water. Is there new construction going on around you? Sometimes that stirs things up.

Like · Reply · 1 · April 17 at 7:34pm



**Sheri Gray-Moss** No.... if we let it run it finally gets clear.... This was just after changing The pressure release valve again. Just isn't normal to have to fix so often.

Like · Reply · April 17 at 10:44pm



**Carla Curtis Backman** **Sheri Gray-Moss** This is EXACTLY what happened to our water. We are on a community well owned by Iliad. We went to Washington State UTC and complained to high heaven because it was ruining EVERYTHING. Well, they fixed it with a

filtering system on the well. Now our rates have nearly tripled because of that. I hope Rainier View treats you guys better than we have been treated. I'm so sorry. This SUCKS! I feel your pain.

Like · Reply · 1 · April 18 at 1:12pm



Write a reply...



**Kimberly Stanziola** Call the fire department maybe and tell them the situation....maybe the can come open the hydrants on the streets for awhile to get the lines clearer also.?

Like · Reply · April 17 at 7:45am



**Kimberly Stanziola** Or they can put pressure on the city to come clear the street lines.

Like · Reply · April 17 at 7:45am



**Sheri Mennitto** All the lines were flushed not too long ago. Manganese must build up quick.

Like · Reply · April 17 at 8:49am



**Carol Maines-Williams** We have the same water company and our water is clear. That's so crazy

Like · Reply · 1 · April 17 at 1:11pm



**Judy Grote** Good Lawd, woman. I'd be pissed too.

Like · Reply · 1 · April 17 at 6:52pm



**Mike Buckner** I have Rainier View and my water is fine

Like · Reply · April 17 at 8:02pm



**Sheri Gray-Moss** Mike your one of the lucky ones! Lol

Like · Reply · April 17 at 10:37pm



Write a reply...



**Shaun Gray-Buell** Ewwww and you wash your clothes and take a shower in that. Glad mine isn't like that

Like · Reply · April 17 at 8:03pm



**Rebecca Little** I agree with you. I have never had water and service as bad as what Rainier View Water drips out on a daily basis. Perhaps they're trying to force us to order their Mountain Mist home water service????

Like · Reply · 2 · April 17 at 8:27pm



**Holli-anne Lorenz** Oooh marketing tactic 🙄

Like · Reply · April 17 at 8:27pm



Write a reply...



**Martha Bertucci** Gross!!

Like · Reply · April 17 at 10:52pm

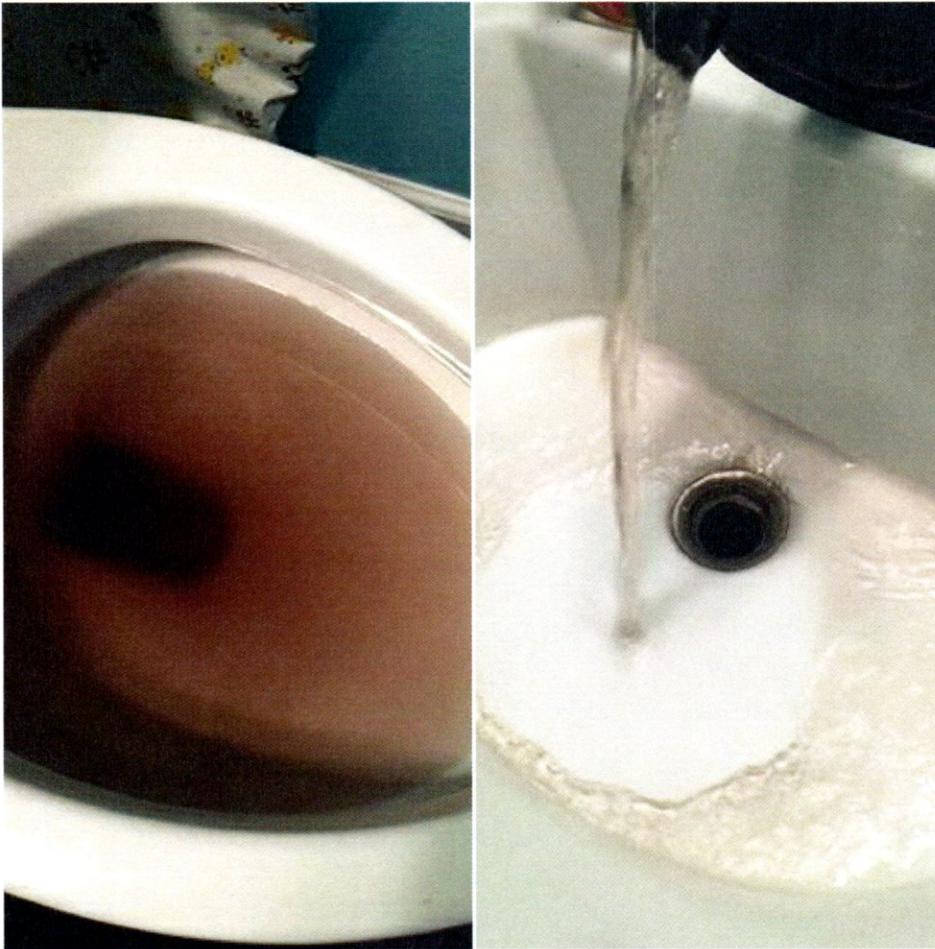


Write a comment...

**Nicole Larsen Powell** Springwood Residents

June 30, 2016 ·

Love waking go brown water and all my white clothes I just washed are now seriously brown. Called the water company. They said a main line broke on 204th not sure I buy it but it needs to be fixed.



1 Like 17 Comments

Like Comment

1



**Priscilla Tamplen** Yea I noticed my shower was brown while I was showering! I'm pissed and feel so nasty! More nasty than all my yard work I did yesterday! I brushed with bottled water! Cuz I have money to do that??

Like · Reply · June 30, 2016 at 11:31am



**Tim Donlin** I think thats the line they are working on right now outside the lower gate on 204th. Maybe that is the cause this time but not willing to put money on it.

Like · Reply · 1 · June 30, 2016 at 11:34am



**Brandi Locke** So gross

Like · Reply · June 30, 2016 at 11:38am



**Brandi Locke** What i dont understand is how can it be my toilet one time, my tub the next time, then my sink???

Like · Reply · 2 · June 30, 2016 at 11:55am



**Melanie Himango** Has anyone noticed any issues with water pressure since the water company came out? I'm with you Brandi! It's so weird!

Like · Reply · June 30, 2016 at 11:56am

**Brandi Locke** No but i all of a sudden have some serious hot water. Havent even touched the hot water tank.



Like · Reply · June 30, 2016 at 11:57am



**Melanie Himango** wow! how odd!

Like · Reply · June 30, 2016 at 11:58am



Write a reply...



**Brandi Locke** I kno, weird.

Like · Reply · June 30, 2016 at 11:59am



**Priscilla Tamplen** Its all my stuff today! Sink, toilet, shower all of them. My 4 year old freaked out on my two year old for not flushing the toilet after he pooped.. Had to explain it wasn't brother the waters just brown today! He finds it very disgusting and insist that I clean the toilet! 😂😂

Like · Reply · 1 · June 30, 2016 at 12:23pm



**Recie Baker** My water pressure is terrible! I have to push my button in EVERYTIME I need water because it pops out everytime I turn the water off. It's so annoying

Like · Reply · June 30, 2016 at 1:05pm · Edited



**Melanie Himango** totally annoying!

Like · Reply · 1 · June 30, 2016 at 1:06pm



Write a reply...



**Linda Henderson** Had the same problem this morning. Ugh!

Like · Reply · June 30, 2016 at 3:58pm



**Christy Ronnie Olmos** Our pressure is terrible too and all water sources are brown.



Like · Reply · June 30, 2016 at 5:17pm



**Melissa Dunlap** Hubby took a bubble bath... Didn't look to see that the water was brown. But turned our white towel brown when he dried off. Gross

Like · Reply · June 30, 2016 at 6:58pm



**Recie Baker** Ewww 🤢

Like · Reply · June 30, 2016 at 6:59pm



**Abe Queja** .....and they have the nerve to raise our water bill?????? WTF, SMH! I'm just a renter in this neighborhood but I feel for everyone permanently living here. It's a Monopoly because they are the only water company available for our neighborhood. On a side note, Happy 4th and don't party TOO LESS!!!!

Like · Reply · 4 · June 30, 2016 at 8:16pm · Edited



**Nicole Larsen Powell** They only raised it if you go over 3k cubic feet. So unless you are filling a pool or have a leak you shouldn't see an increase.

Like · Reply · July 1, 2016 at 9:18am



Write a reply...



**Kim Webber Price** They were working on the pipes today. Saw them out there by the back gate. 🙄 I'm sure we'll all have issues for a while.

Like · Reply · 2 · June 30, 2016 at 8:45pm



**Christy Ronnie Olmos** We called the emergency line last night, they came over within the hour and flushed ours. Ours is clean now. Call them.

[Like](#) · [Reply](#) · 2 · July 1, 2016 at 7:59am



**Nicole Larsen Powell** They are coming to flush our lines as well. P

[Like](#) · [Reply](#) · 1 · July 1, 2016 at 9:18am

**Jill Smithson** **Springwood Residents**

September 22, 2014 ·

Anyone else have lovely brown water again? So tired of it 😞 If you wouldn't mind, would everyone make a point to call Rainier View Water tomorrow and ask for this to be fixed please?



7 Likes 18 Comments

Like Comment

7



**Kim Webber Price** I will. Ours is pretty constant in the upstairs master bathtub.

September 22, 2014 at 9:12pm · Like · 2



**Audra Sanders** Mine too Kim and Jill! Sick of it !

September 22, 2014 at 9:16pm · Like · 2



**Amanda Campbell Schiemer** Kim, us too. I have to run the water for a bit before it goes away.

September 23, 2014 at 11:42am · Like



**Ronda Gorham** I only have it in an upstairs bathroom.. Hardly ever. Gets. Used. I assumed it was. Just the pipes

September 23, 2014 at 12:22pm · Like



**Jill Smithson** I don't know if we have it downstairs or not...at least I haven't noticed it. I wonder why it would only be happening in the upstairs bathrooms for all of us?

September 23, 2014 at 2:11pm · Edited · Like



**Lisa Adams** We have it too. If it happens upstairs run down stairs when it happens and run the water down there too. It comes out of all the pipes. I've even noticed the toilet water being that way sometimes. I just thought the boys weren't flushing for a long time.

September 23, 2014 at 2:26pm · Like · 1



**Keith Lynn** Is it just your hot water

September 23, 2014 at 2:40pm · Like



**Brandi Locke** This only happens in my master bathroom!!!! ??????

September 23, 2014 at 2:50pm · Like · 1



**Lisa Adams** No it's the cold water.

September 23, 2014 at 2:58pm · Like



**Amanda Campbell Schiemer** Ours is the hot water.

September 23, 2014 at 3:10pm · Like



**Audra Sanders** Ours isn't the hot water. We replaced the tank thinking it was. Why would it be only in master baths? Although all my toilets as well. I'm perplexed.  
September 23, 2014 at 5:09pm · [Like](#) · 1



**Don Dunlap** My upstairs baths  
September 23, 2014 at 6:45pm · [Like](#)



**Dina Anne Kuhlman** Me too Audra  
September 24, 2014 at 5:27pm · [Like](#)



**Audra Sanders** Dumb.  
September 24, 2014 at 9:10pm · [Like](#)



**Jill Smithson** I wonder if it has anything to do with how long it's been since the tub or toilet has been used...? We haven't used my bath in over 3 months. Could it be water sitting in the pipes?  
September 24, 2014 at 9:25pm · [Like](#)



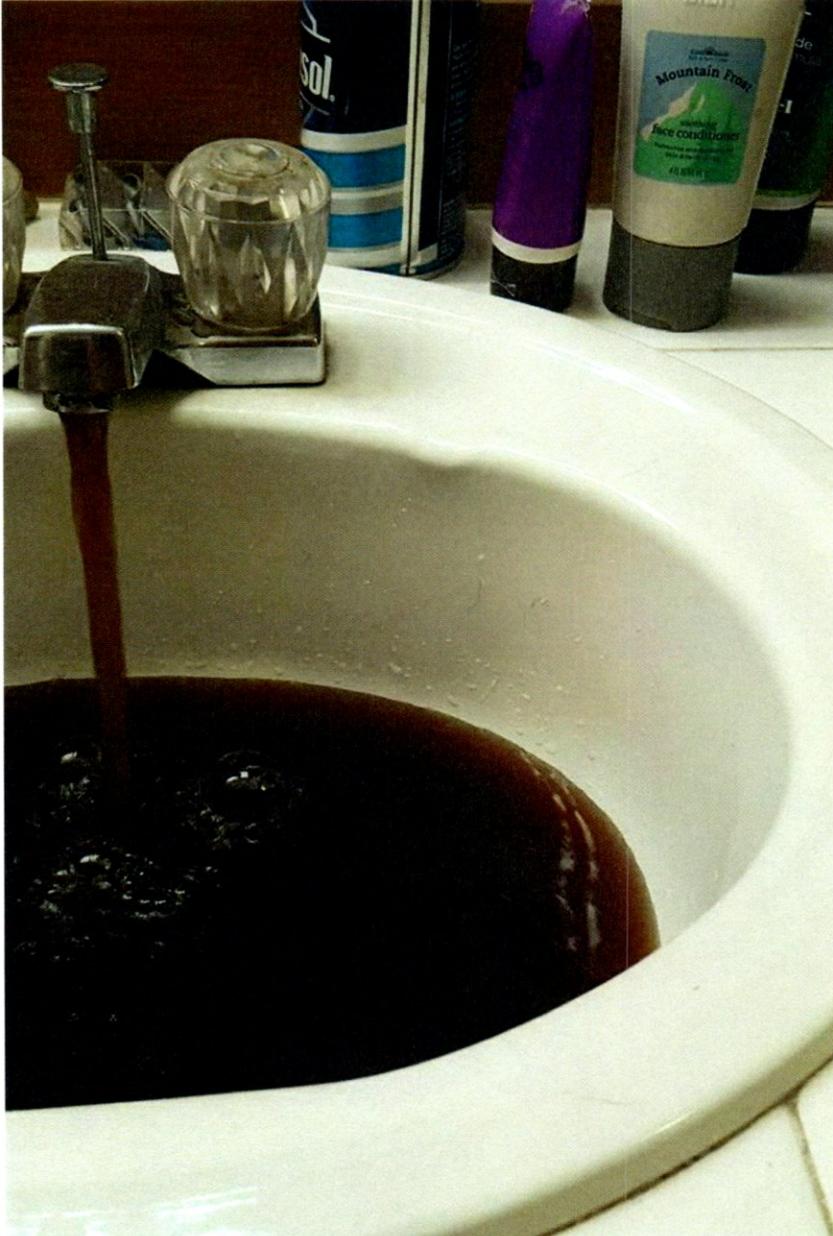
**Amanda Campbell Schiemer** I'm thinking so. Because it only happens in our master bath tub which is separate from our shower. No toilets, and none of the other sinks or shower/bathtub.  
September 24, 2014 at 9:31pm · [Like](#)



**Audra Sanders** I run water In my master tub daily and have that so not from sitting.  
September 24, 2014 at 9:41pm · [Like](#) · 1



**Jill Smithson** Well shoot...  
September 24, 2014 at 9:59pm · [Like](#) · 1



**Randy Sisler II**

October 16, 2016

looks like Earl Grey tea

Like

Comment



Write a comment...

People You May Know

[See All](#)

**Randy Sisler II** Springwood Residents

October 16, 2016 ·

here we go again... the worst we have had. The water pressure dropped and then came back to this.



-0:12



4 Reactions · 9 Comments

Like · Comment

4



**Randy Sisler II** looks like Earl Grey tea



Like · Reply · October 16, 2016 at 3:10am



**Nicole Larsen Powell** Omgosh!!

Like · Reply · October 16, 2016 at 9:45am



**Gay Carner Riipinen** Wow just wow!!! Did you save some of it?

Like · Reply · October 16, 2016 at 6:54pm



**Polly Lutz** Holy crap! I hope you are going down there tomorrow to confront them with this.

Like · Reply · October 16, 2016 at 10:44pm



**Randy Sisler II** I did

Like · Reply · October 16, 2016 at 10:44pm



**Judi Shook** What did they say?

Like · Reply · October 17, 2016 at 6:04am



**Melissa Dunlap** This water just fucked up my new water heater. Having to pay to fix it due to All the sludge that has collected in it

Like · Reply · 1 · October 19, 2016 at 7:39pm · Edited



**Polly Lutz** No.....

I think it's time we as a community come together and do something about this... Does anyone know of any other neighborhood that this might be happening??

Like · Reply · 2 · October 19, 2016 at 8:23pm



**Audra Sanders** [Melissa Dunlap](#) same thing happened to me with my HWT

Like · Reply · October 25, 2016 at 6:10pm



**Melissa Dunlap** [Audra Sanders](#) I called them and they gave some excuse about how it is within safe levels and that everyone should flush their water heaters yearly. And then my husband went in and showed them the pipe that should be white but was Brown and left furious with them. I don't think they care. I'm wanting to find out who is monitoring the company and go there next

Like · Reply · 1 · October 26, 2016 at 1:31am · Edited



Write a reply...



**Katie Apodaca** This is so weird. I've lived here a year and our water has always been clear. ??

Like · Reply · October 20, 2016 at 10:02am



**Sarah EJ Hand** [Kiro7.com](#)



Seattle News, Weather, Traffic and Sports

Seattle News, Weather, Traffic and Sports

KIRO7.COM

Like · Reply · November 7, 2016 at 3:18pm

**Sheri Mennitto** Springwood Residents

November 18, 2016 ·

Hello Springwood. I spoke with Bob Blackman (General Manager) at Rainier View today. He explained that they put in a deeper well back in 2012 and that is when he thinks they started having problems with the Manganese in the water of 15K customers. He also informed me that they were already in the process of putting in a \$500K new filtration system to help alleviate this problem and in fact had put down a deposit of \$90K to make this happen for construction this next spring.

While at the site a representative from the Water division of the Health Department was there checking the water. Hopefully Rainier View and ourselves will get a clean bill of health on the water we have been and are consuming.

Bob Blackman also suggested that he would meet with our Board to talk over any concerns forthcoming. If you have any concerns or thoughts that we can present at that meeting please let us know!

Regards,  
HOA President and Springwood Homeowner  
Sheri L Mennitto

6 Likes 6 Comments

Like Comment

6

**Ronda Gorham** WOW thank you Sheri...Love the information. And thank you [Henry Rosoff](#)[Like](#) · [Reply](#) · 1 · November 18, 2016 at 3:47pm**Sheri Mennitto** 😊[Like](#) · [Reply](#) · November 18, 2016 at 8:28pm

Write a reply...

**Sarah EJ Hand** He said he did that last year on camera . Then told [Gretchen Hand](#) and me a different story yesterday. Bob will say what you want to hear. If you have brown water then please report that to Rainer water and have them flush your lines. Unfortunately you... [See More](#)[Like](#) · [Reply](#) · 4 · November 18, 2016 at 10:18pm · Edited**Gay Carner Riipinen** I agree, always a new story from them. I was told the new 800,000.00 filtration system is going to raise the rates for us. Just very frustrated after being lied to about this for over 4 years.[Like](#) · [Reply](#) · November 19, 2016 at 10:14pm**Sheri Mennitto** Yes...it is strongly encouraged that you file if you are having problems. I hope some of the things I was told were truthful. I will follow up in a few weeks.[Like](#) · [Reply](#) · November 21, 2016 at 5:29pm · Edited

Write a reply...

**Mike Langer** Need to clarify: At this point the Springwood HOA is not involved in this matter. As stated each resident must file on their own behalf[Like](#) · [Reply](#) · 2 · November 21, 2016 at 4:22pm**Amanda Campbell Schiemer** The HOA needs to be involved considering this involves the whole community.[Like](#) · [Reply](#) · November 21, 2016 at 5:57pm**Ronda Gorham** Not really Amanda it is HOA has nothing to do with it. HOA has other issues..that they are in charge of. If you have brown water you have to call rainer...sad truth[Like](#) · [Reply](#) · November 21, 2016 at 6:10pm



**Amanda Campbell Schiemer** I'm just saying they should help get the word out to those that don't know others are having an issue. So we can come together.

[Like](#) · [Reply](#) · November 21, 2016 at 6:32pm



**Sarah EJ Hand** I am on the board . I promise I will get the word out. It won't be hoa board business but trust me i do care .

[Like](#) · [Reply](#) · 1 · November 21, 2016 at 6:38pm



**Sheri Mennitto** [Sarah EJ Hand](#) and Gretchen have been posting tons of information on this FB page. This may be something we can put in our next Newsletter. Each homeowner will have to contact Rainier View about their property. It's so weird how some have it much worse than others.

[Like](#) · [Reply](#) · November 21, 2016 at 6:40pm · Edited



**Sarah EJ Hand** [Sheri Mennitto](#) the guy that pump my water said cause some of us live on ends of a line. I got that information from him. So we will see more and get more brown water

[Like](#) · [Reply](#) · 1 · November 21, 2016 at 6:41pm



Write a reply...



**Sarah EJ Hand** No not a hoa concern . Human rights to have clean water. You pay for. I won't stop until we all have clean water. Rainer fix there mistakes and pay for the things their company broke in our house. Health concerns

[Like](#) · [Reply](#) · 1 · November 21, 2016 at 5:57pm



**Brandi Locke** Thelady told me today to go online to rainerview water website and you can see the quality water reports. I tols her i didnt care if they SAY its safe to drink. I want to SEE THEM DRINK IT. we are expected too and HAVE to pay for it.

[Like](#) · [Reply](#) · November 21, 2016 at 6:23pm



**Sarah EJ Hand** [Brandi Locke](#) you made me laugh. When they bob guy kick the cameras out my 11 year ask the bob if she was clean or dirty cause we have brown water. Asked him to drink it in front of me. Surprise he wanted nothing to do with that

[Like](#) · [Reply](#) · 1 · November 21, 2016 at 6:36pm

# EXHIBIT 8

Exhibits

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# Rainer View Water Co

Public Service

1.0 ★ · 6 public ratings

[Learn More](#)

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Unofficial Page [Is this your business?](#)

### Suggest Contact Info

This will help people find this place

(253) 537-6634

Email

<http://www.RainierViewWater.com>

Ignore Save

### About

FREDERICKSON

**Address** 5410 189th St E  
Puyallup, Washington 98375  
**Phone** (253) 537-6634  
**Website** <http://www.RainierViewWater.com>

10 likes 15 visits

### Near Rainer View Water Co



**Howard's Labrador**  
Pet Breeder  
4.0 ★ · 7 public ratings

**Aloha Septic Service Inc.**  
Sewer Service  
3.0 ★ · 6 public ratings

**Pho N' Tofu**  
Vietnamese Restaurant  
4.5 ★ · 8 public ratings

### Public Services in Puyallup, Washington

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### REVIEWS

Tell people what you think

**Ryan Hagan** — I just love how my water smells exactly like a swimming pool! I mean, who doesn't love a nice cold glass of chlorine?! Goes great with all the brown specks in the water too. Had them come test it out, was concerned with some of the intestinal issues my family was having, was told that it was perfectly fine and that it smelled like chlorine because they needed to put more chlorine in it to kill the germs that the original chlorine wasn't bonding with, so that was their reason for my swimming pool water. Smh.  
[Like](#) · [Comment](#) · about 7 months ago · 3 Reviews ·

**Vanessa Johnson** — We have had and still have brown water all day today, had no water for a significant portion of last night (Christmas Day), and can't get any answers.  
[Like](#) · [Comment](#) · about 6 months ago · 4 Reviews ·

**Monica Culwell** I'm glad it's not just me! I noticed low flow in all of my faucets Christmas night, then some brown water throughout the house in various spots. I've never noticed brown water before today. But I did see some digging by Rainier View Water on 224th in Graham today.  
[Like](#) · [Reply](#) · December 27, 2016 at 5:24pm

Write a comment...

**Caesie lafrate VanAmburg** — This is the worst water I've ever had. I've lived many places and have never had a problem until Rainier View was the water company I have to use. The water is frequently brown. When you call they flush the pipes and TEMPORARILY it clears up.  
[Like](#) · [Comment](#) · about 7 months ago · 27 Reviews ·

**Kimber Dunlap** — Our water turns brown frequently and they tell us they're fixing it but then don't. My family shouldn't have to go without showers. And according to them our water is brown tonight because of a broken water wipe. But 10 hours later our water is still brown  
[Like](#) · [Comment](#) · about a year ago · 2 Reviews ·

**Jeff Tjernagel** — I'm going to give you 1 star because I shouldn't have to purchase a \$1,600.00 whole house water filter system to clean up my water. I'm tired of the brown icky chlorinated water that I'm having to pay for. Rainier View Water Co should make more of an effort to deliver clean water not filled with impurities, even if it meets the State of Washington requirements.  
[Like](#) · [Comment](#) · about 3 years ago · 15 Reviews ·

Caesie lafrate VanAmburg likes this.

**Jeff Tjernagel** I really messed up on this picture. This is AFTER I flushed the toilet. Before I flushed it was such a deep dark brown you couldn't see the bottom of the bowl. And you should have seen the brown sludge that was coming out of the garden hose! If I had known this was going to happen I would have had a camera out recording it.

**Meg Palmer** shared Memes's photo.  
**Megan Gray** took a photo with Instagram. "Birffffffday successes. #oystershells #nocuts #loveyourfriends" — in Folly Beach, South Carolina.

**Brian Shrader** and **Xeno Campanoli** are now friends.

**Melissa Kelly-Foxhoven** added a new photo. "Anybody looking for a great price on fireworks? Come visit this..." — with Chelsea Foxhoven at Sparkies Fireworks Tent.

**Deb Llewellyn** likes Circus Joy.

**Chris Ofsthun** "Why hello Klamath Falls, we meet again!"

**Karen Bell** commented on her own post.

**Heather Kilian** is going to Bremerton Bridge Blast.

**Desiree Timm** added 3 new photos. "So was going threw something's in storage came across this this..."

[Braney Clark](#)

[Nick Lapina](#)

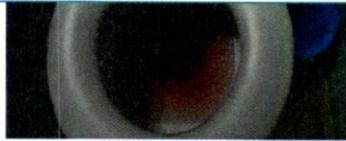
[Katherine Martin](#)

[Scott Buckley](#)

### MORE CONTACTS (21)

Unable to connect to chat. Reconnecting in 7

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September 6, 2014 at 7:31pm · Edited · Like



Write a comment...



**Steph Chappell** —

Like · Comment · about 11 months ago · 12 Reviews ·



**Kimber Dunlap** — Our water turns brown frequently and they tell us they're fixing it but then don't. My family shouldn't have to go without showers. And according to them our water is brown tonight because of a broken water wipe. But 10 hours later our water is still brown

Like · Comment · about a year ago · 2 Reviews ·



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Like · Comment · about 3 years ago · 15 Reviews ·

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September 6, 2014 at 7:31pm · Edited · Like



Write a comment...



**Steph Chappell** —

Like · Comment · about 11 months ago · 12 Reviews ·

No more reviews.

Posts about Rainer View Water Co



**Xpress Bill Pay** at [Rainer View Water Co.](#)

June 11, 2012 · Puyallup ·

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**Meg Palmer** shared Memes's photo.



**Megan Gray** took a photo with Instagram. "Birffffffday successes. #oystershells #nocuts #lovelyfriends" — in [Folly Beach, South Carolina](#).



**Brian Shrader** and **Xeno Campanoli** are now friends.



**Melissa Kelly-Foxhoven** added a new photo. "Anybody looking for a great price on fireworks? Come visit this..." — with [Chelsea Foxhoven](#) at [Sparkies Fireworks Tent](#).



**Deb Llewellyn** likes [Circus Joy](#).



**Chris Ofsthun** "Why hello Klamath Falls, we meet again!"



**Karen Bell** commented on her own post.



**Heather Kilian** is going to [Bremerton Bridge Blast](#).



**Desiree Timm** added 3 new photos. "So was going threw something's in storage came across this this..."



[Brooke Giv](#)



[Nick Larson](#)



[Stephanie Martin](#)



[Matt Dundas](#)

MORE CONTACTS (21)

Unable to connect to chat. Reconnecting in 7

Search

# EXHIBIT 9

Exhibits

**NIGEL S. MALDEN LAW, PLLC**  
711 Court A, Suite 200  
Tacoma, Wa. 98402  
253-627-0393 p 844-273-6067 f

Selected statuses: Completed, Pending  
 Action Code Action code = "WATER Flush", "WATER Flush Meter", "WATER QUALITY", "MAINTENANCE", "MAINTENANCE MISC"  
 Location Location number = 10000000-19000000  
 Service Order Created date = >> 06/01/2016

Action Code	Customer Number	Service Order Number	Created Comment	Created Date
Column1	Column2	Column3	Column4	Column5
MAINTENANCE - FLUSH	11006850008	9092681	CUST RPTS BROWN WATER. TRIED TO FLUSH HIMSELF FOR 15 MINS. PLEASE FLUSH & LEAVE HANGER.	10/21/2016
MAINTENANCE MISC - FLUSH	11007660004	9092256	BROWN WATER FLUSH SERVICE	10/13/2016
WATER Flush Meter	11008940005	9092266	Customer just moved in to the house and request we flush the line because the water is brown.	10/14/2016
WATER Flush Meter	11009020000	9095278	Customer is having consistent problems w/ Black water and particles. Customer has "Y" strainer but has not seen anyone in a year. Confirm "Y" strainer + Flush + Door hanger.	12/27/2016
WATER Flush Meter	11009020000	9098280	Customer reports re-occurring problem with Black/Dirty water has returned and ruined dish's. Flush + Door hanger	4/4/2017
MAINTENANCE MISC - FLUSH	11009540000	9098354	BROWN WATER FLUSH SERVICE	4/6/2017
WATER Flush Meter	11009780000	9089829	Customer reports Black water is back with a vengeance and will not go away. Flush + Door hanger.	8/4/2016
MAINTENANCE - FLUSH	11017380003	9095283	CUST RPTS DIRTY WATER. VERY UPSET. SAYS SHE IS GOING TO TEST THE WATER HERSELF BECAUSE EVERYONE IN HER FAMILY IS SICK & THINKS IT'S THE WATER. PLEASE FLUSH & LEAVE HANGER.	12/27/2016
WATER Flush Meter	11017880001	9100311	Door hanger.	6/1/2017
MAINTENANCE MISC - FLUSH	11018480002	9091993	BROWN WATER FLUSH SERVICE	10/3/2016
WATER Flush Meter	11019150000	9098331	Homeowner is 92 yrs old and is experiencing Brown water. She is concerned. Please Flush + Door hange.	4/5/2017
WATER Flush Meter	11019170006	9098330	Customer reports water is coming out "Red" & "Rusty" color all morning. Flush + Door hanger.	4/5/2017
WATER Flush Meter	11022580002	9087927	Customer is having ongoing problems with discolored water. Will not go away. Flush + door hanger.	6/20/2016
WATER Flush Meter	11023720002	9100263	Customer reports water is smelling like "Sewer". Flush + Door hanger please.	5/30/2017
MAINTENANCE MISC - FLUSH	11314650000	9090027	BROWN WATER FLUSH SERVICE	8/15/2016
MAINTENANCE MISC - FLUSH	11314830001	9090014	BROWN WATER FLUSH SERVICE	8/15/2016
WATER Flush Meter	11316000000	9096423	Customer reports brown water in her tub and faucet. Please flush.	1/30/2017
WATER Flush Meter	11320000000	9099379	Customer reports water is Black this morning. Very Upset. Flush + Door hanger.	5/10/2017
WATER Flush Meter	11327000000	9098525	We need and Iron sample as well as a chlorine residual from this home. We also need the servie to be flushed.	4/14/2017
MAINTENANCE MISC - FLUSH	11504900009	9090868	BLACK WATER FLUSH SERVICE	8/31/2016
WATER Flush Meter	11662620008	9096763	Customer reports lots of air and very little volume. Flush + Door hanger.	2/20/2017
WATER Flush Meter	11701000000	9095764	Customer reports brown water to the home. please a door hanger.	1/18/2017
MAINTENANCE MISC - FLUSH	11702060007	9095163	BROWN WATER FLUSH SERVICE	12/21/2016
WATER Flush Meter	11702300000	9088591	After Hours Voice Mail: Customer reports water is coming out completely Black w/ large particles. Flush + Door hanger	7/7/2016
WATER Flush Meter	11703260004	9091096	Customer says they have red, sometimes black water since Saturday and requests we come by and flush it. Leave a hanger please.	9/12/2016
WATER Flush Meter	11703570007	9095593	Customer reports brown water. please flush	1/10/2017
WATER Flush Meter	11703680000	9090767	(After Hours VM) Cusotmer reports waking up to very Cloudy/Grey water. Flush + Door hanger	8/29/2016
WATER Flush Meter	11703680000	9095566	Customer called to report his water was muddy. Please flush and leave a hanger.	1/9/2017
WATER Flush Meter	11704040001	9095532	Customer called and said they had reddish-purple water when they turned on the faucets. please flush and leave door hanger.	1/6/2017
MAINTENANCE MISC - FLUSH	11704750000	9097670	BROWN WATER FLUSH SERVICE	3/17/2017
WATER Flush Meter	11707350001	9090914	Customer reports issue with Brown water. flush + Door hanger	9/2/2016
WATER Flush Meter	11811900000	9098337	SPRINKLER INSTALLER ASKED WE FLUSH THE METER. HE FEELS METER MAY BE CLOGGED WITH MANGANESE AS THE WATER FLOW IS VERY LOW. PLEASE FLUSH METER & LEAVE HANGER.	4/5/2017
MAINTENANCE MISC - FLUSH	11812100000	9098379	BLACK WATER FLUSH SERVICE	4/7/2017
MAINTENANCE MISC - FLUSH	11812450009	9099101	BROWN WATER FLUSH SERVICE LEAVE HANGER	4/25/2017
WATER Flush Meter	11812700000	9090931	Customer reports water is Black and un-useable this morning. Flush + Door hanger	9/6/2016
WATER Flush Meter	11812750003	9091931	Customer reports having problems with sediment today. It will not go away. Happening on regular basis. Flush + Door hanger	9/28/2016
WATER Flush Meter	11830470003	9091165	Customer requests that we flush their meter, they have discolored water. Thank you.	9/14/2016
WATER Flush Meter	11830660001	9088856	Customer reports re-occurring Black water is back again. Flush + Door hanger	7/18/2016
WATER Flush Meter	12038620005	9092091	Customer reports problem with Mikly White water that will not go away. Flush + Door hanger	10/5/2016
WATER Flush Meter	12038620005	9092211	Customer reports White water has returned. She doesnt understand problem. Flush + Door hanger.	10/11/2016
WATER Flush Meter	12150400003	9087923	Customer reports Black particles in her water. flush + door hanger	6/20/2016
MAINTENANCE MISC - FLUSH	12151380002	9087929	BROWN WATER FLUSH SERVICE	6/20/2016
WATER Flush Meter	12200950000	9097367	Margaret (School Administrator) reports that the water is discolored and went go away. PCHD was contacted first and is on site. Flush + Door hanger	3/2/2017
MAINTENANCE - FLUSH	12217560002	9095736	An employee from Starbucks (this is adress the customer gave me) has brown water and needs it flushed.	1/17/2017
MAINTENANCE MISC - FLUSH	12300253704	9090989	Customer ran tub upstairs got brown water after running it for a minute.	9/7/2016
WATER Flush Meter	12300574503	9096504	Please flush service customer reports brown water.	2/3/2017
WATER Flush Meter	12415002807	9093030	Customer reports brown water. please flush	10/27/2016
MAINTENANCE MISC - FLUSH	12715050000	9087603	CUSTOMER HAS BLACK WATER FLUSH SERVICE	6/8/2016
WATER Flush Meter	12715050000	9088382	Customer reports Black water will not go away. Flush + Door hanger	6/28/2016
WATER Flush Meter	12715050000	9088592	Customer reports black water has not gone away since Maint. Dept. flushed at end of road. Flush + door hanger	7/7/2016
WATER Flush Meter	12715050000	9095555	Customer requests meter to be flushed. Please leave a hanger.	1/9/2017
WATER Flush Meter	12716150000	9100352	Customer reports very Brown water with strong Cl2 smell Flush + Door hanger	6/2/2017
WATER Flush Meter	12716200003	9100354	Customer reports Black water and chemical smell. Flush + Door hanger.	6/2/2017
MAINTENANCE MISC - FLUSH	12716700000	9090064	BROWN WATER FLUSH SERVICE	8/16/2016
WATER Flush Meter	12725290003	9089557	Customer reports Brown water has returned and wont go away. Flush + door hanger	7/26/2016
MAINTENANCE MISC - FLUSH	12752620000	9090969	BROWN WATER FLUSH SERVICE	9/6/2016
MAINTENANCE MISC - FLUSH	12753880003	9090020	BROWN WATER FLUSH SERVICE	8/15/2016
WATER Flush Meter	12920880007	9089998	Customer reports very strong chlorine smell that makes kids sick. Cl2 residue + Door hanger	8/12/2016
WATER Flush	13032250000	9087506	ELIZABETH RPTS DIRTY WATER. SHE LET IT RUN FOR 45 MINS, BUT WATER IS STILL DIRTY. PLEASE FLUSH & LEAVE HANGER. CALLED AFTER HRS PERSONNEL TO FLUSH (MIKE).	6/2/2016

			Customer says his toilet turned brown for a second, spluttered and then cleared and the same with the faucet. He wanted us to help him check to help determine if there is a possible leak. His phone number is 253-514-5868. He	
MMaintenance - FLUSH	13212550003	9095496	requests we call him when we arrive.	1/5/2017
WATER Flush Meter	13219640001	9098182	hanger	3/29/2017
MAINTENANCE MISC - FLUSH	13219640001	9098186	BROWN WATER FLUSH SERVICE	3/29/2017
WATER Flush Meter	13321720002	9095410	hanger	12/30/2016
WATER Flush Meter	13410320005	9092023	Customer reports dirty water. Brownish color needs to be flushed.	10/3/2016
WATER Flush Meter	13631950002	9089723	Flush + door hanger	8/2/2016
WATER Flush Meter	13882280000	9099307	Door hanger.	5/5/2017
WATER Flush Meter	13945038504	9095359	unlocked last Friday. Flush + Door hanger	12/28/2016
MAINTENANCE MISC - FLUSH	14000021503	9095763	BROWN WATER FLUSH SERVICE	1/18/2017
WATER Flush Meter	14021622301	9095744	Please flush service customer called for brown water.	1/17/2017
MAINTENANCE MISC - FLUSH	14030440012	9090559	BROWN WATER FLUSH SERVICE	8/22/2016
MAINTENANCE MISC - FLUSH	14130011708	9089853	BROWN WATER FLUSH SERVICE	8/5/2016
WATER Flush Meter	14403840004	9093685	Flush + Door hanger	11/14/2016
MAINTENANCE MISC - FLUSH	14413240003	9099840	check for dark particulates in water flush if necessary	5/19/2017
WATER Flush Meter	14419780004	9093682	Customer reports water is brown. Flush + Door hanger.	11/14/2016
MAINTENANCE MISC - FLUSH	14420660011	9092223	BROWN WATER FLUSH SERVICE LEAVE HANGER	10/12/2016
WATER Flush Meter	14422004608	9091252	Customer says water from her faucet is a rusty color.	9/19/2016
WATER Flush Meter	14438020007	9095575	Customers landlord reports brown water please flush.	1/9/2017
WATER Flush Meter	14438440001	9091016	Customer is having severe problem with Balck water w/ Particles. Started at 5:30 this morning and has not gone away. Flsh + Door hanger	9/8/2016
MAINTENANCE MISC - FLUSH	14438540005	9090471	BROWN WATER FLUSH SERVICE	8/19/2016
WATER Flush Meter	14438540005	9090684	hanger	8/24/2016
MAINTENANCE MISC - FLUSH	14438540005	9090872	BROWN WATER FLUSH SERVICE	9/1/2016
MAINTENANCE MISC - FLUSH	14438540005	9093881	BROWN WATER FLUSH LINES	11/17/2016
MAINTENANCE MISC - FLUSH	14439520006	9088752	BROWN WATER FLUSH SERVICE	7/13/2016
MAINTENANCE MISC - FLUSH	14439660010	9088465	BROWN WATER FLUSH SERVICE LEAVE HANGER	7/1/2016
MAINTENANCE - FLUSH	14440360009	9093169	Customer Brown water is causing plumbing to break. Please investigate.	11/4/2016
MAINTENANCE MISC - FLUSH	14440360009	9093230	BROWN WATER FLUSH SERVICE	11/7/2016
MAINTENANCE MISC - FLUSH	14440360009	9097360	BROWN WATER FLUSH SERVICE	3/2/2017
MAINTENANCE MISC - FLUSH	14440360009	9097386	BROWN WATER FLUSH SERVICE	3/2/2017
MAINTENANCE - FLUSH	14440380006	9093179	Very brown needs to be flushed.	11/4/2016
WATER Flush Meter	14440380006	9093772	Customer reports dirty water please flush.	11/16/2016
MAINTENANCE MISC - FLUSH	14440600006	9090642	BROWN WATER FLUSH SERVICE	8/23/2016
MAINTENANCE MISC - FLUSH	14440940001	9090988	BROWN WATER FLUSH SERVICE	9/7/2016
MAINTENANCE MISC - FLUSH	14441200000	9093211	BROWN WATER FLUSH SERVICE	11/7/2016
MAINTENANCE MISC - FLUSH	14442020000	9089264	BROWN WATER FLUSH SERVICE	7/21/2016
WATER Flush Meter	14817499301	9098516	Customer reported a Sulfur smell in her water. please grab a chlorine residual and flush the service. Leave a door hanger as per customer request.	4/13/2017
WATER Flush Meter	15504600004	9089197	Customer reporting rust colored water, please flush.	7/21/2016
MAINTENANCE MISC - FLUSH	15505500002	9088517	BROWN WATER FLUSH SERVICE	7/1/2016
MAINTENANCE MISC - FLUSH	15505850005	9088515	BROWN WATER FLUSH SERVICE	7/1/2016
MAINTENANCE MISC - FLUSH	15507700004	9088518	BROWN WATER FLUSH SERVICE	7/1/2016
MAINTENANCE MISC - FLUSH	15508600004	9088473	BROWN WATER	7/1/2016
WATER Flush Meter	15509000000	9088516	Customer reports Brown water hsa returned and will not go away.	7/1/2016
MAINTENANCE MISC - FLUSH	15513300000	9088472	BROWN WATER	7/1/2016
MAINTENANCE MISC - FLUSH	15513300000	9089874	BROWN WATER FLUSH SERVICE	8/5/2016
MAINTENANCE MISC - FLUSH	15513300000	9089963	BROWN WATER FLUSH SERVICE	8/10/2016
MAINTENANCE MISC - FLUSH	15518700000	9088529	DIRTY WATER ALL WEEKEND ALONG WITH NEIGHBORS. SAID SHE LEFT A MESSG ON FRI BUT NOT ON THE EMERG LINE.	7/5/2016
WATER Flush Meter	15518700000	9088593	Customer reports water is still Grey w/ particles. Flush @ water meter.	7/7/2016
MAINTENANCE MISC - FLUSH	15518700000	9090695	BROWN WATER FLUSH SERVICE	8/24/2016
WATER Flush Meter	15519000004	9088506	Door hanger	7/1/2016
MAINTENANCE MISC - FLUSH	15522900002	9087918	BROWN WATER FLUSH SERVICE	6/17/2016
MAINTENANCE MISC - FLUSH	15525400006	9094107	BROWN WATER FLUSH SERVICE LEAVE HANGER	11/21/2016
MAINTENANCE MISC - FLUSH	15525400006	9095597	BROWN WATER FLUSH SERVICE	1/10/2017
WATER Flush Meter	15625052405	9090688	Customer just moved back into home. They cannot get water to clear up. Please flush at water meter.	8/24/2016
MAINTENANCE MISC - FLUSH	15640250000	9090026	BROWN WATER FLUSH SERVICE	8/15/2016
WATER Flush Meter	15640600003	9089570	Customer reports water has turned Black and will not go away. Please ring door bell when complete. Flush + Door hanger	7/26/2016
WATER Flush Meter	15808820002	9088646	Door hanger	7/11/2016
MAINTENANCE MISC - FLUSH	15808820002	9089855	BROWN WATER FLUSH SERVICE	8/5/2016
MAINTENANCE MISC - FLUSH	15809180004	9094538	BROWN WATER FLUSH SERVICE	12/9/2016
WATER Flush Meter	15809380001	9095224	Customer reports black water. pleas flush and leave a hanger.	12/22/2016
MAINTENANCE MISC - FLUSH	15853352005	9090360	BLACK WATER FLUSH SERVICE	8/18/2016
WATER Flush Meter	15950100003	9096662	Customer reports Egg/Sulfur smell comming from bathroom only. Cl2 residue from system & front hose bibb + door hanger.	2/14/2017

Grand Totals:

121

Report Criteria:

Selected statuses: Completed, Pending

Action Code Action code = "WATER Flush","WATER Flush Meter","WATER QUALITY","MAINTENANCE","MAINTENANCE MISC"

Location Location number = 10000000-19000000

Service Order Created date >= 06/01/2017

RWW

Action Code	Customer Number	Service Order Number	Created Comment	Created Date
WATER Flush Meter	11017880001	9100311	Customer reports problems with Dark Discolored water & Sediment. Flush + Door hanger.	6/1/2017
MAINTENANCE MISC	11016340001	9107788	BLACK WATER FLUSH SERVICE LEAVE HANGER	1/25/2018
MAINTENANCE MISC	11017880001	9105078	BROWN WATER FLUSH SERVICE	10/23/2017
MAINTENANCE MISC	11018200009	9107016	BROWN WATER FLUSH SERVICE	1/5/2018
MAINTENANCE	11022680000	9104583	Customer called and asked us to flush their line because of dirty water.	10/11/2017
WATER Flush Meter	11022680000	9107907	Customer reports water is now "Pure" mud. Flush + Door hanger.	1/3/2018
MAINTENANCE MISC	11020390002	9101683	BLACK WATER FLUSH SERVICE	7/13/2017
MAINTENANCE MISC	11023240005	9101689	BLACK WATER FLUSH SERVICE	7/13/2017
WATER Flush Meter	11023720002	9100588	Customer reports water is smelling very "Swampy". Flush + Cl2 residue + Door hanger.	6/15/2017
WATER Flush Meter	11026000000	9101701	Customer reports Redish/Dark water has been ongoing but is especially bad today. Flush + Door hanger Customer (Retired) reports hearing water running in walls + lower Psi than usual ? Check if low flow indicator moving	7/14/2017
WATER Flush Meter	11026850000	9101423	+ Stat/Res. Psi + Door hanger Customer reports water has strong Cl2 smell for last couple of days and will not go away. Flush + Cl2 residue + Door hanger	7/3/2017
WATER Flush Meter	11700600008	9101526	hanger	7/7/2017
MAINTENANCE MISC	11700600008	9101837	CUSTOMER CALLED ABOUT WATER BURNING HER SKIN CHECK CL2 LEVEL LEAVE HANGER	7/20/2017
WATER Flush Meter	11700950003	9101736	Customer Reports dirty water and requests it be flushed immediately.	7/17/2017
WATER Flush Meter	11700950003	9103003	Customer reports Black water from last night has returned. Flush + Door hanger.	8/23/2017
WATER Flush Meter	11702060007	9101649	Customer reports dirty water please flush and leave a door hanger.	7/12/2017
WATER Flush Meter	11704750000	9101731	Customer reports the problem with Brown/Black water has come back. Flush + Door hanger	7/17/2017
MAINTENANCE MISC	11707151003	9101290	BROWN WATER FLUSH SERVICE	6/26/2017
MAINTENANCE MISC	11713000001	9102521	BROWN WATER FLUSH SERVICE	8/7/2017
WATER Flush Meter	11717700005	9103505	Customer reports water is tasting and smelling really bad and has fruit flies flying out of it. Flush + door hanger.	9/13/2017
MAINTENANCE MISC	11811850007	9103096	BLACK WATER FLUSH SERVICE	8/24/2017
MAINTENANCE MISC	11811900000	9102585	BROWN WATER FLUSH SERVICE LEAVE HANGER	8/9/2017
MAINTENANCE MISC	11811900000	9103120	BLACK WATER FLUSH SERVICE LEAVE HANGER	8/24/2017
WATER Flush Meter	11812750003	9103511	Customer has dirty water, requested a flush.	9/13/2017
WATER Flush Meter	11830410000	9103382	Customer is experiencing lots of sediment in screens. Flush service + Door hanger.	9/7/2017
MAINTENANCE MISC	11902700003	9100397	BAD SMELL IN WATER Coffee stand & lot it is on (Mobile home/Shop) having problems with intermittent water and lots of air. Results to coffee shop barista.	6/5/2017
MAINTENANCE MISC	12000003003	9100379	shop barista.	6/5/2017
WATER Flush Meter	12038409109	9101601	Customer reports bad problem w/ Black water this morning and wont go away. Flush + Door hanger	7/11/2017
WATER Flush Meter	12038412005	9101604	Customer reports Black water has started up and wont go away. Flush + Door hanger	7/11/2017
WATER Flush Meter	12039206603	9101563	Customer reports continuing problem w/ Black/Brown water and wont go away. Flush + Door hanger.	7/10/2017
MAINTENANCE MISC	12039206603	9104744	Customer called and said her water was "soapy", please investigate.	10/18/2017
WATER Flush Meter	12160004803	9101658	customer reports waking up to Pinkish/Orange water and would like to know what it is. Flush + door hanger	7/13/2017
WATER Flush Meter	12160055503	9101631	Customer reports dirty water in his home. Please leave a door hanger.	7/12/2017
MAINTENANCE MISC	12160056705	9107044	BROWN WATER FLUSH SERVICE	1/8/2018
MAINTENANCE	12300040000	9104574	Customer located @ 9320 220th St Cl E is having problems with strong chemical Odor/Taste. Flush + Door hanger	10/11/2017
MAINTENANCE MISC	12300572905	9100471	CHECK STATIC AND RESIDUAL CUSTOMER LEAVE HANGER	6/7/2017
MAINTENANCE MISC	12300582102	9105658	Customer requests that we flush his service. Customer reported "white flakes" in their water. Wanted to know if it was safe to drink. Please speak with customer and	11/13/2017
MAINTENANCE MISC	12300582102	9106151	determine the issue if possible. Customer reports Back water that wont go away. Flush + Door hanger (Customer requests door hanger w/ specific	11/22/2017
WATER Flush Meter	12415000405	9101085	flushing loction & time for his records)	6/21/2017
MAINTENANCE MISC	12715250001	9100556	BROWN WATER FLUSH SERVICE	6/13/2017
WATER Flush Meter	12716150000	9100352	Customer reports very Brown water with strong Cl2 smell. Flush + Door hanger	6/2/2017
WATER Flush Meter	12716200003	9100354	Customer reports Black water and chemical smell. Flush + Door hanger.	6/2/2017
MAINTENANCE MISC	12751290001	9100486	BROWN WATER FLUSH SERVICE	6/8/2017
MAINTENANCE MISC	12752950002	9102572	BROWN WATER FLUSH SERVICE	8/9/2017
WATER Flush Meter	12920880007	9102077	Customer reports having dirty water and requested us to come flush their line.	7/25/2017
WATER Flush Meter	12922000002	9102081	Customer reports water was grey this morning and has turned to dark Brown and getting worse. Flush + Door hanger	7/25/2017
WATER Flush Meter	12929200010	9102192	Customer reports water was discolored yesterday but is now very dark Brown. Flush + Door hanger.	7/26/2017
MAINTENANCE MISC	13111750007	9101343	BROWN WATER FLUSH SERVICE	6/27/2017
MAINTENANCE MISC	13132500002	9105334	CUSTOMER HAS LOW WATER PRESSURE CHECK STATIC AND RESIDUAL Customer reports Low psi (volume) since meter stop was changed out. Possible CV problem.? Stat/Resid. psi + door	10/25/2017
MAINTENANCE	13139200007	9100595	hanger	6/15/2017
MAINTENANCE MISC	13218000002	9101578	CUSTOMER HAS LOW WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER	7/10/2017
MAINTENANCE MISC	13222550000	9102618	Customer reports very low water pressure please investigate and leave a door hanger with the results.	8/10/2017
MAINTENANCE MISC	13300013401	9101466	Customer reports low water pressure, please get a static and residual read.	7/5/2017
MAINTENANCE MISC	13322840002	9105525	AIR IN LINE FLUSH SERVICE Customer is having problems with her water pressure and would like it to be checked. she requested that someone	11/3/2017
MAINTENANCE MISC	13404170008	9102368	speak to her in person as well.	8/1/2017
WATER Flush Meter	13520000000	9101326	Customer reports water is coming out Black and wont go away. Flush + Door hanger.	6/27/2017
MAINTENANCE MISC	13601000000	9107078	BROWN WATER FLUSH SERVICE Customer reports all 3 people in the home have "Hives" & severe "itching" from showering in the water. Chlorine resid +	1/10/2018
WATER Flush Meter	13601600008	9107171	Door hanger.	1/16/2018
MAINTENANCE MISC	13609900011	9105973	BROWN WATER FLUSH SERVICE	11/20/2017
MAINTENANCE MISC	13631950002	9103885	BLACK WATER FLUSH SERVICE	9/20/2017
WATER Flush Meter	13701200002	9107012	Customer says his water tastes horrible and requests that we flush his line to try and clean it up a little bit.	1/5/2018
MAINTENANCE MISC	13734080500	9107181	CUSTOMER HAS LOW WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER Customer reports having low water pressure and would like us to check it out. He requested that we leave a door	1/16/2018
MAINTENANCE MISC	13910023906	9102452	hanger and call him at 253 988 0633 with our findings. CUSTOMER HAS LOW WATER PRESSURE CHECK STATIC AND RESIDUAL CALL CUSTOMER AT 206-498-7283	8/3/2017
MAINTENANCE MISC	13920015601	9107927	SO HE CAN TURN ON OUTSIDE HOSE BIBBS	2/1/2018

MAINTENANCE MISC	139201121103	9100759	AIR IN LINE FLUSH SERVICE	12/20/2017
			Customer Emailed the info box @ 12:55am. "We flushed a toilet and noticed brown water, we tried the other toilets to make sure it wasn't the toilet and the water got darker. Same with the water in the tub" Please flush service and leave	6/19/2017
MAINTENANCE MISC	13920121103	9107953	hanger.	2/5/2018
MAINTENANCE MISC	13947014604	9102361	WATER IN METER BOX POSS LEAK OUR SIDE	8/1/2017
MAINTENANCE MISC	13950717006	9107901	BROWN WATER FLUSH SERVICE LEAVE HANGER	1/31/2018
MAINTENANCE MISC	14300120003	9102395	BROWN WATER FLUSH SERVICE	8/1/2017
MAINTENANCE	14401860002	9104572	Customer reports noticable drop in psi since last night. Stat/Res. Psi + Door hanger.	10/11/2017
MAINTENANCE MISC	14402640006	9102447	CUSTOMER HAS BAD CL2 SMELL	8/3/2017
MAINTENANCE MISC	14410740005	9100581	BAD CL2 SMELL	6/14/2017
MAINTENANCE	14412860003	9106929	Customer reports high Psi. Stat/Res. + door hanger.	12/29/2017
MAINTENANCE MISC	14413080009	9107961	CUSTOMER HAS HIGH WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER LOW WATER PRESSURE CHECK STAIC CALL CUSTOMER 253-846-3199 SO SHE CAN BE HOME (Edit: She	2/5/2018
MAINTENANCE MISC	14424760010	9107126	wants her pressure checked Friday1/19/18 in the morning)	1/12/2018
MAINTENANCE MISC	14438480007	9103560	Please take pH and get a Cl2 residual. Then flush the meter.	9/15/2017
MAINTENANCE MISC	14440380006	9107883	FLUSH SERVICE LEAVE HANGER	1/29/2018
MAINTENANCE MISC	14442020000	9100586	BROWN WATER FLUSH SERVICE	6/14/2017
WATER Flush Meter	14447514801	9101607	Customer reports dirty water and would like us to flush the meter. Leave a door hanger please.	7/11/2017
MAINTENANCE MISC	14450000202	9102246	BROWN WATER FLUSH SERVICE Customer requests a pressure test. They said they had a plumber check and it was 120psi but they wanted a second	7/27/2017
MAINTENANCE MISC	14487531901	9104357	opinion. Check Static and Residual and please leave a door hanger with the results.	10/2/2017
MAINTENANCE	14703000002	9100477	Customer reports fluctuating psi.? Causing noices in her plumbing.? Stat. + Residule + door hanger. CUSTOMER HAS LOW WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER CODE FOR GATE	6/8/2017
MAINTENANCE MISC	14800016907	9102717	#1920 Customer reports having issues with fixures blowing off due to high water pressure, please take a static and residual.	8/16/2017
MAINTENANCE	15109860000	9101440	Customer requests we come by early in the morning and call 253-847-2973 Customer reports low water pressure, please get a static and residual read and leave a door hanger. Speak with	7/3/2017
MAINTENANCE MISC	15155500000	9101465	customer if available.	7/5/2017
WATER Flush Meter	15518700000	9107071	Cusatomer reports water is turning dark grey and wont go away. Flush + Door hanger.	1/10/2018
MAINTENANCE MISC	15521400014	9101818	FLUSH SERVICE AIR IN LINE	7/19/2017
MAINTENANCE MISC	15666480000	9105744	CUSTOMER LOW WATER PRESSURE LEAVE HANGER	11/15/2017
WATER Flush Meter	15809380001	9100454	Customer reports brown water, please flush.	6/7/2017

Southwood System Service Orders - Water Quality - 06/01/2015 - 06/01/2016

RWW

Created dates: All

Selected statuses: Completed, Pending

Action Code.Action code = "WATER Flush", "WATER Flush Meter", "WATER QUALITY", "MAINTENANCE", "MAINTENANCE MISC"

Location.Location number = 10000000-19000000

Service Order.Created date = >= 06/01/2015

Action Code	Customer Number	Service Order Number	Created Comment	Created Date
MAINTENANCE MISC FLUSH	13211551600	9075835	BROWN WATER FLUSH SERVICE	6/1/2015
MAINTENANCE MISC FLUSH	15666940000	9075827	BROWN WATER FLUSH SERVICE	6/1/2015
MAINTENANCE MISC FLUSH	11703920000	9075954	BROWN WATER FLUSH SERVICE	6/4/2015
MAINTENANCE MISC FLUSH	11017160010	9076010	CUSTOMER HAS WHITE SAND IN WATER SYSTEM FLUSH SERVICE	6/5/2015
MAINTENANCE FLUSH	12924860010	9076058	ARTHUR RPTS MILKY LOOKING WATER FOR 2 MOS. PLEASE FLUSH & LEAVE HANGER.	6/8/2015
MAINTENANCE MISC FLUSH	12929260003	9076067	BROWN WATER FLUSH SERVICE	6/8/2015
MAINTENANCE FLUSH	13608800000	9076012	Customer is reporting very Yellow water this morning. Flush + Door hanger	6/8/2015
MAINTENANCE MISC FLUSH	15526200000	9076013	BROWN WATER FLUSH SERVICE	6/8/2015
MAINTENANCE MISC FLUSH	11017880001	9076104	CUSTOMER HAS SEDIMENT IN LINES FLUSH SERVICE	6/9/2015
MAINTENANCE MISC FLUSH	11513250000	9076084	CUSTOMER HAS BLACK WATER FLUSH SERVICE	6/9/2015
MAINTENANCE MISC FLUSH	11513250000	9076084	CUSTOMER HAS BLACK WATER FLUSH SERVICE	6/9/2015
MAINTENANCE MISC FLUSH	11916080002	9076105	BROWN WATER FLUSH SERVICE	6/9/2015
MAINTENANCE FLUSH	12300223001	9076074	JOHN RPTS DIRTY WATER FOR A WEEK OFF & ON. PLEASE FLUSH & LEAVE A HANGER.	6/9/2015
MAINTENANCE FLUSH	14624731003	9076114	Customer reports discolored water started last night and has not gone away. Flush + Door hanger	6/10/2015
MAINTENANCE MISC FLUSH	14438540005	9076182	CUSTOMER HAS BLACK WATER FLUSH SERVICE	6/11/2015
MAINTENANCE MISC	11830630000	9076195	CUSTOMER HAS BROWN WATER AND VERY LOW WATER PRESSURE FLUSH AND CHECK STATIC AND RESIDUAL	6/12/2015
MAINTENANCE MISC FLUSH	12513750000	9076294	CUSTOMER HAS VERY MUDDY WATER FLUSH SERVICE	6/15/2015
MAINTENANCE MISC	13733452605	9076267	POSS. AIR IN LINE FLUSH SERVICE	6/15/2015
MAINTENANCE MISC FLUSH	14645007401	9076248	BROWN WATER FLUSH LEAVE HANGER	6/15/2015
MAINTENANCE MISC FLUSH	11314650000	9076326	BLACK WATER FLUSH SERVICE	6/16/2015
MAINTENANCE FLUSH	11803360004	9076310	CUST RPTS DIRTY WATER FOR 3 DAYS. PLEASE FLUSH & LEAVE HANGER.	6/16/2015
MAINTENANCE MISC	13617600003	9076334	MOVE BOX SO METER CAN BE LOCK CALL JENNIFER IN BILLING TO SEE IF IT NEEDS TO BE LOCKED	6/16/2015
MAINTENANCE MISC FLUSH	12038421406	9076479	BROWN WATER FLUSH SERVICE	6/17/2015
MAINTENANCE MISC FLUSH	15633600001	9076484	BROWN WATER FLUSH	6/17/2015
MAINTENANCE MISC FLUSH	14415880015	9077158	AIR IN LINE FLUSH SERVICE	7/6/2015
MAINTENANCE FLUSH	15518700000	9077131	Customer reports very discolored water. Flush + Door hanger	7/6/2015
MAINTENANCE MISC	11333280000	9077213	BROWN WATER FLUSH SERVICE LEAVE HANGER	7/7/2015
MAINTENANCE MISC FLUSH	14130025312	9077219	BROWN WATER FLUSH SERVICE	7/7/2015
MAINTENANCE MISC FLUSH	11503900000	9077304	BROWN WATER FLUSH SERVICE	7/10/2015
MAINTENANCE MISC FLUSH	13137920000	9077312	BROWN WATER FLUSH SERVICE	7/10/2015
MAINTENANCE FLUSH	13137920000	9077358	Customer has been having problems with Iron floaties in the water since Friday. Flush + Door hanger	7/13/2015
MAINTENANCE MISC FLUSH	14439460004	9077371	BROWN WATER FLUSH SERVICE	7/13/2015
MAINTENANCE MISC FLUSH	13947033401	9077406	BLACK WATER FLUSH H SERVICE	7/14/2015
MAINTENANCE MISC FLUSH	14418810000	9077444	BROWN WATER FLUSH SERVICE	7/16/2015
MAINTENANCE MISC FLUSH	11812750001	9077587	CUSTOMER HAS SAND AND GRIT IN WATER FLUSH SERVICE	7/20/2015
MAINTENANCE MISC FLUSH	11702040001	9077716	BROWN WATER FLUSH SERVICE	7/21/2015
MAINTENANCE FLUSH	11022580002	9077990	DAVE RPTS RUSTY, SILTY DIRTY WATER OFF & ON PLUGGING UP HIS WASH MACHINE & FILTERS FOR 2 YRS. WOULD LIKE HIS LINES FLUSHED REALLY WELL (HYDRANT IS ACROSS THE ST FROM HIM) TO SEE PROB GETS BETTER.	7/23/2015
MAINTENANCE MISC FLUSH	11830410000	9078068	BROWN WATER FLUSH SERVICE	7/27/2015
MAINTENANCE FLUSH	11809450003	9078138	Customer reports Black/Purple water all morning. Won't go away. Flush + Door hanger	7/30/2015
MAINTENANCE FLUSH	13609450013	9078143	Customer reports that Chlorine smell is to strong. Flush + Cl2 residue + Door hanger.	7/30/2015
MAINTENANCE FLUSH	11333280000	9078270	Customer says brown water again. Please flush + Door hanger.	8/6/2015
MAINTENANCE MISC	11808800005	9078273	WATER RUNNING IN METER BOX	8/6/2015
MAINTENANCE MISC FLUSH	11333680000	9078316	BROWN WATER FLUSH SERVICE	8/10/2015
MAINTENANCE FLUSH	13400010802	9078328	Customer reports Brown water s/ particles. happening multiple time during the month. Flush + Door hanger	8/10/2015
MAINTENANCE MISC FLUSH	14445900001	9078394	BROWN WATER FLUSH SERVIC LEAVE HANGER	8/12/2015
MAINTENANCE FLUSH	11326000000	9078500	ANGELA RPTS HER WATER IS BROWN DUE TO THE FIRE DEPT PUTTING OUT A BRUSH FIRE BY HER HS. PLEASE FLUSH & LEAVE A HANGER.	8/18/2015
MAINTENANCE MISC	11808800005	9078618	WATER RUNNING METER BOX METER NOT SPINNING	8/19/2015
MAINTENANCE MISC	15513300000	9078726	BROWN WATER FLUSH SERVICE	8/19/2015
MAINTENANCE MISC	12150780003	9078749	CUSTOMER HAS AIR IN LINE FLUSH SERVICE	8/20/2015
MAINTENANCE MISC	12715050000	9078752	BROWN WATER FLUSH SERVICE	8/20/2015
MAINTENANCE MISC	13939504000	9078779	BROWN WATER FLUSH SERVICE # 215	8/20/2015
MAINTENANCE MISC	13402100009	9079023	AIR IN LINE FLUSH SERVICE LEAVE HANGER	8/25/2015
MAINTENANCE FLUSH	13402100009	9079064	Customer has been flushing water at house for the last 20 min per RVW field tech but with no affect. Customer is requesting return visit for assistance in identifying origin of problem.	8/26/2015
MAINTENANCE MISC FLUSH	13403570002	9079074	BROWN WATER FLUSH SERVICE	8/26/2015
MAINTENANCE MISC	11036000005	9079105	CUSTOMER HAS AIR IN LINE	8/27/2015
MAINTENANCE MISC	14439660010	9079087	CUSTOMER HAS AIR IN LINE	8/27/2015
MAINTENANCE FLUSH	14817508507	9079082	Customer reports "Funky" chemical smell to water. Flush + Cl2 residue + Door hanger	8/27/2015
MAINTENANCE FLUSH	14439560012	9079144	Customer reports cloudy water all weekend. Flush + door hanger	8/31/2015
MAINTENANCE FLUSH	14442060001	9079171	CUST RPTS DIRTY WATER. THEY TRIED TO RUN THEIR HOSE BIB, BUT PROB STILL PERSISTS. PLEASE FLUSH & LEAVE A HANGER.	9/1/2015
MAINTENANCE FLUSH	13734180008	9079201	Customer is experiencing very Milky water. Flush + Door hanger	9/2/2015
MAINTENANCE MISC FLUSH	14439560012	9079208	AIR IN LINE FLUSH SERVICE	9/2/2015
MAINTENANCE FLUSH	14420100002	9079220	Customer reports problems with faucet spitting and white milky water. Flush + Door hanger.	9/3/2015

			DISHES & ON HER HANDS. SHE WOULD LIKE SOMEONE TO CHECK HER CHLORINE LEVEL.	
MAINTENANCE FLUSH	14401200000	9079350	Customer reports problems with sidiment in water for the last week and will not go away. Flush + Door hanger	9/11/2015
MAINTENANCE MISC FLUSH	14438540005	9079477	BROWN WATER FLUSH SERVICE	9/17/2015
MAINTENANCE MISC FLUSH	14438540005	9079497	BROWN WATER FLUSH SERVICE LEAVE HANGER WE WERE OUT THERE ON 9/17 WATER IS STILL BROWN	9/18/2015
MAINTENANCE MISC FLUSH	14440980000	9079506	BROWN WATER FLUSH SERVICE LEAVE HANGER	9/18/2015
MAINTENANCE FLUSH	12300250101	9079648	customer reports white water with oil film on top. Flush + Door hanger.	9/21/2015
MAINTENANCE FLUSH	14438540005	9079730	GAY RPTS RVWC OUT ON FRIDAY & FLUSHED & WATER WAS CLEAR FOR A FEW MINS & BECAME DIRTY AGAIN. IS STILL DIRTY. PLEASE FLUSH & LEAVE HANGER. CUST UPSET.	9/21/2015
MAINTENANCE MISC FLUSH	14438120005	9079779	BROWN WATER FLUSH SERVICE	9/22/2015
MAINTENANCE MISC FLUSH	14441560006	9079921	BROWN WATER FLUSH SERVICE	9/23/2015
MAINTENANCE MISC FLUSH	13734900000	9080015	BROWN WATER FLUSH SERVICE	9/24/2015
MAINTENANCE MISC FLUSH	14438540005	9080046	BROWN WATER FLUSH SERVICE	9/25/2015
MAINTENANCE FLUSH	15526200000	9080123	Customer reports Brown/Black water has returned. flush + Door hanger	9/30/2015
MAINTENANCE MISC FLUSH	11810500003	9080188	BROWN WATER FLUSH SERVICE	10/5/2015
MAINTENANCE MISC FLUSH	13733453802	9080197	CUSTOMER REPORTS AIR IN LINE FLUSH SERVICE	10/5/2015
WATER Quality	13886240002	9080191	RICHARD RPTS AN AFTER TASTE IN HIS WATER & TASTE IS GETTING WORSE. HE COULD NOT DESCRIBE THE TASTE, BUT THOUGHT IT MIGHT BE CHEMICAL LIKE? SAID HE DOESN'T NEED THE WATER FLUSHED, BUT TESTED?	10/5/2015
MAINTENANCE MISC FLUSH	14441280001	9080208	BROWN WATER FLUSH SERVICE	10/5/2015
MAINTENANCE MISC FLUSH	15518700000	9080227	CUSTOMER HAS BEEN GETTING A LOT OF BROWN WATER FLUSH SERVICE	10/6/2015
MAINTENANCE FLUSH	11703410008	9080264	Customer reports bad "Onion & Garlic" smell has returned. Flush + Door hanger.	10/8/2015
MAINTENANCE MISC FLUSH	14439171205	9080259	BROWN WATER FLUSH SERVICE	10/8/2015
MAINTENANCE MISC FLUSH	11017860002	9080578	BROWN WATER FLUSH SERVICE	10/19/2015
MAINTENANCE FLUSH	11023500000	9080577	Customer reports blackish water since yesterday afternoon. Flush + Door hanger	10/19/2015
MAINTENANCE MISC FLUSH	14439260003	9080591	BROWN WATER FLUSH SERVICE	10/19/2015
MAINTENANCE MISC FLUSH	14440460009	9080600	BROWN WATER FLUSH SERVICE	10/19/2015
MAINTENANCE FLUSH	14441640000	9080595	Customer reports Black/Red water has returned. Flush + Door hanger	10/19/2015
MAINTENANCE FLUSH	14645020601	9080576	Customer reports Brown water started yesterday afternoon and has not gone away. Flush + Door hanger	10/19/2015
MAINTENANCE MISC FLUSH	15640600003	9080602	BROWN WATER FLUSH SERVICE	10/19/2015
MAINTENANCE MISC FLUSH	15809280000	9080582	BROWN WATER FLUSH SERVICE LEAVE HANGER	10/19/2015
MAINTENANCE FLUSH	11000700008	9080596	Customer reports very bad odor has returned. Previous flushing cured problem. Flush + Door hanger	10/19/2015
MAINTENANCE FLUSH	13013250000	9080747	Customer reports Sediment is clogging plumbing fixtures. Flush + Door hanger	10/20/2015
MAINTENANCE FLUSH	14441340002	9080742	Customer reports water is cloudy with Yellow tint. Flush + Door hanger.	10/20/2015
MAINTENANCE MISC	11512600001	9080985	MOVE METER OUT SIDE OF FENCE ALSO REPALCE METER OFFICE REQUEST	10/21/2015
MAINTENANCE MISC FLUSH	13019500000	9080976	CUSTOMER HAS BLACK WATER FLUSH SERVICE	10/21/2015
MAINTENANCE MISC FLUSH	13841511600	9080986	BLACK WATER FLUSH SERVICE	10/21/2015
MAINTENANCE MISC FLUSH	14440280000	9080978	BLACK WATER FLUSH SERVICE	10/21/2015
MAINTENANCE FLUSH	12150360000	9081017	Customer reports Rusty water has been around for the last couple of days. Flush + Door hanger	10/22/2015
MAINTENANCE MISC FLUSH	14441180001	9081024	BROWN WATER FLUSH SERVICE	10/22/2015
WATER Flush	11702280010	9081090	MARY KISSINGER, NEW TENANT RPTS DIRTY WATER FOR SEVERAL DAYS. HAS LET WATER RUN, BUT PROB PERSISTS. PLEASE FLUSH & LEAVE HANGER. 253-442-7512	10/23/2015
MAINTENANCE MISC FLUSH	14438060002	9081072	BROWN WATER FLUSH SERVICE LEAVE HANGER	10/23/2015
MAINTENANCE MISC FLUSH	15808820002	9081143	BLACK WATER FLUSH SERVICE LEAVE HANGER	10/23/2015
MAINTENANCE MISC FLUSH	15809380001	9081162	BLACK WATER FLUSH SERVICE	10/26/2015
MAINTENANCE MISC	13005000001	9081205	CUSTOMER HAS STRONG CL2 SMELL	10/28/2015
MAINTENANCE MISC	11556040000	9081213	METER WAS PULLED IN 2010 CUSTOMER SAID METER IS THERE JASON CAN NOT GET CLY LOCK OFF IF METER IS THERE NEED READ AND METER # AND UNLOCK ALSO THER IS A METER NEXT TO THIS ONE AND NOT IN SYSTEM GET METER # AND READ AND ADDRESS OF WHERE THIS METER GOES CALL CAROL IN OFFICE WITH INF.	10/29/2015
WATER Flush	13887800507	9081307	CUST RPTS BROWN/REDISH WATER. PLEASE FLUSH & LEAVE HANGER.	11/2/2015
MAINTENANCE FLUSH	14438880002	9081337	Customer reports water has turned very brown this morning. Flush + Door hanger	11/4/2015
MAINTENANCE MISC FLUSH	13714102000	9081416	AIR IN LINE FLUSH SERVICE	11/9/2015
MAINTENANCE MISC FLUSH	13730280002	9081406	BROWN WATER FLUSH SERVICE	11/9/2015
MAINTENANCE MISC FLUSH	13730820001	9081420	AIR IN LINE FLUSH SERVICE	11/9/2015
MAINTENANCE MISC FLUSH	15663350006	9081415	AIR IN LINE FLUSH SERVICE	11/9/2015
MAINTENANCE MISC FLUSH	14440940001	9081429	BROWN WATER FLUSH SERVICE AND LEAVE HANGER CUSTOMER CALLED AROUND 11:00 11/10 FOR US FLUSH SHE LEFT VOICE MAIL FOR JIMMY TO CALL HER ABOUT HER WATER HE HAS NOT HER BACK BE SURE THIS FLUSH IS NONE TODAY	11/10/2015
MAINTENANCE MISC FLUSH	14438060002	9081458	BROWN WATER FLUSH SERVICE LEAVE HANGER	11/11/2015
MAINTENANCE MISC FLUSH	13005000001	9081529	BROWN WATER FLUSH SERVICE	11/17/2015
MAINTENANCE FLUSH	13300078601	9081730	Custome reports very bad metallic taste to water. Cl2 Res. + Flush + Door hanger.	11/18/2015
MAINTENANCE FLUSH	14413060001	9081727	Tennant reports very cloudy water for the las couple of days and is concerned. Flush + Door hanger.	11/18/2015
MAINTENANCE MISC FLUSH	13004750009	9081850	Customer claims dirty water. Check service at house for discoloration. I will contact customer and aadvise her once again to flush her hot water tank.	11/19/2015
MAINTENANCE MISC FLUSH	11830120000	9081924	CUSTOMER HAS BLACK WATER FLUSH SERVICE 253-846-6590	11/20/2015
MAINTENANCE MISC FLUSH	12150960004	9081969	BLACK WATER AND AIR IN LINE FLUSH SERVICE LEAVE HANGER	11/23/2015
MAINTENANCE FLUSH	13005000001	9081965	Customer called reporting discolored water + sediment. Flushing FH does not affect her situation. "Y" strainer? Flush + Door hanger	11/23/2015
MAINTENANCE MISC FLUSH	14421380000	9081967	BROWN WATER FLUSH SERVICE	11/23/2015
MAINTENANCE MISC	13403180003	9082009	CUSTOMER REPORTS WATER RUNNING OUT OF METER BOX	11/25/2015
MAINTENANCE FLUSH	11007834900	9082092	Customer reports Brown water this morning and it will not go away. Flush + door hanger	12/3/2015
MAINTENANCE MISC FLUSH	11830120000	9082245	BLACK WATER FLUSH SERVICE	12/14/2015
MAINTENANCE FLUSH	13882360001	9082655	Customer reports Brown water since earlier in morning and it has not gone away. Flush + Door hanger	12/28/2015
MAINTENANCE FLUSH	11936460008	9082687	Customer reports Black chunks in water since last night. Had to pull kids from tub this morning. Flush + Door hanger.	12/30/2015
MAINTENANCE FLUSH	13005000001	9082710	Customer reports Black water w/ particles has returned. Flush + Door hanger	12/31/2015
MAINTENANCE FLUSH	13025500000	9082819	Customer reports Brown water & sand will not go away. Flush + Door hanger.	1/7/2016
MAINTENANCE FLUSH	14301045703	9082825	Customer reports water is leaving White film on everything that they cant remove. Flush + Door hanger	1/7/2016

MAINTENANCE FLUSH	15660820000	9082820	Customer reports discolored water all of a sudden showed up. Still having problems. Flush + Door hanger	1/7/2016
MAINTENANCE FLUSH	11703980001	9082844	Customer reports tub full of "Mud". Flush + Door hanger	1/8/2016
WATER Quality	14301045703	9082881	CUST RPTS HE HAD A WO DONE ON 1/8/16, COMPLAINED ABOUT WHITE PARTICLES ON HIS COFFEE CARAFFE, & IN HIS WATER. HE SAID SOMEONE DID COME OUT & FLUSH & THE PROB DIDN'T GO AWAY. WANTS TO KNOW WHAT THE WHT PARTICLES ARE. PLEASE LEAVE HANGER WITH YOUR FINDINGS.	1/11/2016
MAINTENANCE FLUSH	15518700000	9082936	Customer reports grey water from faucets. Home at end of cul-de-sac. Flush + Door hanger.	1/14/2016
MAINTENANCE FLUSH	13034750000	9082959	Customer reports very Brown water s/ particles. Flush + Door hanger	1/15/2016
MAINTENANCE MISC FLUSH	11513250000	9083512	BROWN WATER FLUSH SERVICE	1/25/2016
MAINTENANCE MISC FLUSH	13203150001	9083650	BROWN WATER FLUSH SERVICE	1/27/2016
MAINTENANCE FLUSH	11022780002	9083693	Customer reports very Black water w/ particles. Upset. Flush + Door hanger	1/29/2016
MAINTENANCE MISC FLUSH	11332000005	9083690	AIR IN LINE FLUSH SERVICE	1/29/2016
MAINTENANCE MISC FLUSH	11323000000	9083735	BLACK WATER FLUSH SERVICE	2/1/2016
MAINTENANCE FLUSH	13879260007	9083718	CUST RPTS BLACK WATER SINCE LAST NIGHT. TRIED TO FLUSH IT OUT, BUT WATER IS STILL TINTED IN COLOR. PLEASE FLUSH & LEAVE A HANGER.	2/1/2016
MAINTENANCE FLUSH	11316000000	9083781	CustomerReports Black water has returned. Normally happens after 8 pm at night. Flush + door hanger.	2/3/2016
MAINTENANCE MISC	14130013500	9083818	CUSTOMER HAS HIGH WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER	2/4/2016
MAINTENANCE MISC FLUSH	11316000000	9084522	BLACK WATER FLUSH SERVICE	2/24/2016
MAINTENANCE FLUSH	11902820005	9084502	CUST RPTS RUSTY COLORED WATER. PLEASE FLUSH & LEAVE HANGER.	2/24/2016
MAINTENANCE MISC FLUSH	11912950014	9084529	CUSTOMER HAS HAD BROWN WATER FOR TWO DAYS FLUSH SERVICE	2/24/2016
MAINTENANCE MISC FLUSH	12200950000	9084519	BROWN WATER FOR LAST 24 HRS FLUSH SERVICE	2/24/2016
MAINTENANCE FLUSH	12216870000	9084504	CUST AT THE DENTAL OFFICE AT THIS ADDRESS RPTS BROWN WATER. PLEASE FLUSH.	2/24/2016
MAINTENANCE MISC FLUSH	13947031807	9084527	AIR IN LINE FLUSH SERVICE	2/24/2016
MAINTENANCE FLUSH	14021621200	9084501	CUST OF ART'S RPTS DIRTY WATER. PLEASE FLUSH & LEAVE HANGER.	2/24/2016
MAINTENANCE MISC FLUSH	14021621600	9084513	BROWN WATER FLUSH SERVICE	2/24/2016
MAINTENANCE FLUSH	14130006809	9084500	CUST RPTS DIRTY WATER. PLEASE FLUSH & LEAVE HANGER.	2/24/2016
MAINTENANCE MISC FLUSH	14021540001	9084530	BROWN WATER FLUSH SERVICE	2/25/2016
MAINTENANCE FLUSH	11316000000	9084552	Customer reports that brown water has returned and has filled toilet and tub. Flush + Door hanger	2/26/2016
MAINTENANCE MISC FLUSH	11812750001	9084594	BROWN WATER FLUSH SERVICE	3/1/2016
MAINTENANCE MISC FLUSH	12754310001	9084583	BROWN WATER FLUSH SERVICE	3/1/2016
MAINTENANCE FLUSH	14440920002	9084665	Customer reports water water totally black last night and still experiencing problems this morning. Flush + Door hanger.	3/7/2016
MAINTENANCE FLUSH	12039180009	9084787	Customer reports problem with ongoing staining and particles. Flush + door hanger.	3/14/2016
MAINTENANCE MISC FLUSH	11937620003	9084986	CUSTOMER HAS BLACK WATER FLUSH SERVICE LEAVE HANGER	3/17/2016
MAINTENANCE FLUSH	12620046805	9084983	Customer reports dark tint to water & black particles. Flush + Door hanger	3/17/2016
MAINTENANCE MISC	13200051200	9085030	BLACK WATER AND AIR IN LINE	3/18/2016
MAINTENANCE MISC FLUSH	14645000203	9085026	BROWN WATER FLUSH SERVICE CUSTOMER HAS BABY IN HOME AND REQUEST TO FLUSH TODAY LEAVE HANGER	3/18/2016
MAINTENANCE FLUSH	14435380002	9085449	Customer reports Brown/Rusty water thruought home. Flush + Door hanger	3/29/2016
MAINTENANCE FLUSH	11810700001	9085470	Customer reports water is making family itch & be sick. C12 Resid. + Flush + Door hanger	3/30/2016
MAINTENANCE FLUSH	15808820002	9085468	Customer has been experiencing Brown/Rusty wate since late last night and it is not going away. Flush + Door hanger.	3/30/2016
MAINTENANCE FLUSH	14441180001	9085503	03/31/16 Emergency Line @ 6:11pm - Customer reports "Mud" coming out of her faucets. Flush + Door hanger	4/1/2016
MAINTENANCE MISC FLUSH	11000920005	9085531	BLACK WATER FLUSH SERVICE	4/1/2016
MAINTENANCE MISC FLUSH	13855500002	9085557	CUSTOMER HAS BLACK WATER FLUSH SERVICE	4/4/2016
MAINTENANCE FLUSH	15503200002	9085562	customer reports problems with very Brown water comming from all her faucets. Flush + Door hanger.	4/4/2016
MAINTENANCE MISC FLUSH	13020000008	9085597	BROWN WATER FLUSH SERVICE	4/6/2016
MAINTENANCE FLUSH	15522900002	9085605	Customer reports discolored water since yesterday evening and it has not gone away. Flush + door hanger.	4/6/2016
MAINTENANCE FLUSH	11015020002	9085660	Customer reports Black slimy substance building up around sinks & tub. Flush + C12 resid + Door hanger	4/11/2016
MAINTENANCE MISC FLUSH	13410560001	9086231	BROWN WATER FLUSH SERVICE	4/22/2016
MAINTENANCE MISC FLUSH	11937080002	9086310	BROWN WATER FLUSH SERVICE	4/25/2016
MAINTENANCE FLUSH	12200800000	9086301	Store Mngr. reports problems with Brown water. Not sure if related to water main break. Flush + Door hanger	4/25/2016
MAINTENANCE MISC FLUSH	12509900201	9086324	BROWN WATER FLUSH SERVICE	4/25/2016
MAINTENANCE MISC FLUSH	14021621600	9086311	BROWN WATER FLUSH SERVICE LEAVE HANGER	4/25/2016
MAINTENANCE MISC FLUSH	14021623501	9086325	BROWN WATER FLUSH SERVICE	4/25/2016
MAINTENANCE FLUSH	15859953000	9086461	Customer reports problems with lots of Sediment. Flush service + Door hanger.	5/3/2016
MAINTENANCE MISC FLUSH	12512750002	9086543	BROWN WATER FLUSH SERVICE	5/6/2016
MAINTENANCE MISC FLUSH	15513300000	9086597	BROWN WATER FLUSH SERVICE	5/10/2016
MAINTENANCE FLUSH	11701000000	9086664	Customer reports very dark tint to water. Started last night and has not gone away. Flush + Door hanger	5/12/2016
MAINTENANCE MISC FLUSH	11701000000	9086679	BROWN WATER FLUSH SERVICE	5/12/2016
MAINTENANCE MISC FLUSH	12005024803	9086678	CUST RPTS DIRTY WATER. THEY TURNED THE WATER OFF TO FIX A BROKEN PIPE & LET THE WATER RUN FOR 20 MINS, BUT HOT WATER IS STILL DIRTY. THEY RAN THE HOT WATER UNTIL IT WAS COLD. PLEASE FLUSH & LEAVE HANGER. 253-548-7650.	5/12/2016
MAINTENANCE MISC FLUSH	13908000000	9086663	BROWN WATER FLUSH SERVICE	5/12/2016
MAINTENANCE MISC FLUSH	13981034103	9086740	BROWN WATER FLUSH SERVICE	5/16/2016
MAINTENANCE MISC FLUSH	11830090000	9087239	BLACK WATER FLUSH SERVICE	5/23/2016
MAINTENANCE MISC FLUSH	15522900002	9087238	BROWN WATER FLUSH SERVICE	5/23/2016
MAINTENANCE MISC FLUSH	15514500000	9087322	BROWN WATER FLUSH SERVICE	5/24/2016
MAINTENANCE FLUSH	15808820002	9087301	Mother was bathing child & water turned black. Problem persistent for 2 weeks. Flush + door hanger.	5/24/2016
MAINTENANCE FLUSH	11022680000	9087431	Customer reports problems with sediment in water clogging fixtures. Flush + Door hanger.	5/31/2016

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Action Code	Customer Number	Service Order Number	Created Comment	Created Date
MAINTENANCE FLUSH	11000700008	9080596	Customer reports very bad odor has returned. Previous flushing cured problem. Flush + Door hanger	10/19/2015
MAINTENANCE MISC FLUSH	11000920005	9085531	BLACK WATER FLUSH SERVICE	4/1/2016
MAINTENANCE FLUSH	11007834900	9082092	Customer reports Brown water this morning and it will not go away. Flush + door hanger	12/3/2015
MAINTENANCE FLUSH	11015020002	9085660	Customer reports Black slimy substance building up around sinks & tub. Flush + Cl2 resid + Door hanger	4/11/2016
MAINTENANCE MISC FLUSH	11017160010	9076010	CUSTOMER HAS WHITE SAND IN WATER SYSTEM FLUSH SERVICE	6/5/2015
MAINTENANCE MISC FLUSH	11017160010	9076010	CUSTOMER HAS WHITE SAND IN WATER SYSTEM FLUSH SERVICE	6/5/2015
MAINTENANCE MISC FLUSH	11017860002	9080578	BROWN WATER FLUSH SERVICE	10/19/2015
MAINTENANCE MISC FLUSH	11017880001	9076104	CUSTOMER HAS SEDIMENT IN LINES FLUSH SERVICE	6/9/2015
MAINTENANCE MISC FLUSH	11017880001	9076104	CUSTOMER HAS SEDIMENT IN LINES FLUSH SERVICE	6/9/2015
MAINTENANCE MISC FLUSH	11017880001	9077342	BROWN WATER FLUSH SERVICE	7/13/2015
WATER Flush	11018970003	9075873	Y-Strainer Flush	6/2/2015
WATER Flush	11018970003	9075873	Y-Strainer Flush	6/2/2015
WATER Flush	11018970003	9077175	Y-Strainer Flush	7/6/2015
WATER Flush	11018970003	9077343	Y-Strainer Flush	7/13/2015
WATER Flush	11018970003	9077866	Y-Strainer Flush	7/22/2015
WATER Flush	11020200002	9075867	Y-Strainer Flush	6/2/2015
WATER Flush	11020200002	9076152	Y-Strainer Flush	6/11/2015
WATER Flush	11020200002	9076244	Y-Strainer Flush	6/15/2015
WATER Flush	11020200002	9075867	Y-Strainer Flush	6/2/2015
WATER Flush	11020200002	9077172	Y-Strainer Flush	7/6/2015
WATER Flush	11020200002	9077340	Y-Strainer Flush	7/13/2015
WATER Flush	11020200002	9077862	Y-Strainer Flush	7/22/2015
MAINTENANCE FLUSH	11022580002	9077990	DAVE RPTS RUSTY, SILTY DIRTY WATER OFF & ON PLUGGING UP HIS WASH MACHINE & FILTERS FOR 2 YRS. WOULD LIKE HIS LINES FLUSHED REALLY WELL (HYDRANT IS ACROSS THE ST FROM HIM) TO SEE PROB GETS BETTER.	7/23/2015
MAINTENANCE FLUSH	11022680000	9087431	Customer reports problems with sediment in water clogging fixtures. Flush + Door hanger.	5/31/2016
WATER Flush	11022760001	9075868	Y-Strainer Flush	6/2/2015
WATER Flush	11022760001	9076245	Y-Strainer Flush	6/15/2015
WATER Flush	11022760001	9075868	Y-Strainer Flush	6/2/2015
WATER Flush	11022760001	9077341	Y-Strainer Flush	7/13/2015
MAINTENANCE FLUSH	11022780002	9083693	Customer reports very Black water w/ particles. Upset. Flush + Door hanger	1/29/2016
MAINTENANCE FLUSH	11023500000	9080577	Customer reports blackish water since yesterday afternoon. Flush + Door hanger	10/19/2015
MAINTENANCE MISC	11036000005	9079105	CUSTOMER HAS AIR IN LINE	8/27/2015
MAINTENANCE MISC FLUSH	11314650000	9076326	BLACK WATER FLUSH SERVICE	6/16/2015
MAINTENANCE FLUSH	11316000000	9083781	Customer Reports Black water has returned. Normally happens after 8 pm at night. Flush + door hanger.	2/3/2016
MAINTENANCE MISC FLUSH	11316000000	9084522	BLACK WATER FLUSH SERVICE	2/24/2016
MAINTENANCE FLUSH	11316000000	9084552	Customer reports that brown water has returned and has filled toilet and tub. Flush + Door hanger	2/26/2016
MAINTENANCE MISC FLUSH	11323000000	9083735	BLACK WATER FLUSH SERVICE	2/1/2016
MAINTENANCE FLUSH	11326000000	9078500	ANGELA RPTS HER WATER IS BROWN DUE TO THE FIRE DEPT PUTTING OUT A BRUSH FIRE BY HER HS. PLEASE FLUSH & LEAVE A HANGER.	8/18/2015
MAINTENANCE MISC FLUSH	11332000005	9083690	AIR IN LINE FLUSH SERVICE	1/29/2016
MAINTENANCE MISC	11333280000	9077213	BROWN WATER FLUSH SERVICE LEAVE HANGER	7/7/2015
MAINTENANCE FLUSH	11333280000	9078270	Customer says brown water again. Please flush + Door hanger.	8/6/2015
MAINTENANCE MISC FLUSH	11333680000	9078316	BROWN WATER FLUSH SERVICE	8/10/2015
MAINTENANCE MISC FLUSH	11503900000	9077304	BROWN WATER FLUSH SERVICE	7/10/2015
MAINTENANCE MISC	11512600000	9080985	MOVE METER OUT SIDE OF FENCE ALSO REPALCE METER OFFICE REQUEST	10/21/2015
MAINTENANCE MISC FLUSH	11513250000	9076084	CUSTOMER HAS BLACK WATER FLUSH SERVICE	6/9/2015
MAINTENANCE MISC FLUSH	11513250000	9076084	CUSTOMER HAS BLACK WATER FLUSH SERVICE	6/9/2015
MAINTENANCE MISC FLUSH	11513250000	9083512	BROWN WATER FLUSH SERVICE	1/25/2016
MAINTENANCE MISC	11556040000	9081213	METER WAS PULLED IN 2010 CUSTOMER SAID METER IS THERE JASON CAN NOT GET CLY LOCK OFF IF METER IS THERE NEED READ AND METER # AND UNLOCK ALSO THER IS A METER NEXT TO THIS ONE AND NOT IN SYSTEM GET METER # AND READ AND ADDRESS OF WHFRF THIS MFTFR GOFPS CA11 CAROL IN OFFICE WITH INF.	10/29/2015
MAINTENANCE FLUSH	11701000000	9086664	Customer reports very dark tint to water. Started last night and has not gone away. Flush + Door hanger	5/12/2016
MAINTENANCE MISC FLUSH	11701000000	9086679	BROWN WATER FLUSH SERVICE	5/12/2016
MAINTENANCE MISC FLUSH	11702040001	9077716	BROWN WATER FLUSH SERVICE	7/21/2015
WATER Flush	11702280010	9081090	MARY KISSINGER, NEW TENANT RPTS DIRTY WATER FOR SEVERAL DAYS. HAS LET WATER RUN, BUT PROB PERSISTS. PLEASE FLUSH & LEAVE HANGER. 253-442-7512	10/23/2015
MAINTENANCE FLUSH	11703410008	9080264	Customer reports bad "Onion & Garlic" smell has returned. Flush + Door hanger.	10/8/2015
MAINTENANCE MISC FLUSH	11703920000	9075954	BROWN WATER FLUSH SERVICE	6/4/2015
MAINTENANCE MISC FLUSH	11703920000	9075954	BROWN WATER FLUSH SERVICE	6/4/2015
MAINTENANCE FLUSH	11703980001	9082844	Customer reports tub full of "Mud". Flush + Door hanger	1/8/2016
MAINTENANCE MISC	11715980004	9085758	SEE IF METER CAN BE MOVED OUTSIDE OF GATE CAN NOT GET TO METER TO LOCK WHEN ON LOCK OFF LIST	4/15/2016
MAINTENANCE FLUSH	11803360004	9076310	CUST RPTS DIRTY WATER FOR 3 DAYS. PLEASE FLUSH & LEAVE HANGER.	6/16/2015
MAINTENANCE MISC	11808800005	9078273	WATER RUNNING IN METER BOX	8/6/2015
MAINTENANCE MISC	11808800005	9078618	WATER RUNNING METER BOX METER NOT SPINNING	8/19/2015
MAINTENANCE FLUSH	11809450003	9078138	Customer reports Black/Purple water all morning. Won't go away. Flush + Door hanger	7/30/2015
MAINTENANCE MISC	11810000000	9077155	CUSTOMER REPORTS LOW WATER PRESSURE WHEN NEIGHBOR RUNS HIS WATER	7/6/2015
MAINTENANCE MISC FLUSH	11810500003	9080188	BROWN WATER FLUSH SERVICE	10/5/2015
MAINTENANCE FLUSH	11810700001	9085470	Customer reports water is making family itch & be sick. Cl2 Resid. + Flush + Door hanger	3/30/2016
MAINTENANCE MISC	11811800006	9077702	MOVE METER BOX SO METER CAN BE TURN OFF BY METER READER LEAVE METER ON	7/21/2015

MAINTENANCE MISC FLUSH	11830120000	9082245	BLACK WATER FLUSH SERVICE	12/14/2015
MAINTENANCE MISC FLUSH	11830410000	9078068	BROWN WATER FLUSH SERVICE	7/27/2015
MAINTENANCE MISC	11830630000	9076195	CUSTOMER HAS BROWN WATER AND VERY LOW WATER PRESSURE FLUSH AND CHECK	6/12/2015
STATIC AND RESIDUAL				
MAINTENANCE FLUSH	11902820005	9084502	CUST RPTS RUSTY COLORED WATER. PLEASE FLUSH & LEAVE HANGER.	2/24/2016
MAINTENANCE MISC FLUSH	11912950014	9084529	CUSTOMER HAS HAD BROWN WATER FOR TWO DAYS FLUSH SERVICE	2/24/2016
MAINTENANCE MISC FLUSH	11916080002	9076105	BROWN WATER FLUSH SERVICE	6/9/2015
MAINTENANCE MISC FLUSH	11916080002	9076105	BROWN WATER FLUSH SERVICE	6/9/2015
MAINTENANCE FLUSH	11936460008	9082687	Customer reports Black chunks in water since last night. Had to pull kids from tub this morning. Flush + Door hanger.	12/30/2015
MAINTENANCE MISC FLUSH	11937080002	9086310	BROWN WATER FLUSH SERVICE	4/25/2016
MAINTENANCE MISC FLUSH	11937620003	9084986	CUSTOMER HAS BLACK WATER FLUSH SERVICE LEAVE HANGER	3/17/2016
MAINTENANCE MISC	12000300004	9082091	CUSTOMER HAS WATER LEAK CHECK METER BOX FOR ANY WATER IN BOX	12/2/2015
MAINTENANCE MISC	12001100001	9085371	LOW WATER PRESSURE	3/24/2016
WATER Flush	12005018001	9076156	Y-Strainer Flush	6/11/2015
WATER Flush	12005018001	9077864	Y-Strainer Flush	7/22/2015
MAINTENANCE MISC FLUSH	12005024803	9086678	CUST RPTS DIRTY WATER. THEY TURNED THE WATER OFF TO FIX A BROKEN PIPE & LET THE WATER RUN FOR 20 MINS, BUT HOT WATER IS STILL DIRTY. THEY RAN THE HOT WATER UNTIL IT WAS COLD. PLEASE FLUSH & LEAVE HANGER. 253-548-7650.	5/12/2016
MAINTENANCE MISC	12010500001	9083876	CHECK THIS METER # 46974126 SEE IF IT IS A IRRIGATION METER OFFICE REQUEST	2/9/2016
MAINTENANCE MISC FLUSH	12038421406	9076479	BROWN WATER FLUSH SERVICE	6/17/2015
MAINTENANCE FLUSH	12039180009	9084787	Customer reports problem with ongoing staining and particles. Flush + door hanger.	3/14/2016
MAINTENANCE FLUSH	12150360000	9081017	Customer reports Rusty water has been around for the last couple of days. Flush + Door hanger	10/22/2015
MAINTENANCE MISC	12150780003	9078749	CUSTOMER HAS AIR IN LINE FLUSH SERVICE	8/20/2015
MAINTENANCE MISC FLUSH	12150960004	9081969	BLACK WATER AND AIR IN LINE FLUSH SERVICE LEAVE HANGER	11/23/2015
MAINTENANCE MISC	12160048301	9082675	CUSTOMER HAS NO WATER PRESSURE	12/29/2015
MAINTENANCE FLUSH	12200800000	9086301	Store Mngr. reports problems with Brown water. Not sure if related to water main break. Flush + Door hanger	4/25/2016
MAINTENANCE MISC FLUSH	12200950000	9084519	BROWN WATER FOR LAST 24 HRS FLUSH SERVICE	2/24/2016
MAINTENANCE MISC	12216500000	9076592	PLEASE DO THIS AS YOU HAVE TIME - I'M TRYING TO FIND OUT IF THERE IS A METER FOR THIS PROPERTY SOMEWHERE. WE HAVE A LOCATION WITH NO INFORMATION AT ALL, INCLUDING METER INFORMATION. IT MAY BE AN ERROR AND THERE MAY NOT BE A METER IF THERE IS IT WOULD BE ALONG 208TH ST	6/17/2015
MAINTENANCE FLUSH	12216870000	9084504	CUST AT THE DENTAL OFFICE AT THIS ADDRESS RPTS BROWN WATER. PLEASE FLUSH.	2/24/2016
MAINTENANCE MISC	12300040000	9079388	DISTANCE TO & LOCATION OF NEAREST FIRE HYDRANT FOR 9326 220TH ST CT E, SPACE #41.	9/14/2015
MAINTENANCE MISC	12300070001	9082774	CUSTOMER HAS WATER USAGE ON METER # 11750425 CHECK POSS. LEAKS ON OUR SIDE AS PER CUSTOMER	1/5/2016
MAINTENANCE MISC	12300070001	9083804	CUSTOMER REQUEST TO HAVE METER CHECK TO SEE IF METER IS SPINNING AFTER LEAK FIX METER # 11750425 PHONE # 760-815-7636	2/4/2016
MAINTENANCE FLUSH	12300223001	9076074	JOHN RPTS DIRTY WATER FOR A WEEK OFF & ON. PLEASE FLUSH & LEAVE A HANGER.	6/9/2015
MAINTENANCE FLUSH	12300223001	9076074	JOHN RPTS DIRTY WATER FOR A WEEK OFF & ON. PLEASE FLUSH & LEAVE A HANGER.	6/9/2015
MAINTENANCE MISC	12300245304	9082993	POSS. LEAK AT WATER METER. METER IS OFF CHECK FOR LEAKS AT METER. TURN WATER BACK OFF AFTER CHECKING	1/18/2016
MAINTENANCE FLUSH	12300250101	9079648	customer reports white water with oil film on top. Flush + Door hanger.	9/21/2015
MAINTENANCE FLUSH	12300561501	9085553	customer reports water turned deep Brown an hour ago and has not went away. Flush + Door hanger	4/4/2016
MAINTENANCE MISC	12500553000	9087015	CUSTOMER HAS NO WATER TO HOME [ NOT ON LOCK- OFF LIST ]	5/19/2016
MAINTENANCE MISC FLUSH	12509900201	9086324	BROWN WATER FLUSH SERVICE	4/25/2016
MAINTENANCE MISC FLUSH	12512750002	9086543	BROWN WATER FLUSH SERVICE	5/6/2016
MAINTENANCE MISC FLUSH	12513750000	9076294	CUSTOMER HAS VERY MUDDY WATER FLUSH SERVICE	6/15/2015
MAINTENANCE FLUSH	12620046805	9084983	Customer reports dark tint to water & black particles. Flush + Door hanger	3/17/2016
MAINTENANCE MISC	12640001001	9086517	CUSTOMER HAS LOW WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER	5/6/2016
MAINTENANCE MISC	12715050000	9078752	BROWN WATER FLUSH SERVICE	8/20/2015
WATER Flush	12715850001	9075876	Blowoff Flush	6/2/2015
WATER Flush	12715850001	9076158	Blow Off flush	6/11/2015
WATER Flush	12715850001	9076246	Blowoff Flush	6/15/2015
WATER Flush	12715850001	9075876	Blowoff Flush	6/2/2015
WATER Flush	12715850001	9077176	Blowoff Flush	7/6/2015
WATER Flush	12715850001	9077347	Blow Off Flush	7/13/2015
WATER Flush	12715850001	9077868	Y-Strainer Flush	7/22/2015
MAINTENANCE MISC	12716070001	9082601	TRUCK BACK OVER METER BOXES CUSTOMER REPORTS WATER AROUND METER BOXES	12/22/2015
MAINTENANCE MISC FLUSH	12754310001	9084583	BROWN WATER FLUSH SERVICE	3/1/2016
MAINTENANCE MISC	12920160004	9082828	REPLACE METER STOP	1/7/2016
MAINTENANCE FLUSH	12924860010	9076058	ARTHUR RPTS MILKY LOOKING WATER FOR 2 MOS. PLEASE FLUSH & LEAVE HANGER.	6/8/2015
MAINTENANCE FLUSH	12924860010	9076058	ARTHUR RPTS MILKY LOOKING WATER FOR 2 MOS. PLEASE FLUSH & LEAVE HANGER.	6/8/2015
MAINTENANCE MISC FLUSH	12929260003	9076067	BROWN WATER FLUSH SERVICE	6/8/2015
MAINTENANCE MISC FLUSH	12929260003	9076067	BROWN WATER FLUSH SERVICE	6/8/2015
WATER Flush	13004750009	9075866	Y-Strainer Flush	6/2/2015
WATER Flush	13004750009	9076150	Y-Strainer Flush	6/11/2015
WATER Flush	13004750009	9076243	Y-Strainer Flush	6/15/2015
WATER Flush	13004750009	9075866	Y-Strainer Flush	6/2/2015
WATER Flush	13004750009	9077170	Y-Strainer Flush	7/6/2015
WATER Flush	13004750009	9077339	Y-Strainer Flush	7/13/2015
WATER Flush	13004750009	9077861	Y-Strainer Flush	7/22/2015
MAINTENANCE MISC FLUSH	13004750009	9080836	CUSTOMER HAS BLACK WATER FLUSH SERVICE	10/20/2015
MAINTENANCE MISC FLUSH	13004750009	9081850	Customer claims dirty water. Check service at house for discoloration. I will contact customer and advise her once again to flush her hot water tank.	11/19/2015
WATER Flush	13005000001	9075865	Y-Strainer Flush	6/2/2015
WATER Flush	13005000001	9076148	Y-Strainer Flush	6/11/2015
WATER Flush	13005000001	9076242	Y-Strainer Flush	6/15/2015
WATER Flush	13005000001	9075865	Y-Strainer Flush	6/2/2015
WATER Flush	13005000001	9077167	Y-Strainer Flush	7/6/2015

MAINTENANCE MISC FLUSH	1300500001	9081529	BROWN WATER FLUSH SERVICE	11/17/2015
MAINTENANCE FLUSH	1300500001	9081965	Customer called reporting discolored water + sediment. Flushing FH does not affect her situation. "Y" strainer? Flush + Door hanger	11/23/2015
MAINTENANCE FLUSH	1300500001	9082710	Customer reports Black water w/ particles has returned. Flush + Door hanger	12/31/2015
WATER Flush	1300800000	9076146	Y-Strainer Flush	6/11/2015
WATER Flush	1300800000	9077165	Y-Strainer Flush	7/6/2015
WATER Flush	1300800000	9077857	Y-Strainer Flush	7/22/2015
MAINTENANCE FLUSH	1301325000	9080747	Customer reports Sediment is clogging plumbing fixtures. Flush + Door hanger	10/20/2015
MAINTENANCE MISC FLUSH	1301950000	9080976	CUSTOMER HAS BLACK WATER FLUSH SERVICE	10/21/2015
MAINTENANCE MISC FLUSH	1302000008	9085597	BROWN WATER FLUSH SERVICE	4/6/2016
MAINTENANCE MISC	1302075000	9085505	WATER IN METER BOX CHECK FOR LEAK ON OUR SIDE	4/1/2016
MAINTENANCE FLUSH	1302550000	9082819	Customer reports Brown water & sand will not go away. Flush + Door hanger.	1/7/2016
MAINTENANCE MISC	1302550000	9083839	CUSTOMER HAS LOW WATER PRESSURE CHECK STATIC AND RESIDUAL	2/5/2016
MAINTENANCE FLUSH	1303475000	9082959	Customer reports very Brown water s/ particles. Flush + Door hanger	1/15/2016
MAINTENANCE MISC	13112750001	9078231	WATER IN METER BOX POSS. LEAK ON OUR SIDE	8/5/2015
MAINTENANCE MISC	1311425000	9080165	REPLACE METER STOP CUSTOMER HAS LEAK ON HER SIDE BUT METER STILL SPIN WHEN SHE TURN OFF METER REPLACE METER STOP TODAY SO REPAIR ON HER LINE CAN BE MADE ON SUNDAY	10/2/2015
MAINTENANCE MISC	1311700000	9079328	Meter box lid is broken, please replace.	9/10/2015
MAINTENANCE MISC	13131500011	9086499	REPLACE METER BOX	5/5/2016
MAINTENANCE MISC	13132800008	9080068	CUSTOMER REPORTS WATER RUNNING DOWN ROAD STARTING BY HIS METER BOX	9/28/2015
WATER Flush	13137750012	9076157	Y-Strainer Flush	6/11/2015
WATER Flush	13137750012	9077867	Y-Strainer Flush	7/22/2015
MAINTENANCE MISC FLUSH	1313792000	9077312	BROWN WATER FLUSH SERVICE	7/10/2015
MAINTENANCE FLUSH	1313792000	9077358	Customer has been having problems with Iron floaties in the water since Friday. Flush + Door hanger	7/13/2015
MAINTENANCE MISC	13200050907	9078250	REPLACE METER STOP AND LOCK WITH CYLINDER TIME AND MATERIALS	8/5/2015
MAINTENANCE MISC	13200051200	9085030	BLACK WATER AND AIR IN LINE	3/18/2016
MAINTENANCE MISC FLUSH	13203150001	9083650	BROWN WATER FLUSH SERVICE	1/27/2016
MAINTENANCE MISC FLUSH	13211551600	9075835	BROWN WATER FLUSH SERVICE	6/1/2015
MAINTENANCE MISC FLUSH	13211551600	9075835	BROWN WATER FLUSH SERVICE	6/1/2015
MAINTENANCE MISC FLUSH	13211559500	9077417	CHECK STATIC AND RESIDUAL AND FLOW AS PER CHUCK LEAVE HANGER	7/15/2015
MAINTENANCE MISC	13219160004	9075845	CUSTOMER HAS LOW WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER	6/1/2015
MAINTENANCE MISC	13219320005	9085590	MOVE BOX SO METER CAN BE LOCK BUT DO NOT LOCK	4/5/2016
MAINTENANCE MISC	13300065601	9085649	CUSTOMER ASK IF WE CAN PAINT HYDRANT IN YARD	4/11/2016
MAINTENANCE FLUSH	13300078601	9081730	Customer reports very bad metallic taste to water. Cl2 Res.+ Flush + Door hanger.	11/18/2015
MAINTENANCE MISC	13314955000	9077293	LOW WATER PRESSURE CHECK STATIC AND RESIDUAL CUSTOMER HAD 80 PSI NOW 60 PSI	7/9/2015
MAINTENANCE MISC	13321520000	9082065	CUSTOMER HAS NO WATER PRESSURE TO HOME	12/1/2015
MAINTENANCE MISC	13322250002	9087231	CUST RPTS THEIR METER LID NEEDS REPLACING. THEY THINK IT MIGHT HAVE HAPPENED WHEN A TREE WAS CUT DOWN, BUT THEY AREN'T SURE.	5/23/2016
MAINTENANCE FLUSH	13400010802	9078328	Customer reports Brown water s/ particles. happening multiple time during the month. Flush + Door hanger	8/10/2015
MAINTENANCE MISC	13402100009	9079023	AIR IN LINE FLUSH SERVICE LEAVE HANGER	8/25/2015
MAINTENANCE FLUSH	13402100009	9079064	Customer has been flushing water at house for the last 20 min per RVW field tech but with no affect. Customer is requesting return visit for assistance in identifying origin of problem.	8/26/2015
MAINTENANCE MISC	13403180003	9082009	CUSTOMER REPORTS WATER RUNNING OUT OF METER BOX	11/25/2015
MAINTENANCE MISC FLUSH	13403570002	9079074	BROWN WATER FLUSH SERVICE	8/26/2015
MAINTENANCE MISC	13403990006	9086680	WATER IN METER BOX POSS LEAK ON OUR SIDE	5/12/2016
MAINTENANCE MISC FLUSH	13410560001	9086231	BROWN WATER FLUSH SERVICE	4/22/2016
MAINTENANCE MISC	13605100000	9079233	REPLACE LID OVER WATER VALVE IN STREET ON 214ST	9/4/2015
MAINTENANCE MISC	13605350002	9081152	REPLACE LID ON METER BOXES	10/26/2015
MAINTENANCE FLUSH	13608800000	9076012	Customer is reporting very Yellow water this morning. Flush + Door hanger	6/8/2015
MAINTENANCE FLUSH	13608800000	9076012	Customer is reporting very Yellow water this morning. Flush + Door hanger	6/8/2015
MAINTENANCE FLUSH	13609450013	9078143	Customer reports that Chlorine smell is to strong. Flush + Cl2 residue + Door hanger.	7/30/2015
MAINTENANCE MISC	13617600003	9076334	MOVE BOX SO METER CAN BE LOCK CALL JENNIFER IN BILLING TO SEE IF IT NEEDS TO BE LOCKED	6/16/2015
MAINTENANCE MISC	13617900002	9082300	CUSTOMER HAS BROKEN PIPE. TURN WATER AT METER	12/16/2015
MAINTENANCE MISC FLUSH	13714102000	9081416	AIR IN LINE FLUSH SERVICE	11/9/2015
MAINTENANCE MISC FLUSH	13730280002	9081406	BROWN WATER FLUSH SERVICE	11/9/2015
MAINTENANCE MISC	13730660006	9085648	REPLACE METER BOX	4/11/2016
MAINTENANCE MISC FLUSH	13730820001	9081420	AIR IN LINE FLUSH SERVICE	11/9/2015
MAINTENANCE MISC	13733080004	9082188	REPLACE METER BOX LID	12/9/2015
MAINTENANCE MISC	13733300000	9080585	CUSTOMER HAS NO WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER	10/19/2015
MAINTENANCE MISC	13733426701	9086492	RE- READ METER	5/4/2016
MAINTENANCE MISC	13733452416	9079013	CUSTOMER PIPES VIABRATE WHEN NEIGHOR RUNS THEIR WATER CHECK FOR AIR IN PIPES AT BOTH ADDRESS	8/25/2015
MAINTENANCE MISC	13733452605	9076267	POSS. AIR IN LINE FLUSH SERVICE	6/15/2015
MAINTENANCE FLUSH	13733452605	9076304	CUST RPTS A LOT OF PRESSURE & NOISE WHEN SHE FLUSHES THE TOILET OR RUNS HER WATER.	6/16/2015
MAINTENANCE MISC FLUSH	13733453802	9080197	CUSTOMER REPORTS AIR IN LINE FLUSH SERVICE	10/5/2015
MAINTENANCE MISC	13733520018	9081021	REPLACE BROKEN METER STOP	10/22/2015
MAINTENANCE MISC	13733670005	9080338	CUSTOMER HAS HOSE RUNNING FROM METER BOX TO HOME MAKE SURE THEY DID NOT BY-PASS METER IF SO TURN OFF AND LOCK	10/14/2015
MAINTENANCE FLUSH	13734180008	9079201	Customer is experiencing very Milky water. Flush + Door hanger	9/2/2015
MAINTENANCE MISC FLUSH	13734900000	9080015	BROWN WATER FLUSH SERVICE	9/24/2015
MAINTENANCE MISC FLUSH	13841511600	9080986	BLACK WATER FLUSH SERVICE	10/21/2015
MAINTENANCE MISC	13842820000	9086699	POSSIBLE LEAK OUR SIDE WATER IN BOX	5/13/2016
MAINTENANCE MISC FLUSH	13855500002	9085557	CUSTOMER HAS BLACK WATER FLUSH SERVICE	4/4/2016
MAINTENANCE FLUSH	13879260007	9083718	CUST RPTS BLACK WATER SINCE LAST NIGHT. TRIED TO FLUSH IT OUT, BUT WATER IS STILL TINTED IN COLOR. PLEASE FLUSH & LEAVE A HANGER.	2/1/2016
MAINTENANCE FLUSH	13882360001	9082655	Customer reports Brown water since earlier in morning and it has not gone away. Flush + Door hanger	12/28/2015

WATER Quality	13886240002	9080191	RICHARD RPTS AN AFTER TASTE IN HIS WATER & TASTE IS GETTING WORSE. HE COULD NOT DESCRIBE THE TASTE, BUT THOUGHT IT MIGHT BE CHEMICAL LIKE? SAID HE DOESN'T NEED THE WATER FLUSHED, BUT TESTED?	10/5/2015
MAINTENANCE MISC	13887540003	9080139	PER BOB BLACKMAN, PLEASE CHECK TO SEE WHERE CUST METER IS LOCATED. 21620 88TH AVE E IS LOOKING FOR AN ESTIMATE TO HOOKUP & BOB NEEDS THAT INFO TO SEE IF THE EXISTING METER CAN BE MADE INTO A DOUBLE. LET BOB BLACKMAN KNOW FINDINGS.	10/1/2015
WATER Flush	13887800507	9081307	CUST RPTS BROWN/REDISH WATER. PLEASE FLUSH & LEAVE HANGER.	11/2/2015
MAINTENANCE MISC	13904013603	9084659	REPLACE METER STOP AND LOCK METER	3/7/2016
MAINTENANCE MISC FLUSH	13908000000	9086663	BROWN WATER FLUSH SERVICE	5/12/2016
MAINTENANCE MISC	13939504000	9078779	BROWN WATER FLUSH SERVICE # 215	8/20/2015
MAINTENANCE MISC	13944011000	9079385	REPLACE LID ON METER BOX	9/14/2015
MAINTENANCE MISC	13947015203	9078478	WATER RUNNING IN METER BOX	8/17/2015
MAINTENANCE MISC FLUSH	13947031807	9084527	AIR IN LINE FLUSH SERVICE	2/24/2016
MAINTENANCE MISC FLUSH	13947033401	9077406	BLACK WATER FLUSH SERVICE	7/14/2015
MAINTENANCE MISC	13947046801	9084520	MOVE METER BOX SO METER CAN BE SHUT OFF. LEAVE METER STOP AS YOU FINE IT [ OFF OR ON ]	2/24/2016
MAINTENANCE MISC	13980012604	9085716	CUST RPTS THEIR METER BOX IS BROKEN. SHE THINKS A CAR DROVE OVER IT, BUT IT ISN'T AN AREA THAT CARS SHOULD NORMALLY DRIVE. PLEASE REPLACE & LEAVE A HANGER.	4/13/2016
MAINTENANCE MISC FLUSH	13981034103	9086740	BROWN WATER FLUSH SERVICE	5/16/2016
MAINTENANCE MISC FLUSH	14021540001	9084530	BROWN WATER FLUSH SERVICE	2/25/2016
MAINTENANCE FLUSH	14021621200	9084501	CUST OF ART'S RPTS DIRTY WATER. PLEASE FLUSH & LEAVE HANGER.	2/24/2016
MAINTENANCE MISC FLUSH	14021621600	9084513	BROWN WATER FLUSH SERVICE	2/24/2016
MAINTENANCE MISC FLUSH	14021621600	9086311	BROWN WATER FLUSH SERVICE LEAVE HANGER	4/25/2016
MAINTENANCE MISC FLUSH	14021623501	9086325	BROWN WATER FLUSH SERVICE	4/25/2016
MAINTENANCE FLUSH	14130066809	9084500	CUST RPTS DIRTY WATER. PLEASE FLUSH & LEAVE HANGER.	2/24/2016
MAINTENANCE MISC	14130013509	9083818	CUSTOMER HAS HIGH WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER	2/4/2016
MAINTENANCE MISC FLUSH	14130025312	9077219	BROWN WATER FLUSH SERVICE	7/7/2015
MAINTENANCE MISC	14200041200	9086336	CUSTOMER REPORTS NO METER AT THIS ADD. METER INSTALL ON 3/10/16 LOT 54 VERIFY METER IS THERE ALSO CHECK LOT 55 ADD 20220 20TH AVE FOR METER GET METER # AND EID # ON BOTH LOTS CALL CAROL IF YOU HAVE A ?	4/26/2016
MAINTENANCE MISC	14300138906	9086689	CUSTOMER HAS WATER RUNNING IN BACK YARD CLAIMS IT'S OUR WATER FROM A BROKEN LINE	5/13/2016
MAINTENANCE MISC	14300143001	9085696	TURN METER AROUND METER WAS INSTALLED BACKWARDS	4/12/2016
MAINTENANCE MISC	14301035904	9081427	CHECK TO SEE IF METER IS CROSSED WITH METER AT 7538 178TH ST CT E OR IS IT PAPER WORK MESS UP IN OFFICE IF METERS ARE CROSSED FLIP THEM TO RIGHT ADDS.	11/10/2015
MAINTENANCE FLUSH	14301045703	9082825	Customer reports water is leaving White film on everything that they cant remove. Flush + Door hanger	1/7/2016
WATER Quality	14301045703	9082881	CUST RPTS HE HAD A WO DONE ON 1/8/16, COMPLAINED ABOUT WHITE PARTICLES ON HIS COFFEE CARAFFE, & IN HIS WATER. HE SAID SOMEONE DID COME OUT & FLUSH & THE PROB DIDN'T GO AWAY. WANTS TO KNOW WHAT THE WHT PARTICLES ARE. PLEASE LEAVE HANGER WITH YOUR FINDINGS.	1/11/2016
MAINTENANCE FLUSH	14401200000	9079350	Customer reports problems with sidiment in water for the last week and will not go away. Flush + Door hanger	9/11/2015
MAINTENANCE MISC	14409060003	9079487	8:30 APPOINTMENT WITH CUSTOMER CHARLES HICKLIN TO RETEST METER	9/17/2015
MAINTENANCE MISC	14409400002	9079177	CUSTOMER HAS HIGH WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER	9/1/2015
MAINTENANCE MISC	14409700005	9083169	REPLACE METER STOP	1/20/2016
MAINTENANCE FLUSH	14413060001	9081727	Tennant reports very cloudy water for the las couple of days and is concerned. Flush + Door hanger.	11/18/2015
MAINTENANCE MISC	14413400012	9086480	PULL METER FOR TESTING ALSO REPLACE METER	5/4/2016
MAINTENANCE MISC	14415240009	9075846	CUSTOMER HAS LOW WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER	6/1/2015
MAINTENANCE MISC	14415240009	9075846	CUSTOMER HAS LOW WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER	6/1/2015
MAINTENANCE MISC	14415300001	9078093	CUSTOMER HAS HIGH WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER	7/28/2015
MAINTENANCE MISC FLUSH	14415880015	9077158	AIR IN LINE FLUSH SERVICE	7/6/2015
MAINTENANCE MISC FLUSH	14418810000	9077444	BROWN WATER FLUSH SERVICE	7/16/2015
MAINTENANCE FLUSH	14420100002	9079220	Customer reports problems with faucet spitting and white milky water. Flush + Door hanger.	9/3/2015
MAINTENANCE MISC	14420400003	9082741	CUSTOMER REPORTS POSS. BROKEN METER CHECK TO IF METER IS SPINNING OR LEAK IN BOX	1/4/2016
MAINTENANCE MISC	14420580002	9083890	LEAK ON OUR SIDE IN BOX ASPER GWEN	2/10/2016
MAINTENANCE MISC FLUSH	14421380000	9081967	BROWN WATER FLUSH SERVICE	11/23/2015
MAINTENANCE MISC	14427519602	9085670	CUSTOMER HAS A BOX IN BACK YARD WITH A BLUE LID AND IT MAY GO TO A WATER METER NOT SURE CHECK OUT AND FIX LID	4/11/2016
MAINTENANCE FLUSH	14435380002	9085449	Customer reports Brown/Rusty water throught home. Flush + Door hanger	3/29/2016
MAINTENANCE MISC FLUSH	14438060002	9081072	BROWN WATER FLUSH SERVICE LEAVE HANGER	10/23/2015
MAINTENANCE MISC FLUSH	14438060002	9081458	BROWN WATER FLUSH SERVICE LEAVE HANGER	11/11/2015
MAINTENANCE MISC FLUSH	14438120005	9079779	BROWN WATER FLUSH SERVICE	9/22/2015
MAINTENANCE MISC FLUSH	14438540005	9076182	CUSTOMER HAS BLACL WATER FLUSH SERVICE	6/11/2015
MAINTENANCE MISC FLUSH	14438540005	9079477	BROWN WATER FLUSH SERVICE	9/17/2015
MAINTENANCE MISC FLUSH	14438540005	9079497	BROWN WATER FLUSH SERVICE LEAVE HANGER WE WERE OUT THERE ON 9/17 WATER IS STILL BROWN	9/18/2015
MAINTENANCE FLUSH	14438540005	9079730	GAY RPTS RVWC OUT ON FRIDAY & FLUSHED & WATER WAS CLEAR FOR A FEW MINS & BECAME DIRTY AGAIN. IS STILL DIRTY. PLEASE FLUSH & LEAVE HANGER. CUST UPSET.	9/21/2015
MAINTENANCE MISC FLUSH	14438540005	9080046	BROWN WATER FLUSH SERVICE	9/25/2015
MAINTENANCE FLUSH	14438880002	9081337	Customer reports water has turned very brown this morning . Flush + Door hanger	11/4/2015
MAINTENANCE MISC FLUSH	14439171205	9080259	BROWN WATER FLUSH SERVICE	10/8/2015
MAINTENANCE MISC FLUSH	14439260003	9080591	BROWN WATER FLUSH SERVICE	10/19/2015
MAINTENANCE MISC FLUSH	14439460004	9077371	BROWN WATER FLUSH SERVICE	7/13/2015
MAINTENANCE FLUSH	14439560012	9079144	Customer reports cloudy water all weekend. Flush + door hanger	8/31/2015
MAINTENANCE MISC FLUSH	14439560012	9079208	AIR IN LINE FLUSH SERVICE	9/2/2015
MAINTENANCE MISC	14439660010	9079087	CUSTOMER HAS AIR IN LINE	8/27/2015
MAINTENANCE MISC FLUSH	14440280000	9080978	BLACK WATER FLUSH SERVICE	10/21/2015

HE HAS NOT HER BACK BE SURE THIS FLUSH IS NONE TODAY				
MAINTENANCE MISC FLUSH	14440980000	9079506	BROWN WATER FLUSH SERVICE LEAVE HANGER	9/18/2015
MAINTENANCE MISC FLUSH	14441180001	9081024	BROWN WATER FLUSH SERVICE	10/22/2015
MAINTENANCE FLUSH	14441180001	9085503	03/31/16 Emergency Line @ 6:11pm - Customer reports "Mud" coming out of her faucets. Flush + Door hanger	4/1/2016
MAINTENANCE MISC FLUSH	14441280001	9080208	BROWN WATER FLUSH SERVICE	10/5/2015
MAINTENANCE FLUSH	14441340002	9080742	Customer reports water is cloudy with Yellow tint. Flush + Door hanger.	10/20/2015
MAINTENANCE MISC FLUSH	14441340002	9081472	METER INSTALLED BACKWARD AFTER WE FLUSHED SERVICE. GO BACK OUT TURN METER AROUND	11/12/2015
MAINTENANCE MISC FLUSH	14441560006	9079921	BROWN WATER FLUSH SERVICE	9/23/2015
MAINTENANCE FLUSH	14441640000	9080595	Customer reports Black/Red water has returned. Flush + Door hanger	10/19/2015
MAINTENANCE FLUSH	14442060001	9079171	CUST RPTS DIRTY WATER. THEY TRIED TO RUN THEIR HOSE BIB, BUT PROB STILL PERSISTS. PLEASE FLUSH & LEAVE A HANGER.	9/1/2015
MAINTENANCE MISC FLUSH	14445900001	9078394	BROWN WATER FLUSH SERVICE LEAVE HANGER	8/12/2015
MAINTENANCE MISC	14481406806	9078937	WATER RUNNING IN METER BOX POSS. LEAK OUR SIDE	8/24/2015
MAINTENANCE MISC	14483850006	9087378	REPLACE METER STOP AND LOCK WITH CYLINDER	5/25/2016
MAINTENANCE MISC	14487508604	9078279	REPLACE BROKEN METER BOX	8/6/2015
MAINTENANCE MISC	14624730404	9084510	CUSTOMER HAS LOW WATER PRESSURE	2/24/2016
MAINTENANCE FLUSH	14624731003	9076114	Customer reports discolored water started last night and has not gone away. Flush + Door hanger	6/10/2015
MAINTENANCE FLUSH	14624731003	9076114	Customer reports discolored water started last night and has not gone away. Flush + Door hanger	6/10/2015
MAINTENANCE MISC FLUSH	14645000203	9085026	BROWN WATER FLUSH SERVICE CUSTOMER HAS BABY IN HOME AND REQUEST TO FLUSH TODAY LEAVE HANGER	3/18/2016
MAINTENANCE MISC FLUSH	14645007401	9076248	BROWN WATER FLUSH LEAVE HANGER	6/15/2015
MAINTENANCE FLUSH	14645020601	9080576	Customer reports Brow water started yesterday afternoon and has not gone away. Flush + Door hanger	10/19/2015
MAINTENANCE MISC	14645027201	9081600	CUSTOMER HAS LOW WATER PRESSURE CHECK STATIC AND RESIDUAL LEAVE HANGER GATE ON RIGHT SIDE OF HOUSE IS UN - LOCKED	11/17/2015
MAINTENANCE MISC	14726000001	9087419	JESSE RPTS PLUMBER TRIED TO SHUT WATER OFF TO DO A REPAIR & SAID HE THINKS SHUT OFF VALVE IS LEAKING. SAID HE TURNED WATER OFF AT METER BUT WOULD NOT SHUT OFF. PLEASE CHECK & LEAVE A HANGER. 253-982-2276	5/31/2016
MAINTENANCE MISC	14817498303	9082222	CUSTOMER HAS NO WATER TO HOME	12/11/2015
MAINTENANCE FLUSH	14817508507	9079082	Customer reports "Funky" chemical smell to water. Flush + Cl2 residue + Door hanger	8/27/2015
MAINTENANCE MISC	14817508702	9083170	CUSTOMER HAS NO WATER	1/20/2016
MAINTENANCE MISC	14940008503	9086747	CUST RPTS LOW WATER PRESS AT ALL FAUCETS IN & OUT HOUSE. PLEASE CHECK STATIC & RESIDUAL AT METER. LEAVE HANGER.	5/16/2016
MAINTENANCE MISC	15116000005	9080152	POSS. LEAK ON OUR SIDE OF METER. BOX HAS WATER IN IT	10/1/2015
MAINTENANCE MISC	15153140006	9086587	REPLACE METER STOP	5/10/2016
MAINTENANCE FLUSH	15503200002	9085562	customer reports problems with very Brown water coming from all her faucets. Flush + Door hanger.	4/4/2016
MAINTENANCE MISC	15505000006	9082824	CUSTOMER HAS WATER LEAK NEEDS WATER TURNED OFF	1/7/2016
MAINTENANCE MISC	15513300000	9078726	BROWN WATER FLUSH SERVICE	8/19/2015
MAINTENANCE MISC FLUSH	15513300000	9086597	BROWN WATER FLUSH SERVICE	5/10/2016
MAINTENANCE MISC FLUSH	15514500000	9087322	BROWN WATER FLUSH SERVICE	5/24/2016
MAINTENANCE MISC	15514600001	9087215	REPLACE METER STOP	5/23/2016
MAINTENANCE MISC	15517400004	9085692	CUSTOMER REQUEST METER RAISED 253-391-4215	4/12/2016
MAINTENANCE FLUSH	15518700000	9077131	Customer reports very discolored water. Flush + Door hanger	7/6/2015
MAINTENANCE MISC FLUSH	15518700000	9080227	CUSTOMER HAS BEEN GETTING A LOT OF BROWN WATER FLUSH SERVICE	10/6/2015
MAINTENANCE FLUSH	15518700000	9082936	Customer reports grey water from faucets. Home at end of cul-de-sac. Flush + Door hanger.	1/14/2016
MAINTENANCE FLUSH	15522900002	9085605	Customer reports discolored water since yesterday evening and it has not gone away. Flush + door hanger.	4/6/2016
MAINTENANCE MISC FLUSH	15522900002	9087238	BROWN WATER FLUSH SERVICE	5/23/2016
MAINTENANCE MISC FLUSH	15526200000	9076013	BROWN WATER FLUSH SERVICE	6/8/2015
MAINTENANCE MISC FLUSH	15526200000	9076013	BROWN WATER FLUSH SERVICE	6/8/2015
MAINTENANCE FLUSH	15526200000	9080123	Customer reports Brown/Black water has returned. flush + Door hanger	9/30/2015
MAINTENANCE MISC FLUSH	15633600001	9076484	BROWN WATER FLUSH	6/17/2015
MAINTENANCE MISC FLUSH	15640600003	9080602	BROWN WATER FLUSH SERVICE	10/19/2015
MAINTENANCE FLUSH	15660820000	9082820	Customer reports discolored water all of a sudden showed up. Still having problems. Flush + Door hanger	1/7/2016
MAINTENANCE MISC FLUSH	15663350006	9081415	AIR IN LINE FLUSH SERVICE	11/9/2015
MAINTENANCE MISC FLUSH	15666940000	9075827	BROWN WATER FLUSH SERVICE	6/1/2015
MAINTENANCE MISC FLUSH	15666940000	9075827	BROWN WATER FLUSH SERVICE	6/1/2015
MAINTENANCE MISC	15806000000	9084700	WATER BUBBLING OUT OF GROUND BEFORE METER BOX AND RUNNING IN TO METER BOX POSS. LEAK ON OUR SIDE	3/8/2016
MAINTENANCE MISC FLUSH	15808820002	9081143	BLACK WATER FLUSH SERVICE LEAVE HANGER	10/23/2015
MAINTENANCE FLUSH	15808820002	9085468	Customer has been experiencing Brown/Rusty wate since late last night and it is not going away. Flush + Door hanger.	3/30/2016
MAINTENANCE FLUSH	15808820002	9087301	Mother was bathing child & water turned black. Problem persistent for 2 weeks. Flush + door hanger.	5/24/2016
MAINTENANCE MISC FLUSH	15809280000	9080582	BROWN WATER FLUSH SERVICE LEAVE HANGER	10/19/2015
MAINTENANCE MISC FLUSH	15809380001	9081162	BLACK WATER FLUSH SERVICE	10/26/2015
WATER Flush	15811060002	9076155	Y-Strainer Flush	6/11/2015
WATER Flush	15811060002	9077863	Y-Strainer Flush	7/22/2015
MAINTENANCE MISC	15811430015	9078751	REPLACE METER STOP. ALSO NEED TIME AND MATERIALS	8/20/2015
WATER Flush	15812810002	9076160	Service Flush	6/11/2015
WATER Flush	15812810002	9077178	Service Flush	7/6/2015
WATER Flush	15812810002	9077870	Service Flush	7/22/2015
MAINTENANCE FLUSH	15859953000	9086461	Customer reports problems with lots of Sediment. Flush service + Door hanger.	5/3/2016

TOTAL

340

RVWC.UTC000297

Selected statuses: Completed, Pending

Action Code: Action code = "WATER Flush", "WATER Flush Meter", "WATER QUALITY", "MAINTENANCE", "MAINTENANCE MISC"

Location: Location number = 10000000-19000000

Service Order: Created date = &gt;= 06/01/2016

Action Code	Customer Number	Service Order Number	Created Comment	Created Date
Column1	Column2	Column3	Column4	Column5
			ELIZABETH RPTS DIRTY WATER. SHE LET IT RUN FOR 45 MINS, BUT WATER IS	
WATER Flush	13032250000	9087506	STILL DIRTY. PLEASE FLUSH & LEAVE HANGER. CALLED AFTER HRS PERSONNEL	6/2/2016
MAINTENANCE MISC - FLUSH	12715050000	9087603	CUSTOMER HAS BLACK WATER FLUSH SERVICE	6/8/2016
MAINTENANCE MISC - FLUSH	15522900002	9087918	BROWN WATER FLUSH SERVICE	6/17/2016
WATER Flush Meter	12150400003	9087923	Customer reports Black particles in her water. flush + door hanger	6/20/2016
WATER Flush Meter	11022580002	9087927	Customer is having ongoing problems with discolored water. Will not go away. Flush + door hanger.	6/20/2016
MAINTENANCE MISC - FLUSH	12151380002	9087929	BROWN WATER FLUSH SERVICE	6/20/2016
WATER Flush Meter	12715050000	9088382	Customer reports Black water will not go away. Flush + Door hanger	6/28/2016
MAINTENANCE MISC - FLUSH	14439660010	9088465	BROWN WATER FLUSH SERVICE LEAVE HANGER	7/1/2016
MAINTENANCE MISC - FLUSH	15513300000	9088472	BROWN WATER	7/1/2016
MAINTENANCE MISC - FLUSH	15508600004	9088473	BROWN WATER	7/1/2016
WATER Flush Meter	15519000004	9088506	Customer reports Brown water has not went away since yesterday. Flush + Door hanger	7/1/2016
MAINTENANCE MISC - FLUSH	15505850005	9088515	BROWN WATER FLUSH SERVICE	7/1/2016
WATER Flush Meter	15509000000	9088516	Customer reports Brown water hsa returned and will not go away.	7/1/2016
MAINTENANCE MISC - FLUSH	15505500002	9088517	BROWN WATER FLUSH SERVICE	7/1/2016
MAINTENANCE MISC - FLUSH	15507700004	9088518	BROWN WATER FLUSH SERVICE	7/1/2016
MAINTENANCE MISC - FLUSH	15518700000	9088529	DIRTY WATER ALL WEEKEND ALONG WITH NEIGHBORS. SAID SHE LEFT A	7/5/2016
WATER Flush Meter	11702300000	9088591	After Hours Voice Mail: Customer reports water is coming out completely Black	7/7/2016
WATER Flush Meter	12715050000	9088592	Customer reports black water has not gone away since Maint. Dept. flushed at end of road. Flush + door hanger	7/7/2016
WATER Flush Meter	15518700000	9088593	Customer reports water is still Grey w/ particles. Flush @ water meter.	7/7/2016
WATER Flush Meter	15808820002	9088646	Customer requests door hanger when completed. Customer reports Black water (Tired of bathing kids in "Fucking" mud) Flsh +	7/11/2016
MAINTENANCE MISC - FLUSH	14439520006	9088752	BROWN WATER FLUSH SERVICE	7/13/2016
WATER Flush Meter	11830660001	9088856	Customer reports re-occurring Black water is back again. Flush + Door hanger	7/18/2016
WATER Flush Meter	15504600004	9089197	Customer reporting rust colored water, please flush.	7/21/2016
MAINTENANCE MISC - FLUSH	14442020000	9089264	BROWN WATER FLUSH SERVICE	7/21/2016
WATER Flush Meter	12752590003	9089557	Customer reports Brown water has returned and wont go away. Flush + door hanger	7/26/2016
WATER Flush Meter	15640600003	9089570	Customer reports water has turned Black and will not go away. Please ring	7/26/2016
WATER Flush Meter	13631950002	9089723	Customer reports Black water started this morning and has not went away. Flush + door hanger	8/2/2016
WATER Flush Meter	11009780000	9089829	Customer reports Black water is back with a vengeance and will not go away. Flush + Door hanger.	8/4/2016
MAINTENANCE MISC - FLUSH	14130011708	9089853	BROWN WATER FLUSH SERVICE	8/5/2016
MAINTENANCE MISC - FLUSH	15808820002	9089855	BROWN WATER FLUSH SERVICE	8/5/2016
MAINTENANCE MISC - FLUSH	15513300000	9089874	BROWN WATER FLUSH SERVICE	8/5/2016
MAINTENANCE MISC - FLUSH	15513300000	9089963	BROWN WATER FLUSH SERVICE	8/10/2016
WATER Flush Meter	12920880007	9089998	Customer reports very strong chlorine smell that makes kids sick. Cl2 residue	8/12/2016
MAINTENANCE MISC - FLUSH	11314830001	9090014	BROWN WATER FLUSH SERVICE	8/15/2016
MAINTENANCE MISC - FLUSH	12753880003	9090020	BROWN WATER FLUSH SERVICE	8/15/2016
MAINTENANCE MISC - FLUSH	15640250000	9090026	BROWN WATER FLUSH SERVICE	8/15/2016
MAINTENANCE MISC - FLUSH	11314650000	9090027	BROWN WATER FLUSH SERVICE	8/15/2016
MAINTENANCE MISC - FLUSH	12716700000	9090064	BROWN WATER FLUSH SERVICE	8/16/2016
MAINTENANCE MISC - FLUSH	15853352005	9090360	BLACK WATER FLUSH SERVICE	8/18/2016
MAINTENANCE MISC - FLUSH	14438540005	9090471	BROWN WATER FLUSH SERVICE	8/19/2016
MAINTENANCE MISC - FLUSH	14030440012	9090559	BROWN WATER FLUSH SERVICE	8/22/2016
MAINTENANCE MISC - FLUSH	14440600006	9090642	BROWN WATER FLUSH SERVICE	8/23/2016
WATER Flush Meter	14438540005	9090684	Customer reports Brown water has returned. Very, very upset. Flush + Door hanger	8/24/2016
WATER Flush Meter	15625052405	9090688	Customer just moved back into home. They cannot get water to clear up. Please flush at water meter.	8/24/2016
MAINTENANCE MISC - FLUSH	15518700000	9090695	BROWN WATER FLUSH SERVICE	8/24/2016

WATER Flush Meter	11703680000	909076/ (After Hours VM) Cusotmr reports waking up to very Cloudy/gray water.	8/29/2016
MAINTENANCE MISC - FLUSH	11504900009	9090868 BLACK WATER FLUSH SERVICE	8/31/2016
MAINTENANCE MISC - FLUSH	14438540005	9090872 BROWN WATER FLUSH SERVICE	9/1/2016
WATER Flush Meter	11707350001	9090914 Customer reports issue with Brown water. flush + Door hanger Customer reports water is Black and un-useable this morning. Flush + Door	9/2/2016
WATER Flush Meter	11812700000	9090931 hanger	9/6/2016
MAINTENANCE MISC - FLUSH	12752620000	9090969 BROWN WATER FLUSH SERVICE	9/6/2016
MAINTENANCE MISC - FLUSH	14440940001	9090988 BROWN WATER FLUSH SERVICE	9/7/2016
MAINTENANCE MISC - FLUSH	12300253704	9090989 Customer ran tub upstairs got brown water after running it for a minute.	9/7/2016
WATER Flush Meter	14438440001	9091016 Customer is having severe problem with Balck water w/ Particles. Started at Customer says they have red, sometimes black water since Saturday and	9/8/2016
WATER Flush Meter	11703260004	9091096 requests we come by and flush it. Leave a hanger please.	9/12/2016
WATER Flush Meter	11830470003	9091165 Customer requests that we flush their meter, they have discolored water.	9/14/2016
WATER Flush Meter	14422004608	9091252 Customer says water from her faucet is a rusty color. Customer reports having problems with sediment today. It will not go away.	9/19/2016
WATER Flush Meter	11812750003	9091931 Happening on regular basis. Flush + Door hanger	9/28/2016
MAINTENANCE MISC - FLUSH	11018480002	9091993 BROWN WATER FLUSH SERVICE	10/3/2016
WATER Flush Meter	13410320005	9092023 Customer reports dirty water. Browish color needs to be flushed.	10/3/2016
WATER Flush Meter	12038620005	9092091 Customer reports problem with Mikly White water that will not go away. Flush + Door hanger	10/5/2016
WATER Flush Meter	12038620005	9092211 Flush + Door hanger. Customer reports White water has returned. She doesnt understand problem.	10/11/2016
MAINTENANCE MISC - FLUSH	14420660011	9092223 BROWN WATER FLUSH SERVICE LEAVE HANGER	10/12/2016
MAINTENANCE MISC - FLUSH	11007660004	9092256 BROWN WATER FLUSH SERVICE	10/13/2016
WATER Flush Meter	11008940005	9092266 Customer just moved in to the house and request we flush the line because CUST RPTS BROWN WATER. TRIED TO FLUSH HIMSELF FOR 15 MINS. PLEASE	10/14/2016
MMAINTEANCE - FLUSH	11006850008	9092681 FLUSH & LEAVE HANGER.	10/21/2016
WATER Flush Meter	12415002807	9093030 Customer reports brown water. please flush	10/27/2016
MMAINTEANCE - FLUSH	14440360009	9093169 Customer Brown water is causing pluming to break. Please investigate.	11/4/2016
MMAINTEANCE - FLUSH	14440380006	9093179 Very brown needs to be flushed.	11/4/2016
MAINTENANCE MISC - FLUSH	14441200000	9093211 BROWN WATER FLUSH SERVICE	11/7/2016
MAINTENANCE MISC - FLUSH	14440360009	9093230 BROWN WATER FLUSH SERVICE	11/7/2016
WATER Flush Meter	14419780004	9093682 Customer reports water is brown. Flush + Door hanger. Customer reports very bad "Metalic" tast to water and is worried. Cl2 + Ph +	11/14/2016
WATER Flush Meter	14403840004	9093685 Flush + Door hanger	11/14/2016
WATER Flush Meter	14440380006	9093772 Customer reports dirty water please flush.	11/16/2016
MAINTENANCE MISC - FLUSH	14438540005	9093881 BROWN WATER FLUSH LINES	11/17/2016
MAINTENANCE MISC - FLUSH	15525400006	9094107 BROWN WATER FLUSH SERVICE LEAVE HANGER	11/21/2016
MAINTENANCE MISC - FLUSH	15809180004	9094538 BROWN WATER FLUSH SERVICE	12/9/2016
MAINTENANCE MISC - FLUSH	11702060007	9095163 BROWN WATER FLUSH SERVICE	12/21/2016
WATER Flush Meter	15809380001	9095224 Customer reports black water. pleas flush and leave a hanger.	12/22/2016
WATER Flush Meter	11009020000	9095278 Customer is having consistent problems w/ Black water and particles. CUST RPTS DIRTY WATER. VERY UPSET. SAYS SHE IS GOING TO TEST THE	12/27/2016
MMAINTEANCE - FLUSH	11017380003	9095283 WATER HERSELF BECAUSE EVERYONE IN HER FAMILY IS SICK & THINKS IT'S THE	12/27/2016
WATER Flush Meter	13945038504	9095359 Customer reports water is Black and has not cleaned up since service unlocked	12/28/2016
WATER Flush Meter	13321720002	9095410 Customer reports Brown water has returned with a vengeance. Flush + Door	12/30/2016
MMAINTEANCE - FLUSH	13212550003	9095496 Customer says his toilet turned brown for a second, spattered and then	1/5/2017
WATER Flush Meter	11704040001	9095532 Customer called and said they had reddish-purple water when they turned on	1/6/2017
WATER Flush Meter	12715050000	9095555 Customer requests meter to be flushed. Please leave a hanger.	1/9/2017
WATER Flush Meter	11703680000	9095566 Customer called to report his water was muddy. Please flush and leave a	1/9/2017
WATER Flush Meter	14438020007	9095575 Customers landlord reports brown water please flush.	1/9/2017
WATER Flush Meter	11703570007	9095593 Customer reports brown water. please flush	1/10/2017
MAINTENANCE MISC - FLUSH	15525400006	9095597 BROWN WATER FLUSH SERVICE	1/10/2017
MMAINTEANCE - FLUSH	12217560002	9095736 An employee from Starbucks (this is adress the customer gave me) has brown	1/17/2017
WATER Flush Meter	13132750001	9095738 Customer reports slightly brown water to his home.	1/17/2017
WATER Flush Meter	14021622301	9095744 Please flush service customer called for brown water.	1/17/2017
MAINTENANCE MISC - FLUSH	14000021503	9095763 BROWN WATER FLUSH SERVICE	1/18/2017
WATER Flush Meter	11701000000	9095764 Customer reports brown water to the home. please a door hanger.	1/18/2017
WATER Flush Meter	11316000000	9096423 Customer reports brown water in her tub and faucet. Please flush.	1/30/2017
WATER Flush Meter	12300574503	9096504 Please flush service customer reports brown water.	2/3/2017
WATER Flush Meter	15950100003	9096662 Customer reports Egg/Sulfur smell comming from bathroom only. Cl2 residue	2/14/2017
WATER Flush Meter	11662620008	9096763 Customer reports lots of air and very little volume. Flush + Door hanger.	2/20/2017
MAINTENANCE MISC - FLUSH	14440360009	9097360 BROWN WATER FLUSH SERVICE	3/2/2017
WATER Flush Meter	12200950000	9097367 Margaret (School Administrator) reports that the water is discolored and wont	3/2/2017
MAINTENANCE MISC - FLUSH	14440360009	9097386 BROWN WATER FLUSH SERVICE	3/2/2017
MAINTENANCE MISC - FLUSH	11704750000	9097670 BROWN WATER FLUSH SERVICE	3/17/2017
WATER Flush Meter	13219640001	9098182 Customer reports water coming out very Dark/Discolored. Flush + Door	3/29/2017
MAINTENANCE MISC - FLUSH	13219640001	9098186 BROWN WATER FLUSH SERVICE Customer reports re-occurring problem with Black/Dirty water has returned and	3/29/2017
WATER Flush Meter	11009020000	9098280 ruined dish's. Flusn + Door hanger Customer reports water is coming out "Red" & "Rusty" color all morning. Flush	4/4/2017
WATER Flush Meter	11019170006	9098330 + Door hanger.	4/5/2017
WATER Flush Meter	11019150000	9098331 Homeowner is 92 yrs old and is experiencing Brown water. She is concerned. SPRINKLER INSTALLER ASKED WE FLUSH THE METER. HE FEELS METER MAY BE	4/5/2017
WATER Flush Meter	11811900000	9098337 CLOGGED WITH MANGANESE AS THE WATER FLOW IS VERY LOW. PLEASE	4/5/2017

MAINTENANCE MISC - FLUSH	11009540000	9098354	BROWN WATER FLUSH SERVICE	4/6/2017
MAINTENANCE MISC - FLUSH	11812100000	9098379	BLACK WATER FLUSH SERVICE	4/7/2017
WATER Flush Meter	14817499301	9098516	Customer reported a Sulfur smell in her water, please grab a chlorine residual We need and Iron sample as well as a chlorine residual from this home. We	4/13/2017
WATER Flush Meter	11327000000	9098525	also need the servie to be flushed.	4/14/2017
MAINTENANCE MISC - FLUSH	11812450009	9099101	BROWN WATER FLUSH SERVICE LEAVE HANGER	4/25/2017
WATER Flush Meter	13882280000	9099307	Customer is experiencing Brown/Black water and it wont go away. Flush + Door hanger.	5/5/2017
WATER Flush Meter	11320000000	9099379	Customer reports water is Black this morning. Very Upset. Flush + Door hanger.	5/10/2017
MAINTENANCE MISC - FLUSH	14413240003	9099840	check for dark particulates in water flush if necessary	5/19/2017
WATER Flush Meter	11023720002	9100263	Customer reports water is smelling like "Sewer". Flush + Door hanger please.	5/30/2017
WATER Flush Meter	11017880001	9100311	Customer reports problems with Dark Discolored water & Sediment. Flush +	6/1/2017
WATER Flush Meter	12716150000	9100352	Customer reports very Brown water with strong Cl2 smell Flush + Door hanger	6/2/2017
WATER Flush Meter	12716200003	9100354	Customer reports Black water and chemical smell. Flush + Door hanger.	6/2/2017

Grand Totals:

121

Report Criteria:

Selected statuses: Completed, Pending

Action Code.Action code = "WATER Flush","WATER Flush Meter","WATER QUALITY","MAINTENANCE","MAINTENANCE MISC"

Location.Location number = 10000000-19000000

Service Order.Created date = <= 06/01/15

Service Order List - WATER QUALITY\_FLUSH\_MAIN\_SPECIAL

Action Code	Customer Number	Service Order Number	Created Comment	Created Date
WATER Flush	11018970003	9071720	Y-Strainer Flush	1/26/2015
WATER Flush	11018060001	9071883	Service Flush	2/2/2015
WATER Flush	11018970003	9071891	Y-Strainer Flush	2/2/2015
WATER Flush	11019800001	9071849	BROWN WATER CALLED BRYCE ON 1/30/15 AFTER HOURS	2/2/2015
WATER Flush	11020200002	9071882	Y-Strainer Flush	2/2/2015
WATER Flush	12005018001	9071888	Y-Strainer Flush	2/2/2015
WATER Flush	13004750009	9071879	Y-Strainer Flush	2/2/2015
WATER Flush	13005000001	9071877	Y-Strainer Flush	2/2/2015
WATER Flush	13008000000	9071876	Y-Strainer Flush	2/2/2015
WATER Flush	13137750012	9071892	Y-Strainer Flush	2/2/2015
WATER Flush	15625052201	9071851	BROWN WATER FLUSH SERVICE	2/2/2015
WATER Flush	15811060002	9071884	Y-Strainer Flush	2/2/2015
WATER Flush	15812810002	9071894	Service Flush	2/2/2015
MAINTENANCE	11810500003	9071937	Customer reports very Brown water w/ sediment. Flush + Door hanger	2/4/2015
WATER Flush	11018970003	9071995	Y-Strainer Flush	2/9/2015
WATER Flush	11020200002	9071992	Y-Strainer Flush	2/9/2015
WATER Flush	11022760001	9071993	Y-Strainer Flush	2/9/2015
MAINTENANCE MISC	12715850001	9071996	Blowoff Flush	2/9/2015
WATER Flush	12752430000	9072003	BROWN WATER FLUSH SERVICE	2/9/2015
WATER Flush	13004750009	9071991	Y-Strainer Flush	2/9/2015
WATER Flush	13005000001	9071990	Y-Strainer Flush	2/9/2015
WATER Flush	11811950002	9072031	BLACK WATER FLUSH SERVICE CUST RPTS BROWN WATER. THEY LET THE WATER RUN BY TAKING A SHOWER, BUT WATER STILL	2/10/2015
WATER Flush	13513650000	9072026	BROWN. PLEASE FLUSH & LEAVE A HANGER.	2/10/2015
WATER Flush	11703980001	9072105	CUSTOMER HAS BLACK WATER FLUSH SERVICE	2/12/2015
WATER Flush	11018060001	9072132	Service Flush	2/16/2015
WATER Flush	11018970003	9072133	Y-Strainer Flush	2/16/2015
WATER Flush	11020200002	9072131	Y-Strainer Flush	2/16/2015
WATER Flush	11813500004	9072146	CUSTOMER HAS BLACK WATER FLUSH SERVICE	2/16/2015
WATER Flush	13004750009	9072129	Y-Strainer Flush	2/16/2015
WATER Flush	13005000001	9072127	Y-Strainer Flush	2/16/2015
WATER Flush	13008000000	9072125	Y-Strainer Flush	2/16/2015
WATER Flush	13131550010	9072167	CUSTOMER HAS STRONG IRON TASTE TO WATER	2/16/2015
WATER Flush	15513500006	9072164	CUSTOMER HAS BLACK WATER FLUSH SERVICE	2/16/2015
WATER Flush	15812810002	9072137	Service Flush	2/16/2015
WATER Flush	12000300004	9072465	BROWN WATER FLUSH SERVICE	2/19/2015
WATER Flush	12000440001	9072467	BROWN WATER FLUSH SERVICE	2/19/2015
WATER Flush	15513500006	9072442	CUSTOMER HAS STRONG CL2 SMELL	2/19/2015
WATER Flush	11506800000	9072501	BROWN WATER FLUSH SERVICE	2/20/2015
WATER Flush	11803450001	9072635	BROWN WATER FLUSH SERVICE	2/23/2015
WATER Flush	11018970003	9072707	Y-Strainer Flush	2/24/2015
WATER Flush	11020200002	9072697	Y-Strainer Flush	2/24/2015
WATER Flush	11022760001	9072698	Y-Strainer Flush	2/24/2015
WATER Flush	11810600004	9072734	CUSTOMER HAS BLACK WATER FLUSH SERVICE	2/24/2015
WATER Flush	12005018001	9072706	Y-Strainer Flush	2/24/2015
WATER Flush	13004750009	9072696	Y-Strainer Flush	2/24/2015
WATER Flush	13005000001	9072695	Y-Strainer Flush	2/24/2015
WATER Flush	13137750012	9072706	Y-Strainer Flush	2/24/2015
WATER Flush	15811060002	9072705	Y-Strainer Flush	2/24/2015
WATER Flush	11704650000	9072740	Customer complains of rusty red water. Pull meter and flush. Take cl2 residual.	2/25/2015
WATER Flush	11018060001	9072837	Service Flush	3/2/2015
WATER Flush	11018970003	9072841	Y-Strainer Flush	3/2/2015
WATER Flush	11020200002	9072836	Y-Strainer Flush	3/2/2015
WATER Flush	11703410008	9072799	BROWN WATER FLUSH SERVICE	3/2/2015
WATER Flush	12715850001	9072842	Blow Off Flush	3/2/2015
WATER Flush	13004750009	9072832	Y-Strainer Flush	3/2/2015
WATER Flush	13005000001	9072829	Y-Strainer Flush	3/2/2015
WATER Flush	13008000000	9072827	Y-Strainer Flush	3/2/2015
WATER Flush	15812810002	9072844	Service Flush	3/2/2015
WATER Flush	11703410008	9072871	BROWN WATER WE OUT THERE 2/2/15 TO FLUSH STILL HAS BROWN WATER	3/3/2015
WATER Flush	11702060007	9072904	BROWN WATER FLUSH SERVICE	3/4/2015
WATER Flush	11018970003	9072957	Y-Strainer Flush	3/9/2015
WATER Flush	11020200002	9072954	Y-Strainer Flush	3/9/2015
WATER Flush	11022760001	9072955	Y-Strainer Flush	3/9/2015
WATER Flush	13004750009	9072953	Y-Strainer Flush	3/9/2015
WATER Flush	13005000001	9072952	Y-Strainer Flush	3/9/2015
WATER Flush	11301500004	9072983	CUSTOMER HAS STRONG CL2 SMELL CHECK CL2 REDIDAUW LEAVE HANGER	3/10/2015
MAINTENANCE	12500616000	9073024	Customer reports problems with Grey/Black water since last night. Flush + Door hanger	3/12/2015
WATER Flush	11018060001	9073058	Service Flush	3/16/2015
WATER Flush	11018970003	9073061	Y-Strainer Flush	3/16/2015
WATER Flush	11020200002	9073057	Y-Strainer Flush	3/16/2015
WATER Flush	12005018001	9073060	Y-Strainer Flush	3/16/2015
WATER Flush	13004750009	9073055	Y-Strainer Flush	3/16/2015
WATER Flush	13008000000	9073051	Y-Strainer Flush	3/16/2015
WATER Flush	13137750012	9073062	Y-Strainer Flush	3/16/2015
WATER Flush	15811060002	9073059	Y-Strainer Flush	3/16/2015
WATER Flush	15812810002	9073064	Service Flush	3/16/2015
WATER Flush	12929200010	9073112	BROWN WATER FLUSH SERVICE	3/17/2015
WATER Flush	13005000001	9073286	Y-Strainer Flush	3/18/2015

WATER Flush	11915930008	9073367	CUST RPTS DARK DIRTY WATER. TRIED TO FLUSH IT OUT HIMSELF. BUT WATER IS GETTING DARKER.	3/20/2015
WATER Flush	11018970003	9073498	Y-Strainer Flush	3/23/2015
WATER Flush	11020200002	9073496	Y-Strainer Flush	3/23/2015
WATER Flush	11022760001	9073497	Y-Strainer Flush	3/23/2015
WATER Flush	11300035000	9073513	CUSTOMER HAS BLACK WATER FLUSH SERVICE	3/23/2015
WATER Flush	11390050001	9073521	BROWN WATER FLUSH	3/23/2015
WATER Flush	11806000000	9073510	CUSTOMER HAS BLACK WATER FLUSH LEAVE HANGER ON GATE	3/23/2015
WATER Flush	12715850001	9073499	Blowoff Flush	3/23/2015
WATER Flush	12924580005	9073568	CUSTOMER REPORTS MILKEY WATER FLUSH SERVICE LEAVE HANGER	3/23/2015
WATER Flush	13004750009	9073495	Y-Strainer Flush	3/23/2015
WATER Flush	13005000001	9073494	Y-Strainer Flush	3/23/2015
WATER Flush	11506700000	9073651	BLACK WATER FLUSH SERVICE LEAVE HANGER	3/26/2015
WATER Flush	11018060001	9073703	Service Flush	3/30/2015
WATER Flush	11018970003	9073708	Y-Strainer Flush	3/30/2015
WATER Flush	11020200002	9073701	Y-Strainer Flush	3/30/2015
WATER Flush	13004750009	9073699	Y-Strainer Flush	3/30/2015
WATER Flush	13005000001	9073698	Y-Strainer Flush	3/30/2015
WATER Flush	13008000000	9073697	Y-Strainer Flush	3/30/2015
WATER Flush	15812810002	9073714	Service Flush	3/30/2015
WATER Flush	12715650001	9073738	BROWN WATER	3/31/2015
WATER Flush	12715650001	9073757	Flush Service	4/1/2015
WATER Flush	13734060008	9073827	CUSTOMER HAS BLACK WATER FLUSH SERVICE	4/3/2015
WATER Flush	11018970003	9073840	Y-strainer Flush	4/6/2015
WATER Flush	11020200002	9073835	Y-Strainer Flush	4/6/2015
WATER Flush	11022760001	9073836	Y-Strainer Flush	4/6/2015
WATER Flush	12005018001	9073839	Y-Strainer Flush	4/6/2015
WATER Flush	12716070001	9073856	BROWN WATER FLUSH SERVICE	4/6/2015
WATER Flush	13004750009	9073834	Y-Strainer Flush	4/6/2015
WATER Flush	13005000001	9073833	Y-Strainer Flush	4/6/2015
WATER Flush	13137750012	9073841	Y-Strainer Flush	4/6/2015
WATER Flush	15811060002	9073838	Y-Strainer Flush	4/6/2015
			Customer is experiencing Cl2 smell & discolored water. cell. 253-355-0902 if questions. Flush + Cl2 resid + Door	
MAINTENANCE	11333280000	9073874	hanger	4/7/2015
WATER Flush	11830380000	9073884	CUSTOMER REPORTS BLACK WATER FLUSH SERVICE	4/7/2015
WATER Flush	15811900001	9073897	CUSTOMER HAS STRONG SULFUR SMELL IN WATER	4/7/2015
WATER Flush	11830470003	9073915	BLACK WATER FLUSH SERVICE	4/8/2015
MAINTENANCE	11703920000	9073941	Customer reports problems with Brown & milky water. Flush + Door hanger	4/9/2015
WATER Flush	12754100006	9073950	BROWN WATER FLUSH SERVICE LEAVE HANGER	4/9/2015
WATER Flush	11017800000	9073974	BLACKWATER FLUSH SERVICE	4/10/2015
WATER Flush	11018060001	9073990	Service Flush	4/13/2015
WATER Flush	11018970003	9073991	Y-Strainer Flush	4/13/2015
WATER Flush	11020200002	9073989	Y-Strainer Flush	4/13/2015
WATER Flush	12715050000	9073998	BROWN WATER FLUSH SERVICE	4/13/2015
WATER Flush	12715850001	9073992	Blow Off Flush	4/13/2015
WATER Flush	13004750009	9073987	Y-Strainer Flush	4/13/2015
WATER Flush	13005000001	9073985	Y-Strainer Flush	4/13/2015
WATER Flush	13008000000	9073982	Y-Strainer Flush	4/13/2015
WATER Flush	15812810002	9073994	Y-Strainer Flush	4/13/2015
WATER Flush	11333120002	9074055	BROWN WATER FLUSH SERVICE LEAVE HANGER	4/14/2015
WATER Flush	12300605804	9074060	BROWN WATER FLUSH LEAVE HANGER	4/15/2015
WATER Flush	13004750009	9074258	Y-Strainer Flush	4/20/2015
WATER Flush	13005000001	9074257	Y-Strainer Flush	4/20/2015
WATER Flush	11018970003	9074374	Y-Strainer Flush	4/21/2015
WATER Flush	11020200002	9074372	Y-Strainer Flush	4/21/2015
WATER Flush	11022760001	9074373	Y-Strainer Flush	4/21/2015
WATER Flush	11711780003	9074391	CUSTOMER HAS BLACK WATER FLUSH SERVICE	4/21/2015
WATER Flush	11830030000	9074476	BROWN WATER FLUSH SERVICE 253-219-7587	4/21/2015
MAINTENANCE	13735080003	9074365	Customer reports water has a dark tint. Flush + Door hanger	4/21/2015
MAINTENANCE	13869100000	9074364	School reports water in faucets & bathrooms have dark rusty color. Flush + Door hanger	4/21/2015
WATER Flush	15831850004	9074632	BROWN WATER FLUSH SERVICE	4/24/2015
WATER Flush	11830380000	9074658	BROWN WATER FLUSH SERVICE	4/27/2015
MAINTENANCE	14421520003	9074654	Customer reports problems with dark Brown water over the last 2 days. Flush + Door hanger	4/27/2015
WATER Flush	15812810002	9074646	BROWN WATER FLUSH SERVICE	4/27/2015
WATER Flush	11017840000	9074712	BLACK WATER FLUSH SERVICE	4/28/2015
WATER Flush	11018970003	9074695	Y-Strainer Flush	4/28/2015
WATER Flush	11020200002	9074691	Y-Strainer Flush	4/28/2015
WATER Flush	12005018001	9074694	Y-Strainer Flush	4/28/2015
WATER Flush	12715850001	9074697	Y-Strainer Flush	4/28/2015
WATER Flush	13004750009	9074689	Y-Strainer Flush	4/28/2015
WATER Flush	13005000001	9074687	Y-Strainer Flush	4/28/2015
WATER Flush	13008000000	9074685	Y-Strainer Flush	4/28/2015
WATER Flush	13137750012	9074696	Y-Strainer Flush	4/28/2015
WATER Flush	15811060002	9074693	Y-Strainer Flush	4/28/2015
WATER Flush	15812810002	9074699	Service Flush	4/28/2015
MAINTENANCE	11704040001	9074775	Customer reports Brown water w/ particles. Flush + Door hanger	5/1/2015
WATER Flush	12753310000	9074780	BROWN WATER FLUSH SERVICE	5/1/2015
WATER Flush	11018970003	9074806	Y-Strainer Flush	5/4/2015
WATER Flush	11020200002	9074801	Y-Strainer Flush	5/4/2015
WATER Flush	11022760001	9074802	Y-Strainer Flush	5/4/2015
WATER Flush	11803550000	9074821	Customer complains of high Cl2 smell. Flush service, take chlonne residual.	5/4/2015
WATER Flush	12715850001	9074807	Blowoff Flush	5/4/2015
WATER Flush	13004750009	9074800	Y-Strainer Flush	5/4/2015
WATER Flush	13005000001	9074799	Y-Strainer flush	5/4/2015
WATER Flush	13869151003	9074830	CUSTOMER HAS SAND IN WATER FLUSH SERVICE	5/4/2015
WATER Flush	13027750010	9074838	BROWN WATER FLUSH SERVICE	5/5/2015
WATER Flush	11808300000	9074931	BROWN WATER FLUSH SERVICE 253-282-9828	5/6/2015
MAINTENANCE	11830630000	9074936	Customer having problems with Brown water w/ particles. Flush service + Door hanger	5/6/2015
WATER Flush	11702300000	9074993	BROWN WATER FLUSH SERVICE	5/7/2015
WATER Flush	11018970003	9075029	Y-Strainer Flush	5/11/2015
WATER Flush	13004750009	9075026	Y-Strainer	5/11/2015

WATER Flush	1962930003	9075094	BROWN WATER FLUSH SERVICE LEAVE HANGER	5/13/2015
WATER Flush	12300230503	9075263	BROWN WATER FLUSH SERVICE	5/18/2015
WATER Flush	13513550000	9075141	BROWN WATER FLUSH SERVICE	5/18/2015
WATER Flush	13868000000	9075144	BROWN WATER FLUSH SERVICE	5/18/2015
WATER Flush	11812650004	9075269	BLACK WATER FLUSH SERVICE	5/19/2015
			CUSTOMER HAS BLACK WATER WE WERE THERE THIS AM AND FLUSHED CUSTOMER HAS RAN IN HOME	
WATER Flush	11812650004	9075299	BUT HAS NOT CLEAR UP	5/19/2015
WATER Flush	12753280003	9075397	BROWN WATER FLUSH SERVICE	5/20/2015
WATER Flush	14200061501	9075398	BROWN WATER FLUSH	5/20/2015
WATER Flush	14200086902	9075395	BROWWATER FLUSH SERVICE	5/20/2015
MAINTENANCE	12753310000	9075545	Customer reports black water has returned. Flush + Door hanger. Please be careful of new asphalt drive.	5/21/2015
MAINTENANCE	12754340004	9075518	Customer reports that "Muddy" water has returned with a vengence. Flush + Door hanger	5/21/2015
MAINTENANCE MISC	12751320000	9075599	BROWN WATER FLUSH SERVICE	5/22/2015
MAINTENANCE MISC	15524000005	9075575	BROWN WATER FLUSH SERVICE	5/22/2015
WATER Flush	11018970003	9075709	Y-Strainer Flush	5/27/2015
MAINTENANCE	11703920000	9075724	Customer reports very Black water has returned. Flush + Door hanger.	5/27/2015
			CUST RPTS DIRTY WATER FOR A WEEK. THEY TRIED TO FLUSH IT OUT THEMSELVES BUT PROB	
MAINTENANCE	11830410000	9075731	PERSISTS. THEY FILLED THEIR POOL & WATER IS DIRTY. PLEASE FLUSH & LEAVE HANGER.	5/27/2015
WATER Flush	12715850001	9075710	Blowoff Flush	5/27/2015
WATER Flush	13004750009	9075706	Y-Strainer Flush	5/27/2015
WATER Flush	13005000001	9075704	Y-Strainer Flush	5/27/2015
WATER Flush	13008000000	9075702	Y-Strainer Flush	5/27/2015
			CUST RPTS DIRTY WATER. SAYS THEY LET IT RUN FOR AWHILE BUT PROB PERSISTS. PLEASE FLUSH &	
MAINTENANCE	14420580002	9075734	LEAVE HANGER. 253-273-1959.	5/27/2015
MAINTENANCE	15512500000	9075726	CUST RPTS MUDDY WATER. PLEASE FLUSH & LEAVE HANGER.	5/27/2015
WATER Flush	15812810002	9075712	Service Flush	5/27/2015
MAINTENANCE	14419880000	9075756	Customer reports water is very Brown this morning. Flush + Door hanger	5/28/2015
MAINTENANCE	15812810002	9075774	Customer reports black water has returned. Flush + Door hanger	5/28/2015
MAINTENANCE	11811650000	9075803	CUST RPTS VERY DIRTY WATER PER CHRISSY IN RECEPTION. PLEASE FLUSH & LEAVE HANGER.	5/29/2015

TOTAL 309

Report Criteria:

Selected statuses: Completed, Pending

Action Code Action code = "WATER Flush","WATER Flush Meter","WATER QUALITY","MAINTENANCE","MAINTENANCE MISC"

Location Location number = 100000000-190000000

Service Order.Created date = <= 06/01/15

Service Order List - WATER QUALITY\_FLUSH\_MAIN\_SPECIAL

	Action Code	Customer Number	Service Order Number	Created Comment	Created Date
1	WATER Flush	11019800001	9071849	BROWN WATER CALLED BRYCE ON 1/30/15 AFTER HOURS	2/2/2015
2	WATER Flush	15625052201	9071851	BROWN WATER FLUSH SERVICE	2/2/2015
3	WATER Flush	15812810002	9071894	Service Flush	2/2/2015
4	MAINTENANCE	11810500003	9071937	Customer reports very Brown water w/ sediment. Flush + Door hanger	2/4/2015
5	WATER Flush	12752430000	9072003	BROWN WATER FLUSH SERVICE	2/9/2015
6	WATER Flush	11811950002	9072031	BLACK WATER FLUSH SERVICE	2/10/2015
7	WATER Flush	13513650000	9072026	CUST RPTS BROWN WATER. THEY LET THE WATER RUN BY TAKING A SHOWER, BUT WATER STILL BROWN. PLEASE FLUSH & LEAVE A HANGER.	2/10/2015
8	WATER Flush	11703980001	9072105	CUSTOMER HAS BLACK WATER FLUSH SERVICE	2/12/2015
9	WATER Flush	11813500004	9072146	CUSTOMER HAS BLACK WATER FLUSH SERVICE	2/16/2015
10	WATER Flush	13131550010	9072167	CUSTOMER HAS STRONG IRON TASTE TO WATER	2/16/2015
11	WATER Flush	15513500006	9072164	CUSTOMER HAS BLACK WATER FLUSH SERVICE	2/16/2015
12	WATER Flush	12000300004	9072465	BROWN WATER FLUSH SERVICE	2/19/2015
13	WATER Flush	12000440001	9072467	BROWN WATER FLUSH SERVICE	2/19/2015
14	WATER Flush	15513500006	9072442	CUSTOMER HAS STRONG CL2 SMELL	2/19/2015
15	WATER Flush	11506800000	9072501	BROWN WATER FLUSH SERVICE	2/20/2015
16	WATER Flush	11803450001	9072635	BROWN WATER FLUSH SERVICE	2/23/2015
17	WATER Flush	11810600004	9072734	CUSTOMER HAS BLACK WATER FLUSH SERVICE	2/24/2015
18	WATER Flush	11704650000	9072740	Customer complains of rusty red water. Pull meter and flush. Take cl2 residual.	2/25/2015
19	WATER Flush	11703410008	9072799	BROWN WATER FLUSH SERVICE	3/2/2015
20	WATER Flush	11703410008	9072871	BROWN WATER WE OUT THERE 2/2/15 TO FLUSH STILL HAS BROWN WATER	3/3/2015
21	WATER Flush	11702060007	9072904	BROWN WATER FLUSH SERVICE	3/4/2015
22	WATER Flush	11301500004	9072983	CUSTOMER HAS STRONG CL2 SMELL CHECK CL2 REDIDAUW LEAVE HANGER	3/10/2015
23	MAINTENANCE	12500616000	9073024	Customer reports problems with Grey/Black water since last night. Flush + Door hanger	3/12/2015
24	WATER Flush	12929200010	9073112	BROWN WATER FLUSH SERVICE	3/17/2015
25	MAINTENANCE	11026100000	9073362	School called to inform us they are have bad problem with discolored water w/ particles. Flush + Door Hanger	3/20/2015
26	WATER Flush	11915930008	9073367	CUST RPTS DARK DIRTY WATER. TRIED TO FLUSH IT OUT HIMSELF, BUT WATER IS GETTING DARKER.	3/20/2015
27	WATER Flush	11300035000	9073513	CUSTOMER HAS BLACK WATER FLUSH SERVICE	3/23/2015
28	WATER Flush	11390050001	9073521	BROWN WATER FLUSH	3/23/2015
29	WATER Flush	11806000000	9073510	CUSTOMER HAS BLACK WATER FLUSH LEAVE HANGER ON GATE	3/23/2015
30	WATER Flush	12924580005	9073568	CUSTOMER REPORTS MILKEY WATER FLUSH SERVICE LEAVE HANGER	3/23/2015
31	WATER Flush	11506700000	9073651	BLACK WATER FLUSH SERVICE LEAVE HANGER	3/26/2015
32	WATER Flush	12715650001	9073738	BROWN WATER	3/31/2015
33	WATER Flush	13734060008	9073827	CUSTOMER HAS BLACK WATER FLUSH SERVICE	4/3/2015
34	WATER Flush	12716070001	9073856	BROWN WATER FLUSH SERVICE	4/6/2015
35	MAINTENANCE	11333280000	9073874	Customer is experiencing Cl2 smell & discolored water. cell: 253-355-0902 if questions. Flush + Cl2 resid + Door hanger	4/7/2015
36	WATER Flush	11830380000	9073884	CUSTOMER REPORTS BLACK WATER FLUSH SERVICE	4/7/2015
37	WATER Flush	15811900001	9073897	CUSTOMER HAS STRONG SULFUR SMELL IN WATER	4/7/2015
38	WATER Flush	11830470003	9073915	BLACK WATER FLUSH SERVICE	4/8/2015
39	MAINTENANCE	11703920000	9073941	Customer reports problems with Brown & milky water. Flush + Door hanger	4/9/2015
40	WATER Flush	12754100006	9073950	BROWN WATER FLUSH SERVICE LEAVE HANGER	4/9/2015
41	WATER Flush	11017800000	9073974	BLACKWATER FLUSH SERVICE	4/10/2015
42	WATER Flush	12715050000	9073998	BROWN WATER FLUSH SERVICE	4/13/2015
43	WATER Flush	11333120002	9074055	BROWN WATER FLUSH SERVICE LEAVE HANGER	4/14/2015
44	WATER Flush	12300605804	9074060	BROWN WATER FLUSH LEAVE HANGER	4/15/2015
45	WATER Flush	11711780003	9074391	CUSTOMER HAS BLACK WATER FLUSH SERVICE	4/21/2015
46	WATER Flush	11830030000	9074476	BROWN WATER FLUSH SERVICE 253-219-7587	4/21/2015
47	MAINTENANCE	13735080003	9074365	Customer reports water has a dark tint. Flush + Door hanger	4/21/2015
48	MAINTENANCE	13869100000	9074364	School reports water in faucets & bathrooms have dark rusty color. Flush + Door hanger	4/21/2015
49	WATER Flush	15831850004	9074632	BROWN WATER FLUSH SERVICE	4/24/2015
50	WATER Flush	11830380000	9074658	BROWN WATER FLUSH SERVICE	4/27/2015
51	MAINTENANCE	14421520003	9074654	Customer reports problems with dark Brown water over the last 2 days. Flush + Door hanger	4/27/2015
52	WATER Flush	15812810002	9074646	BROWN WATER FLUSH SERVICE	4/27/2015
53	WATER Flush	11017840000	9074712	BLACK WATER FLUSH SERVICE	4/28/2015
54	MAINTENANCE	11704040001	9074775	Customer reports Brown water w/ particles. Flush + Door hanger	5/1/2015
55	WATER Flush	12753310000	9074780	BROWN WATER FLUSH SERVICE	5/1/2015
56	WATER Flush	11803550000	9074821	Customer complains of high Cl2 smell. Flush service, take chlorine residual.	5/4/2015
57	WATER Flush	13869151003	9074830	CUSTOMER HAS SAND IN WATER FLUSH SERVICE	5/4/2015
58	WATER Flush	13027750010	9074838	BROWN WATER FLUSH SERVICE	5/5/2015
59	WATER Flush	11808300000	9074931	BROWN WATER FLUSH SERVICE 253-282-9828	5/6/2015
60	MAINTENANCE	11830630000	9074936	Customer having problems with Brown water w/ particles. Flush service + Door hanger	5/6/2015
61	WATER Flush	11702300000	9074993	BROWN WATER FLUSH SERVICE	5/7/2015
62	WATER Flush	15625050603	9075094	BROWN WATER FLUSH SERVICE LEAVE HANGER	5/13/2015
63	WATER Flush	12300230503	9075263	BROWN WATER FLUSH SERVICE	5/18/2015
64	WATER Flush	13513550000	9075141	BROWN WATER FLUSH SERVICE	5/18/2015
65	WATER Flush	13868000000	9075144	BROWN WATER FLUSH SERVICE	5/18/2015
66	WATER Flush	11812650004	9075269	BLACK WATER FLUSH SERVICE	5/19/2015
67	WATER Flush	11812650004	9075299	CUSTOMER HAS BLACK WATER WE WERE THERE THIS AM AND FLUSHED CUSTOMER HAS RAN IN HOME BUT HAS NOT CLEAR UP	5/19/2015
68	WATER Flush	12753280003	9075397	BROWN WATER FLUSH SERVICE	5/20/2015
69	WATER Flush	14200061501	9075398	BROWN WATER FLUSH	5/20/2015
70	WATER Flush	14200086902	9075395	BROWWATER FLUSH SERVICE	5/20/2015
71	MAINTENANCE	12753310000	9075545	Customer reports black water has returned. Flush + Door hanger Please be careful of new asphalt drive.	5/21/2015
72	MAINTENANCE	12753430004	9075518	Customer reports that "Muddy" water has returned with a vengeance. Flush + Door hanger	5/21/2015
73	MAINTENANCE MISC	12751320000	9075599	BROWN WATER FLUSH SERVICE	5/22/2015
74	MAINTENANCE MISC	15524000005	9075575	BROWN WATER FLUSH SERVICE	5/22/2015
75	MAINTENANCE	11703920000	9075724	Customer reports very Black water has returned. Flush + Door hanger. CUST RPTS DIRTY WATER FOR A WEEK. THEY TRIED TO FLUSH IT OUT THEMSELVES BUT PROB PERSISTS.	5/27/2015
76	MAINTENANCE	11830410000	9075731	THEY FILLED THEIR POOL & WATER IS DIRTY. PLEASE FLUSH & LEAVE HANGER CUST RPTS DIRTY WATER. SAYS THEY LET IT RUN FOR AWHILE BUT PROB PERSISTS. PLEASE FLUSH & LEAVE HANGER. 253-273-1959.	5/27/2015
77	MAINTENANCE	14420580002	9075734	CUST RPTS MUDDY WATER. PLEASE FLUSH & LEAVE HANGER.	5/27/2015
78	MAINTENANCE	15512500000	9075726	CUSTOMER REPORTS WATER IS VERY BROWN THIS MORNING. Flush + Door hanger	5/28/2015
79	MAINTENANCE	14419880000	9075756	Customer reports black water has returned. Flush + Door hanger	5/28/2015
80	MAINTENANCE	15812810002	9075774	CUST RPTS VERY DIRTY WATER PER CHRISSEY IN RECEPTION PLEASE FLUSH & LEAVE HANGER.	5/29/2015
81	MAINTENANCE	11811650000	9075803		

# EXHIBIT 10

Exhibits

**NIGEL S. MALDEN LAW, PLLC**  
711 Court A, Suite 200  
Tacoma, Wa. 98402  
253-627-0393 p 844-273-6067 *f*



# RAINIER VIEW WATER COMPANY ANNUAL WATER QUALITY REPORT: 2016

**Rainier View Water Company Office  
253-537-6634  
5410 189th st E  
Puyallup WA 98375**

For more information on this Southwood System water report, contact James Jensen; Rainier View Water Company's Quality Control Manager. Contact him with your questions or concerns at (253) 537-6634 ext. 1239 or [jimmy@rainerviewwater.com](mailto:jimmy@rainerviewwater.com). Please be sure to reference your water system name when leaving a message.

# About Rainier View Water Company

In 1962, Neil Richardson started a utility company, Richardson Water Company. Incorporating in 1990, Rainier View Water Company (RVWC) has grown to become one of the largest privately owned water utilities in the state of Washington, serving a population of over 35,000 in parts of Graham, Spanaway, Puyallup, Gig Harbor and additional outlying areas.

RVWC currently owns and operates 27 public water systems with an inventory of 100 wells. Whether it is a small system servicing 4 homes or a large system servicing 14,000 connections. RVWC is staffed with courteous and knowledgeable water professionals who strive to continually improve upon the quality of services we provide to you, our valued customer.

This 2016 Water Quality Report is your annual update on the quality and safety of your drinking water. It includes recent water quality results through the monitoring period ending December 31, 2016, in accordance with state and federal regulations (not all testing is required every year). This report also provides access through references and telephone numbers to source water assessments, health effects information, and other water system topics.

Most importantly, this report shows that your drinking water sources meets all the primary and secondary EPA and Department of Health standards.



## A Closer Look at our Filtration System



### A Message from our Water Quality Control Manager...

Here at Rainier View Water we manage all types of water systems. We take pride in operating and maintaining every system with the same level of professionalism. We are continually upgrading our systems with new technology and treatment facilities to better serve you. In the past 3 years we have brought 7 new iron and manganese filtration systems online. We are currently in the construction stages of 3 more iron and manganese filtration systems. When these are complete we will have 13 iron and manganese filtration systems in total. As much as we would like to have these systems completed and operating, it is just not that simple. There are a lot of things that need to be done before we can bring these facilities online. We fully anticipate these new systems to be online by the end of 2017.

This past year has had several water quality related news headlines. The Crises in Flint and California has raised awareness of the importance of safe water supplies. Rainier View Water Company has always, and will continue to provide the safest possible water to every last free flowing tap that we serve. We have a professional, knowledgeable staff that works around the clock to provide you the water you drink. It is of the utmost importance to us to remain in compliance with all State and Federal guidelines regarding water quality. There have been times throughout the year that the product delivered to you has been aesthetically displeasing, but I guarantee it has been safe to drink or cook with. Manganese build up in pipes can be released in a countless number of different ways and no matter how hard we try we can't eliminate every possible incident of brown water. What we can do is ensure you that we will remedy any such case that is brought to our attention, whether it is as simple as flushing your service, or identifying a troublesome source that requires treatment. We can't fix a problem we are not aware exists. We highly encourage you to notify us, any time of day, if you are experiencing an issue with your water.

You can count on Rainier View Water to provide you with the highest quality water possible. We continually sample, test and treat your water on a regular basis. We are committed to meet every water quality standard on every system we operate, every single day.

I hope this Water Quality Report gives you the information you need to become more aware of what it takes to deliver safe drinking water to you, and that you will be able to make educated decisions regarding your own health.



# Southwood Water System

System Identification Number  
**82844H**



The Southwood Water System is owned and operated by Rainier View Water Company and is located in central Pierce County. The system encompasses approximately 21 square miles of predominantly rural areas with widespread residential development. The system has a unique history ultimately resulting in the systems 5 pressure zones. The system consists of 27 wells and 15 storage tanks with nearly 10 million gallons of storage. The system also has 5 Iron and Manganese treatment facilities, with another 3 scheduled for completion by the end of the second quarter of 2017. The Southwood Water system serves nearly 15,000 connections.

## Vulnerable populations...

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ



transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guideline on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

## Protecting your water sources...

Rainier View Water Company has completed a source water assessment for all of our systems. This assessment reviewed the adjacent land uses that may pose a potential risk to the water sources. These risks include, but are not limited to, gas stations, landfills, dry cleaning, agricultural fields, wastewater treatment plants, and mining activities. Protecting and maintaining safe drinking water for all customers is of the utmost importance to Rainier View Water. We routinely monitor the wellhead for potential contaminants, but there are several things the customer can do to help. What you can do to protect source water:

- Ensure that your septic system is properly maintained.
- Use chemical fertilizers and pesticides sparingly if at all.
- Don't dump any hazardous waste on the ground. This includes: motor oil, pesticides, paint or paint cans, moth balls, flea collars, household cleaners, medicines, etc.

The Washington State Department of Health Office of Drinking Water has compiled Source Water Assessment Program (SWAP) data for all community water systems in Washington. A source water assessment includes:

- A delineation (definition) of source water protection area.
- An inventory of potential sources of contamination.
- A susceptibility determination (how susceptible the source is to contamination).

An interactive map with data for your water system is available at:

<http://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/SourceWaterProtection/Assessment.aspx>



# LETS TALK ABOUT LEAD

It is highly likely you have heard all sorts of things about lead in drinking water, especially due to the crisis in Flint, Michigan. The conversation seems to be everywhere, the news, and social media. Everyone is talking about it and rightly so. You probably have questions about it yourself. So here are some facts about lead in drinking water.

- Lead is a naturally occurring metal, but it is also toxic to humans.
  - Lead leaches into the water supply when corrosive water comes in contact with pipes and breaks the metal down, which results in lead particles contaminating the water.
  - In Flint, around half of the city's service lines to homes were made of lead. The water was not being treated with an anti-corrosive agent, which the federal government requires.
  - The United States Congress banned the use of lead solder and restricted the lead content of faucets and pipes in 1986. However, homes built prior to the ban may still have plumbing that contains lead.
  - Hot water is also much more corrosive than cold water. It causes lead to dissolve more quickly than cold water. For this reason, if you suspect your water contains lead, you should avoid cooking with it completely, and use a completely different source for mixing baby formula.
  - Lead is completely odorless, tasteless, and invisible when dissolved in water.
  - If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children.
- When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline or at <http://www.epa.gov/safewater/lead>



Rainier View Water Company is compliant with health and safety codes mandating use of lead-free material in water system replacements, repairs, and new installations. We have no known lead service lines in any of our systems. We test and treat (if necessary) water sources to ensure that the water delivered to customer meters meets water quality standards and is not corrosive toward plumbing materials.

The water we deliver to your home meets lead standards, but what about the water in your home's plumbing? In Washington state, lead in drinking water comes primarily from materials and components used for in-home plumbing (for example, lead solder used to join copper plumbing, and brass and other lead-containing fixtures). Therefore, the Lead and Copper Rule is a critical part of our water quality program, and we follow it completely. This rule requires us to test water *inside* a representative number of homes that have plumbing most likely to contain lead and/or lead solder. This test, along with other water quality testing, tells us if the water is corrosive enough to cause lead from home plumbing to leach into the water. If the Action Level (the concentration of a contaminant which, when exceeded, triggers action which a water system must follow before it becomes a health concern) is exceeded, either at a customer's home or system wide, we work with the customer to investigate the issue. If the problem is system wide, we will implement corrosion control treatment at the source before the lead levels create a health issue.

## Regarding “contaminants” in drinking water...

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the EPA’s Safe Drinking Water Hotline (1-800-426-4791).

To ensure that tap water is safe to drink, the Department of Health and the EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and the Washington Department of Agriculture regulations establish limits for contaminants in bottled water that must provide the same protection for public health.

### Contaminants that may be present in source water include:



**Inorganic contaminants:** such as salts and metals, which can occur naturally or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, and farming.



**Organic chemical contaminants:** including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production. They can also come from gas stations, urban storm water runoff, and septic systems.



**Pesticides and herbicides:** which may come from various sources such as agriculture, urban storm water runoff, and residential uses.



**Microbial contaminants:** such as viruses, parasites, and bacteria that may come from sewage treatment plants, septic systems, agricultural livestock operations, or wildlife.



**Radioactive contaminants:** which can occur naturally or result from oil and gas production and mining activities.

## Drinking Water Terms and Definitions...

**Action Level:** The concentration of a contaminant, which, if exceeded, triggers a treatment or other requirement which water systems must follow.

**Entry Point to the Distribution System (EPDS):** All water sources are monitored at the entry point to the distribution system before the first customer but after any required treatment.

**Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. If a contaminant is believed to cause health concerns in humans, then the MCL is set as close to practical to zero and at an acceptable level of risk. Generally, the maximum acceptable risk of cancer is 1 in 10,000 with 70 years of exposure.

**Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

**Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that the addition of a disinfectant is necessary for control of microbial contaminants.

**Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefit of the use of disinfectants to control microbial contaminants.

**Parts Per Billion (ppb):** Some analytes in water are measured in very small units. One ppb equals one microgram per liter. For example one part per billion equals: 2 drops of water in a 15,000 gallon backyard swimming pool, one second of time in 31.7 years, or the first 16 inches of a trip to the moon.

**Parts Per Million (ppm):** One ppm equals one milligram per liter or 1,000 times more than a ppb. One part per million equals: 1.4 cup of water in a typical 15,000 gallon backyard swimming pool; or one second of time in 11.6 days.

**Secondary Maximum Contaminant Level (SMCL):** These standards are developed to protect the aesthetic qualities of drinking water and are not health based.

**Lead and copper 90<sup>th</sup> Percentile:** Out of every 10 homes sampled 9 were at or below this level.

# WATER QUALITY TABLE

The water quality information presented in this report is from the most recent round of testing done according to the regulations. All data shown were collected during the last calendar year unless otherwise noted in the table.

Your water is tested for more than 150 different contaminants for which state and federal standards have been set. The following tables identify what contaminants were found in your water, and at what levels.

## SOUTHWOOD WATER QUALITY TABLE

### REGULATED AT THE GROUNDWATER SOURCES

Constituent	Last Tested	Units	MCL	MCLG	Your Water	Violation?	Potential Sources of Contaminant
Arsenic	2016	ppm	0.01	0.01	0.005	No	Natural erosion
Nitrate	2016	ppm	10	10	4.2	No	Agricultural uses, septic

### REGULATED AT GROUNDWATER SOURCES (Secondary)

Constituent	Last Tested	Units	SMCL	Your Water	Violation?	Potential Sources of Contaminant
Manganese	2016	ppm	0.05	0.23	Yes	Leaching from natural deposits
Sodium	2014	ppm	None	25	No	Erosion of natural deposits; seawater influence
Turbidity	2014	NTU	None	0.3	No	Soil runoff

### REGULATED IN THE DISTRIBUTION SYSTEM

Constituent	Last Tested	Units	MCL	Your Water	Violation?	Potential Sources of Contaminant
Total Trihalomethane	2016	ug/L	80	1	No	Disinfection byproduct
Haloacetic Acid	2016	ug/L	60	ND	No	Disinfection byproduct

### REGULATED AT THE CONSUMERS TAP

Constituent	Last Tested	Units	AL	Samples collected	90th % value	Violation?	Potential Sources of Contaminant
Lead	2015	ppm	0.015	30	0.001	No	Corrosion of household plumbing systems
Copper	2015	ppm	1.3	30	0.63	No	Corrosion of household plumbing systems

### DISINFECTION RESIDUAL

Constituent	Your Water	Units	MRDL	Range		Violation?	Potential Sources of Contaminant
				Low	High		
Chlorine	0.55	ppm	4	0.01	2.25	No	Water additive to control microbes

### BACTERIOLOGICAL ANALYSIS

Constituent	Month Detected	Samples per month	MCL	# of samples detected	Violation?	Potential Sources of Contaminant
Total Coliform	July	50	0	1	No	Sampling technique; naturally present in the environment

### A Few Water Conservation Tips...

Did you know that the average U.S. household uses approximately 400 gallons of water per day or 100 gallons per person per day? Luckily, there are many low-cost and no cost ways to conserve water. Small changes can make a big difference.

- Take short showers – a 5 minute shower uses 4 to 5 gallons of water compared to up to 50 gallons for a bath.
- Shut off water while brushing your teeth, washing your hair and shaving and save up to 500 gallons a month.
- Run your clothes washer and dishwasher only when they are full. You can save up to 1,000 gallons a month.
- Water plants only when necessary.
- Fix leaky toilets and faucets. Faucet washers are inexpensive and take only a few minutes to replace. To check your toilet for a leak place a few drops of food coloring in the tank and wait. If it seeps into the toilet bowl without flushing, you have a leak. Fixing it or replacing it with a new, more efficient model can save up to 1,000 gallons a month.
- Adjust sprinklers so only your lawn is watered. Apply water only as fast as the soil can absorb it and during the cooler parts of the day to reduce evaporation.
- Teach your kids about water conservation to ensure a future generation that uses water wisely. Make it a family effort to reduce next month's water bill.

Visit [www.epa.gov/watersense](http://www.epa.gov/watersense) for more information.

# Exceedance Report

## Total Coliform

Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other potentially-harmful, bacteria may be present. Coliforms were found in more samples than allowed and this was a warning of potential problems. A sample collected in 7/2016 exceeded the MCL of one (1). The water system was inspected and additional water samples were satisfactory. None of the repeat samples or the source (well) samples were coliform positive. Rainier View Water completed a voluntary level 2 assessment of the system according to the Triggered Source monitoring report and found a potential cause of the problem which was remedied on 7/15/2016. All sampling protocol was followed and DOH was notified of the problem and sample results in real time. The suspected source(s) of the coliform bacteria may have been particles of dirt or pollen in the distribution system and/or contamination on the outside of the sampling station faucets.

## Manganese

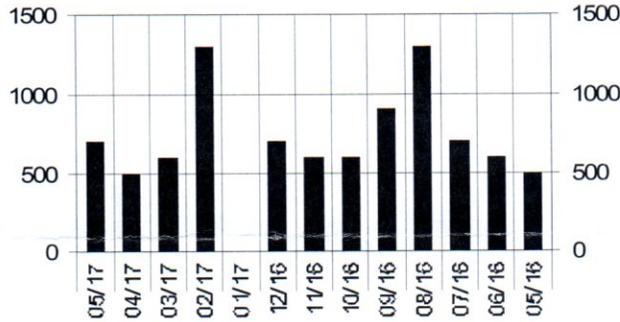
A few sources on the Southwood System were in exceedance for Manganese. Sources 01, 20, and 27 have been identified for future iron and manganese filtration treatment facilities. These facilities are scheduled to be online by the middle of 2017.

# EXHIBIT 11

METER SIZE	STATEMENT DATE	METER NUMBER	PREV. DATE	PRES. DATE	PREV. READ	PRES. READ	MULT.	WATER USAGE (Cu. Ft.)	AMOUNT
5/8	06/01/2017	2159853	04/14/2017	05/11/2017	2214	2221	100	700	

Service Units 1.0000  
 Pressure Zone - SOUND

WATER SURCHARGE - TREATMENT 20.69  
 .75



**TOTAL 21.44**

Balance as of last billing  
 Billing Adjustments  
 Payment Adjustments  
 Thank you for your payment

**Account Balance**  
 19.35  
 .00  
 .00  
 -19.35

**PREVIOUS BALANCE**  
 Current Bill Charges

.00  
 21.44

Total Amount Due

21.44

See your Water Quality Report @ [http://www.rainierviewwater.com/reports/Southwood\\_Sound.pdf](http://www.rainierviewwater.com/reports/Southwood_Sound.pdf)

**ACCOUNT NUMBER**  
 1.44.403600.09



Mail: P.O. Box 44427 • Tacoma • WA • 98448 Physical: 5410 189th St. E. • Puyallup • WA • 98375 Phone: 253-537-6634 or 1-888-490-3741

Detach and return this portion with payment in envelope provided. Do not send cash.

**ACCOUNT NUMBER:**  
 1.44.403600.09  
 GRETCHEN/SARAH HAND

**CURRENT DUE** 21.44  
**PAST DUE** .00  
**TOTAL DUE** 21.44



**SERVICE ADDRESS:**  
 7202 201ST ST E

AMOUNT ENCLOSED



**CURRENT BILL DELINQUENT AFTER:**  
 06/16/2017

Rainier View Water Co.  
 PO Box 35006  
 Seattle, WA 98124-3406

GRETCHEN/SARAH HAND  
 7202 201ST ST E  
 SPANAWAY WA 98387



9446

1444036000960000021441

### HOURS AND CONTACT INFORMATION

Customer Service Hours are Monday-Friday, 8:00 a.m. – 4:30 p.m.  
 Physical Address (Drop Box, But No Mail): 5410 189<sup>th</sup> St. E., Puyallup, WA  
 Mailing Address: P.O. Box 44427, Tacoma, WA 98448 ♦  
 P: (253) 537-6634 ♦ Toll Free: 1-888-490-3741 ♦ F: (253) 537-7896  
 E-mail: [info@RainierViewWater.com](mailto:info@RainierViewWater.com) ♦ Web Site: [www.RainierViewWater.com](http://www.RainierViewWater.com)  
 For after-hours emergencies, call 253-537-6634

#### Metered Rate Service – Effective January 01, 2015 (Schedule No. 1)

Applicable to Water service where a meter is installed

Rate Code Res / Non-Res	Meter Size	Base Rate	1 <sup>st</sup> Block (Cu. ft.)	1 <sup>st</sup> Usage Rate <sup>1</sup>	2 <sup>nd</sup> Block (Cu. ft.)	2 <sup>nd</sup> Usage Rate <sup>1</sup>	3 <sup>rd</sup> Block (Cu. ft.)	3 <sup>rd</sup> Usage Rate <sup>1</sup>
*1105 / 1205	¾" or .625" <sup>2</sup>	\$13.90	0-600	\$0.94	601-3,000	\$1.15	Over 3,000	\$2.42
*1110 / 1210	1-inch	\$17.75	0-1,500	\$0.94	1,501-7,500	\$1.15	Over 7,500	\$2.42
1115 / 1215	1-1/2-inch	\$46.40	0-3,000	\$0.94	3,001-15,000	\$1.15	Over 15,000	\$2.42
1120 / 1220	2-inch	\$74.20	0-4,800	\$0.94	4,801-24,000	\$1.15	Over 24,000	\$2.42
1130 / 1230	3-inch	\$139.00	0-9,000	\$0.94	9,001-45,000	\$1.15	Over 45,000	\$2.42
1140 / 1240	4-inch	\$231.70	0-15,000	\$0.94	15,001-75,000	\$1.15	Over 75,000	\$2.42
1160 / 1260	6-inch	\$463.40	0-30,000	\$0.94	30,001-150,000	\$1.15	Over 150,000	\$2.42

#### Residential Metered Rate Service – Conservation Rates Effective May 1 through September 30 (Schedule No 1.)

*1105	¾" or .625" <sup>2</sup>	\$13.90	0-600	\$0.94	601-3,000	\$1.15	Over 3,000	\$5.00
*1110	1-inch	\$17.75	0-1,500	\$0.94	1,501-3,000	\$1.15	Over 3,000	\$5.00

#### Treatment Surcharge - \$ 0.75 per month per service connection

Billed in Arrears

<sup>1</sup> - Based on per 100 cubic feet or fraction thereof.

<sup>2</sup> - Or smaller

Flat Rate (Unmetered) **\$28.68**

#### Service Charges and Credit Policy

A service charge of \$10.00 shall be applied to each account for each payment returned unpaid for any reason by the financial institution upon which the payment is drawn.

Utility payments are due upon receipt and past due after the 16<sup>th</sup> of each month. Action to collect a delinquent account may include disconnection of service unless satisfactory payment or arrangements are made. The customer will be charged a dispatch fee for the collection of a delinquent account (this includes failure to follow through with arrangements or payments returned unpaid).

There is a reconnect fee that is due if service is disconnected for any reason, except when disconnection is done for the convenience of the company. Restoration of service will be made after payment of applicable charges, including reconnect fees.

Please call 3 business days in advance to discontinue service.

#### PAYMENTS

**You may pay your bill by mail, drop box, online or in person.**

**Online** - <https://www.xpressbillpay.com/>

**By Mail** – in the envelope provided OR  
 P.O. Box 44427, Tacoma, WA 98448

**In Person** – payments may be made at our Main Office:  
 5410 189<sup>th</sup> St. E., Puyallup, WA  
 (corner of Canyon and 189<sup>th</sup> St E)

**Drop Box** – Main Office next to drive-up window:  
 5410 189<sup>th</sup> St. E., Puyallup, WA

**Method of payment** – Cash, Check, Money Order, or Online.

**If you receive a disconnect notice, you must notify the billing department that you are making a payment, or run the risk of disconnection.**

**EMERGENCY METER ACCESS:** Most meters are located in the easement between two homes (approx 4 to 5 ft from property line, usually in front or back), but some meters can be as far away as 100 yards from the home. If you are unable to locate your meter, please contact our office at 253-537-6634. In case of an emergency ONLY, water can be turned off at the meter by turning the "arrow bar" clockwise (about a ½ turn with a crescent wrench) until it stops. **TAMPERING FEES WILL APPLY IF RED ZIPLOCK TIES ARE CUT TO TURN WATER ON – ADDITIONAL CHARGES WILL BE BILLED IF THERE IS DAMAGE TO THE METER.**

#### HOW DO I REQUEST AN ADJUSTMENT TO MY BILL AFTER A LEAK IS REPAIRED?

Submit a written request for a leak adjustment, briefly explaining what the leak was and if it has been completely repaired. The request must include a copy of the plumber's invoice or receipts for the parts purchased to repair the leak. Once the request and proof of repair has been received, a work order will be generated and a meter reader will be dispatched to confirm the repair. The Customer Care Committee will then review the request. If an adjustment is granted, the amount originally billed at the tier 3 rate will be recalculated using the lower tier 2 rate for one billing period only - usually the highest billing period if the leak affected multiple billing periods. The customer is notified of the decision by phone or mail. If a high balance remains on the account after the adjustment, the customer may be able to set up a payment arrangement by contacting the Billing Department.

#### DISPUTE RESOLUTION

If you have a complaint or dispute with the company regarding utility service, please call 253-537-6634 or 1-888-490-3741 or write to Rainier View Water Company c/o Customer Service, P.O. Box 44427, Tacoma, WA 98448.

Any complaints or disputes received by Rainier View Water Company will be investigated promptly and the results reported to you. If corrective action is required, that action will be taken as soon as possible. If the complaint cannot be resolved through initial contact, you have the right to request the problem be acted upon by Rainier View Water Company's supervisory personnel.

If your complaint is still unresolved, you may call the Washington Utilities and Transportation Commission at 1-800-562-6150. Their e-mail address is [consumer@utc.wa.gov](mailto:consumer@utc.wa.gov).

Tariff information is available at our office for review during normal office hours.

# EXHIBIT 12

Company: Rainier View Water Company, Inc.  
Customer: Sarah Hand  
Account #: 3602864669  
Contact:  
Service Address:  
7202 201st Street E.  
Spanaway WA 98387  
Primary Phone: 360-286-4669  
Secondary Phone: 3602864669  
Email Address: sarahejhand@yahoo.com

**Complaint Information:**

Complaint ID: CAS-19946-L3N4X0  
Serviced By: Rachel Stark  
Opened On: 11/9/2016 11:37 AM  
Grouped By: Quality Of Service

**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

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**Activity Type: Email****Activity Date: 11/16/2016, 12:25:25 PM****To: rstark@utc.wa.gov;****From: carol@rainierviewwater.com****Subject: RE: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand CRM:0008083****Attachments: 0****Body:**

Hi Rachel,

This complaint has been forwarded to Bob Blackman, as he fields all of the complaints pertinent to Water Quality issues.

# EXHIBIT 13

**UTC POC: Rachel Stark**

**Subject: Phone call to the consumer**

**Description:**

Called the consumer - rang no answer.

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**Activity Type: Phone Call**

**Activity Date: 12/20/2016, 3:09:00 PM**

**Direction: Outgoing**

**Customer: Sarah Hand**

**UTC POC: Rachel Stark**

**Subject: Phone call to the consumer**

**Description:**

Called and spoke with the consumer. I advised her that the commission does not have regulation over the water quality issues, however, due to the company filing a request to extend their surcharge, we looked further to ensure that the company was in compliance with Department of Health standards for the quality of water. The customer became upset and began to yell and argue. She insist the commission needs to more to make the company provide them with clear water. I told her according to DOH, the water is tested and meets requirements and there are no pending testing requirements DOH is requiring the company to perform. I told her that the water does not look appealing, however, is safe for consumption. The consumer became more angry and began to yell that she would like to know if I had a choice to buy water at the store between brown and clear what I would do. I told her that was not a true question because she knew the answer, I told her of course I would buy the clear water. I told her I understand how she feels because I wouldn't want brown water in my home either. However, the commission does not have the jurisdiction over the quality of water, that lays with DOH. I told her there was nothing else that I could do and will need to close the complaint. The consumer became angry again and stated that "you people think we are not coming to the meeting on Thursday!" "I'm coming and bring other homeowners and the news crews and you people and the commissioners will have to answer to the news""you will be embarrassed that you are doing nothing for consumers and expecting them to drink disgusting water". I told her that the open meeting is open to the public and we welcome people to come to the meeting. That is where you can have your voice heard and speak directly to the commissioners. She is welcome to come and sign in when she gets here in order to be called up to the podium to speak. I again told her there is nothing more that I can do and will close her complaint. She did not want me to close her complaint until after the decision was made at the open meeting because she is showing up and bringing the news and things will not go as we think. I told her the outcome of what is being decided at the open meeting does not affect the water quality but I will close her complaint after the open meeting. She thanked me.

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**Activity Type: Email**

**Activity Date: 1/5/2017, 10:23:21 AM**

# EXHIBIT 14

go into an adjudicatory phase on this matter today. All right. Mr. Sevall, do you want to give, for the benefit of people on the bridge line, the number to call in and about how many minutes from now will you be starting?

Scott Sevall: Let's say we're going to start at 20 after, so 10:20. Let's make it 10:30. I need a little break and I've got to get people down there. So, the phone number is 360-407-3780 and the PIN for that is 936505. But I heard nobody was on the bridge line.

Speaker 15: Excuse me, I'm on the bridge line. Could you please repeat the number, please?

Scott Sevall: Yes.

David Danner: For my benefit as well.

Scott Sevall: Okay. The phone number is 360-407-3780 and the PIN number is 936505. So, we just have one on the bridge line that looks to participate?

Speaker 16: No, there's more than that. I'm here too.

Scott Sevall: Okay. All right. I was just trying to get a number because I want to make sure I've got enough lines coming in on that, if I need to call and get more. So, once again, it's 360-407-3780. The PIN is 936505, pound, I assume.

Ann Rendahl: Mm-hmm (affirmative).

Scott Sevall: Pound, yes.

David Danner: All right.

Scott Sevall: 10:30 because that will give me the ability to go get more ports as I believe I'm going to need.

David Danner: All right. Thank you very much for that. So, that concludes our discussion of item A2 this morning. We will now move to item A3, Rainier View. Good morning, Mr. Ward.

Jim Ward: Good morning, Commissioners. Jim Ward, Regulatory Services. Agenda item A3 is docket number UW-161232. This is a filing by Rainier View Water Company Inc. Excuse me. This filing was filed on November 21st of this year. It is an extension of time to collect a surcharge of 75¢ to put in treatment systems.

I'd like to go back to 2014. Rainier View came in at that time, July of that year, to ask for this initial surcharge. The surcharge was to fund the installation of six water treatment systems for removal of iron and manganese on various wells. These wells are located in the Southwood Sound Water System. As I understand it, this water system serves over 13,000 customers, has over 27 individual wells,

and approximately 10 or 12 tanks. So, it's a very large service area in the Southwood/Puyallup/Graham service area.

The company at that time requested approximately \$900,000 of funds to be paid by this surcharge of 75¢ per customer per month. The initial surcharge was to run until July of 2019. What the company is asking today is to extend that surcharge out to the July of 2025, an additional six years. That additional collection of money would be used to install four additional treatment systems on four wells that are currently high in iron and manganese. So, what is before you today is an extension. The actual rate of .75 or 75¢ per month per customer will not change. Only the collection time period will change.

We did receive five comments on this. Four of the comments dealt with the brown water, which I assume would be the iron and manganese contamination that is in the water. This is a natural occurring event in this area of the Graham and Puyallup area. We do have available, I believe, Department of Health on the bridge line. The company representative is here. I know there are customers that wish to speak to this item. We also have the KIRO News 7 available to record a lot of this.

So, without further, recommendation today is to approve the extension of the surcharge tariff, thereby allowing Rainier View Water Company to ... this tariff to become effective December 31 of 2016. This would then make it an additional six years on the original out to the year of 2025. Also, issue an order to grant Rainier View the request for the surcharge to provide funding for these items subject to conditions in staff's memorandum A through G. These are the same items and conditions that were in the original surcharge, we're simply continuing that on. I am available for questions. Also, the company representative is here and I do believe we have Department of Health on the bridge line.

David Danner: All right. Thank you very much. Mr. Ward, we're extending this from 2019 to 2025 for these four additional treatment systems. Is that what you-

Jim Ward: Yes.

David Danner: ... you said? Were those four additional treatment systems considered during the original request for the surcharge back in 2014?

Jim Ward: I don't know if they were. They were not part of the original, no. I don't know if they were being considered by the company at that time. Maybe the company can answer that question.

David Danner: Okay. Then maybe we'll save that for them. The question I have is are we finding high levels of iron and manganese in other parts of the system, in those that the original surcharge was trying to address?

Jim Ward: Once again, I'll defer that to the company.

David Danner: Okay. So, we'll save that for them. Another question is, obviously this is a surcharge that does not, it does not end until 2019. So, the urgency of approving that surcharge today, we really do have a little time to deal with this if we're not ready to extend the surcharge today. Is that correct?

Jim Ward: Yes. It does not add anything additional. It just continues on past 2019.

David Danner: Okay. So, we have a little bit of time to, if we decide not to do this today, we can do this sometime before 2019.

Jim Ward: I would defer that again to the company.

David Danner: Okay. I think that's all the questions I have for you. So, unless Commissioner Rendahl has some questions for you.

Ann Rendahl: I do have some questions, but these may again be deferred to the company. So, it goes to the question of were the conditions of manganese in the particular wells in question today present at the time they came in in 2014?

Jim Ward: I believe that would be, but I'd like to confer to the company to verify that.

Ann Rendahl: Okay. Then the particular customer concerns about the water, have you been working with the customers or has that been Consumer Protection on customer recourse for this particular situation?

Jim Ward: I believe that would be Consumer Protection. I have not talked with customers, no.

Ann Rendahl: Okay. Miss Feezer, I understand Mr. Cup has been working on this but is unavailable. Are you aware what the customer recourse is for this particular situation? Looking at our rules, it appears that there is recourse if there is a violation of Department of Health standards. While manganese and iron are not considered, as my understanding, a Department of Health violation, what is the recourse for customers in this situation?

Bridget Feezer: For the record, Bridget Feezer with Consumer Protection. You are correct. Mr. Cup has been working the case and he is out ill. When it comes to quality of water, the WACs say that the company must follow Department of Health requirements. So, when we receive consumer complaints, we do sure that the customer has been getting timely responses from the company, that the company is responding to the customer.

Then in some cases, we also basically act as a liaison between Department of Health and UTC in which we will contact Department of Health to get more information about what they're doing to address the situation. Most recently,

the reports that we received from Department of Health, they shared with us several reports from testings that they had been doing. Those reports showed that the water was safe to drink. So, beyond that, from there, based on that report that we're getting, we refer them to Department of Health for further concerns about the quality of water.

Ann Rendahl: Okay, so in this situation, I've been shared a picture of this water and I'm not sure I would want to drink it, even if it was considered safe to drink. So, is there a formal complaint pending before us? I don't want to delve into issues that are inappropriate and currently pending before us. Is the complaint formal?

Bridget Feezer: To my knowledge, we do not have a formal complaint before us.

Ann Rendahl: Okay. So, it's what's considered-

Bridget Feezer: It's an informal.

Ann Rendahl: ... an informal complaint where somebody has contacted the commission with an inquiry but has not raised that to a formal complaint.

Bridget Feezer: Correct.

Ann Rendahl: Okay. Thank you.

David Danner: So, I just want to comment. You said you saw a picture of the water. I saw a picture on a news Twitter site, I believe. There's a question about whether that was actually a Rainier Water customer's actual water or whether that was a stock photo of dirty water. I don't know the answer to that. So, we obviously have some questions I think I'd like to ask the company about the quality of the water. Thank you, Mr. Ward. All right. Mr. Finnigan?

Rick Finnigan: Good morning. Rick Finnigan on behalf of Rainier View.

David Danner: Okay. I don't know if it's you I should be asking or if Mr. Blackman is.

Rick Finnigan: Yeah. I'll take a first shot at it, but Mr. Blackman is available as well. Just one of the questions that you both asked was for these wells that were proposing treatment, were they needing the treatment in 2014, then the answer is no. This was an issue that has arisen with these wells since that time. Water levels and water quality for individual wells changes over time. That's one of these things that did occur.

David Danner: Okay. So, this extension basically is for funding to take care of four additional treatment systems, four that were not contemplated in the first surcharge that was approved by the commission.

Rick Finnigan: That is correct.

David Danner: Okay. Again, the question about whether this needs to be done now or sometime later.

Rick Finnigan: If it's not approved, then we can't do the construction this spring and summer. That's the issue. If it's approved, we can move ahead, get the construction done, put treatment online, and address the problem and have it in place sometime this summer. So, delay means delay in fixing the problem.

David Danner: Okay. That's good information. I saw that you will be collecting the surcharge, that there will be surcharge money collected through July 2019.

Rick Finnigan: Correct.

David Danner: But that money's basically already accounted for.

Rick Finnigan: It's already been spent.

David Danner: Okay. What is the track record with the treatment that has been done so far?

Rick Finnigan: It's been good. For those wells that were treated, we're not seeing the problem with manganese and iron that was there before. So, the treatment methodology that we're wanting to put in place has proven to actually work out with the existing wells where it has been applied.

David Danner: Okay. So, we have been hearing about customer complaints about the color of the water. Again, what we're hearing from Department of Health is that we don't have a safety issue here. At the same time, I understand if the water's discolored and has an odor to it, that's a problem that needs to be resolved. Again, I don't know how severe the problem is and how quickly it needs to be addressed. I think maybe Mr. Blackman can give some information to us on that.

Rick Finnigan: Sure.

David Danner: Any questions for Mr. Finnigan?

Ann Rendahl: Yes. Mr. Finnigan, before Mr. Blackman comes up, and maybe he's the one who can answer this, when did the problem start occurring with these four wells?

Rick Finnigan: Mr. Blackman will need to address that, but it was after 2014 when we were before you with the original surcharge. So, it's been fairly recent. But precisely when, I couldn't tell you. I think it varies with each of the wells. I don't think they all happened at the same time.

Ann Rendahl: Okay. My concern is how long this has been going on before the companies come in for this.

Rick Finnigan: Yeah. The major problem I know arose this summer. That's about the best I can say is we started getting customer complaints this summer, got a dozen, 18, something of that nature.

Ann Rendahl: Yeah.

David Danner: Okay. Thank you. Maybe Mr. Blackman, could you help us out here for, answer some questions?

Bob Blackman: Good morning. Bob Blackman.

David Danner: Okay. What is your position with Rainier View?

Bob Blackman: I'm the Chief Operations Officer.

David Danner: Okay. So, when did you first hear about these problems?

Bob Blackman: Because of the size of the system and the number of wells, it is an ongoing issue and has been for years. We started a program a couple years ago to start the treatment. We were having very good success with the wells we have treated already. Complaints are down and we're just continuing on to the next step.

The issue that's at hand now is we do have a wells, one of the main well that the main complaint came in on, that is a blended well, meaning that there's three wells on one site. So, it wasn't obvious what was causing the problem. We have since done the testing and we do know that the third well on the site is the one that's creating the problem. It does have a manganese level double what the others are. So, that's the one that we're immediately going to be treating.

David Danner: Okay. There's no question that is the cause of the problem here of the discoloration and the smell?

Bob Blackman: In this region, yes.

David Danner: It's manganese. Is iron also part of it?

Bob Blackman: Not in this well. It's strictly manganese.

David Danner: Okay. So, this is not an unusual or unheard of problem in water systems.

Bob Blackman: No. Not in this area. In the Graham/Spanaway area, it's very common. The other utilities in the area are also treating.

David Danner: Okay. So, what did you do when you first got complaints about this? Obviously, coming in to get a treatment system going. But are there immediate steps that can be taken to address homeowners' concerns?

Bob Blackman: We started flushing. We tried flushing, moving large amounts of water through the system and try and get this subdivision cleaned up as well as we could.

David Danner: Okay. So, when you flush a system, it means that whatever manganese deposits there might be in the pipes get moved along?

Bob Blackman: That's the intent. Sometimes it works, sometimes it can actually make it worse because it does get into the home. Then you have to flush out the homes as well.

David Danner: Okay. So, again, there was a picture in one of the news reports that was very, very brown water. Is that what your customers are seeing?

Bob Blackman: You'd have to ask them. I haven't personally seen it that bad. But they brought into our office also. So, take their word that it came out how long. It usually cleans up after five, 10 minutes of flushing. It'll clean up out of the home. So, they may have got a shot of the manganese as it was traveling through the pipes. If they happened to be the person that had the faucets open at the time, it would draw it in and they would experience that.

David Danner: But it's your experience that if they had left the faucet running for a little while, that brown water would have lightened up.

Bob Blackman: Correct.

David Danner: Again, as far as you know, there's no health impacts to having elevated manganese in the water.

Bob Blackman: Correct. Yeah. It's state regulated as a secondary contaminant. So, they haven't ordered us to put a treatment in. We did this on our own.

David Danner: So, what is the impact on the infrastructure itself to have high levels of manganese? Does it have wear and tear on the pipes and valves and things?

Bob Blackman: I'm not aware. It can affect some of the velocities of the water going through the pipes. Typically, fire flow, larger gallonage can be reduced if the deposits are thick enough and reduce the diameter of the pipe. But it's usually not that big of a problem.

David Danner: If a homeowner lives at the end of a dead end or something like that, they going to have more problem than less or is it significantly different?

Bob Blackman: It'll probably be a larger problem. It has a tendency to settle out at the ends of lines where the velocity doesn't carry it through.

David Danner: So, how do you address that?

Bob Blackman: We have blow off assemblies that we can open up at the end of the lines if there's not a hydrant at the end. That's a very common way of removing it from the ends of mains, or we even go to the homes and flush out the homes or pull the meters out if we have to.

David Danner: Okay. So, the customers that have come to you, and I guess they're bringing jars of water for you to look at, are you giving them special attention? Are you trying to address their needs?

Bob Blackman: The needs would be to create a work order, go out and flush, do what we can to help alleviate the problem.

David Danner: Okay. So, how long does it take for your company to go out and ... I don't know how many complaints you've had so far.

Bob Blackman: It depends on time of day. It can be the same day if it's called in in the morning, or the next day. We typically take care of it within 24, 48 hour timeframe.

David Danner: Okay. So, are you aware of any customers that you have gone out on a call order and you've serviced, but found you have not been able to clear up the problem, so to speak?

Bob Blackman: I can't always satisfy every person. We can try. We'll go out, we'll flush. It may come back 48 hours later. It's something we can't see. So, it's really tough to say that we've totally solved their problem. But we do work with them and we've been out several times.

David Danner: So, you do have some cases where you've had multiple work orders from one customer?

Bob Blackman: Correct. Yes.

David Danner: Okay. I'm not familiar with what the smell is. Is it a light or is it a very distinct odor? How strong is it?

Bob Blackman: It depends on who you're talking to. It's very subjective. Some people don't even smell it. I'm not aware of the smell. But we've heard it was a musty smell to it at times.

David Danner: Okay. Have you had any conversations with the Department of Health about the water quality?

Bob Blackman: Yes I have.

David Danner: What did you learn?

Bob Blackman: We've made some middle on this. It's a large problem throughout the area. So, it's not just us. I'm familiar with it. I've been with the company for 34 years. So, it's been an ongoing issue. We've taken care of it in the past. So, it's not anything new that we're learning. We're just trying to satisfy the problem.

David Danner: All right. Thank you. Do you have any questions for Mr. Blackman?

Ann Rendahl: I do. Mr. Blackman, so how many customers on this group well that the third well that's the problem, how many customers are affected by that?

Bob Blackman: It goes into the overall system. So, there's 14,000 homes on the system. So, it's hard to say, "Yes, this one region is going to be affected." So, it's the well, it just goes out into the distribution system. Where the demand is is where the water goes. So, like I said, there's 22 other wells that are also pumping into this system.

Ann Rendahl: Okay. So, maybe a better question is how many particular complaints have you had since this summer when this issue first began?

Bob Blackman: A couple dozen.

Ann Rendahl: Are those recurring complaints or are there are only a few that are-

Bob Blackman: They're regionalized. Subdivision, in this case, probably the Springwood subdivision was the biggest, where the biggest problem's been.

Ann Rendahl: Is that closest to this well?

Bob Blackman: Yes it is.

Ann Rendahl: Okay.

Bob Blackman: Which would make sense.

Ann Rendahl: So, how long, if the commission were to approve this extension of the surcharge today, how long would it take the company to put in this system? I heard Mr. Finnigan say by summer. It seems to me that's a long time.

Bob Blackman: It's a process. We have to go through the State Department of Health, we have to get their approval before we can do anything. The filtration and treatment plant have to be built. So, to have it on by spring is what we're hoping to. That's a pretty aggressive schedule, we feel.

Ann Rendahl: So, what can the company do for the customers in the meantime that are experiencing this water?

Bob Blackman: I'm sorry, what?

Ann Rendahl: What can the company do for the customers in the meantime that are experiencing this?

Bob Blackman: What we've done in the past, and that's get a work order made up and we'll go out and flush, either at the service if we have to or hydrant or blow off assembly and clean up the water.

Ann Rendahl: Okay. Thank you.

David Danner: All right. Thank you very much.

Bob Blackman: Mm-hmm (affirmative).

David Danner: So, I understand ... Mr. James, are you on the line?

Mr. James: Yes I am.

David Danner: Okay. You're with the Department of Health and you've heard the discussion so far. I was wondering, have you had calls regarding this water system, and how have they been resolved?

Mr. James: I believe that we've gotten one caller, one customer who's called and talked to us. We've been engaged in this since probably, I want to say November. I don't have the first date when we were first contacted about the issues out there at Springwood. My understanding is we went out and observed the testing of the three wells that serve the Fir Meadows area and one well came up above the secondary standard for manganese.

It's my understanding that that well has been turned off and is no longer in service and won't be turned on until summer after the treatment facilities are built unless something were to happen and there was a significant need for water. But our understanding is that this is a relatively low demand period and that the well will remain offline until treatment is provided. The goal is to provide that treatment before summer so that, again, they can meet their peak demand for water.

David Danner: Okay. Just want to make sure that that's Mr. Blackman's understanding as well. So, the well that tested high for manganese has in fact been shut down and will be shut down until the treatment is put in in the summertime.

Bob Blackman: Yes it is. It's off.

David Danner: Okay.

Bob Blackman: Yes, that well has been turned off.

David Danner: Okay. Mr. James, again, I asked Mr. Blackman about how safe is water with elevated manganese and I wanted to basically ask you the same thing since this is your jurisdiction.

Mr. James: Again, there is a secondary standard currently in effect for manganese. That suggest that it is currently regulated as an aesthetic problem, not as a health concern. Again, we don't suggest anybody drink water that is objectionable to them, either taste, odor, or visually. But our experience with manganese is that it does slough off the pipe, interior of the pipe from time to time and cause a great deal of discoloration, but that through flushing, it typically clears up after some flushing.

David Danner: Okay. So, thank you. Do you have any complaints about this system that are pending in your office?

Mr. James: Again, we've had the phone conversation since the issue presented itself to us in early November, I believe it was. Again, we went out with the company, took a look, we observed them flushing. We also observed the collection of samples and we received the results from the laboratory when the analysis was complete. Our understanding working with the company was that the well was going to be turned off. We've gotten a design for the treatment facility at the Fir Meadows well and we've provided informal comments on the design back to the company. We intend to continue to work with the company until this thing is resolved.

David Danner: All right. Thank you very much. Commissioner Rendahl, do you have any questions for Mr. James?

Ann Rendahl: Yes, and just in terms of what the process is at Department of Health for approving these plans.

Mr. James: Typically, we get a project report that identifies the issue and then identifies what is perceived to be the alternatives that might be available to resolving the problem. Usually, it focuses on one selected alternative. Then we review and approve the project report when they've resolved any issues we might have. Then from there, we usually get a construction document that would go through the actual construction of the treatment plant. We would review that similarly and then approve the construction. Then the utility can go ahead and proceed with the construction of the facility and put it online and then notify us when the construction is complete.

Ann Rendahl: So, where are you in the process now?

Mr. James: It suggested to us that the schedule is doable to get the facility online before the summer peak demand period.

Ann Rendahl: Okay. Mr. Blackman, you're not planning on turning on this well until you get this treatment facility in place?

Bob Blackman: It would depend. If the system requires that well to be turned on to maintain pressures, we will use it. If we don't need it and the demand is low, we'll keep it off.

Ann Rendahl: So, it's been off since you turned it off.

Bob Blackman: Correct. Since November.

Ann Rendahl: Okay. Thank you.

David Danner: Okay. So, would that be something like if there's a fire, then the fire hydrants go on, or is it just something that happens from time to time?

Bob Blackman: Correct. A fire or high demand of some sort. There's enough storage to handle fire flow, but if other wells went down for some reason, pumps went out, we'd have a backup.

David Danner: But it would be in unusual circumstances in terms of whether you would need to turn that well on or not.

Bob Blackman: Correct.

David Danner: Okay. Okay. Thank you, Mr. James. I really appreciate your making yourself available today. It was very helpful. I have no other questions. I don't believe Commissioner Rendahl does.

Ann Rendahl: No additional questions. Thank you.

David Danner: So, again, I appreciate your participation. We have Randy Boyington. Are you on the line? Okay, or in the room? Okay. I don't see anyone else signed up to testify on this matter. Is there anyone in the room or on the bridge line who wants to discuss this matter?

Sarah Hand: Yes I do.

David Danner: Okay. Could you identify yourself, please?

Sarah Hand: Sarah Hand.

David Danner: I'm sorry, I didn't get the last name.

Sarah Hand: Hand. H-A-N-D.

David Danner: All right. Thank you. Go ahead.

Sarah Hand:

Hi. I'm a customer of Rainier View Water Company. I've dealt a lot with Mr. Blackman on my brown water issue. Unfortunately, they're saying that the water is safe to drink. But our water is brown. Obviously, I can't give that to my kids and my dogs or to ourselves. When my daughter showers, it also causes her to break out in rashes, so we have to give her an allergy pill due to this extra chemical or iron or whatever they want to call it, magnesium, in the lines.

They're saying that it doesn't cause damage to homes, but unfortunately, we had to pay out \$654 due to the damage it caused to our home. Also on top of it, I talked to Bob Blackman and he promised to put in a digital meter at my house so after flushing, it doesn't cost me extra money out of our pocket, which Bob Blackman failed to do that.

Another issue I have is we asked Bob Blackman to provide us with a water cooler and clear water to drink since they own Mountain Mist. He said he would not provide that to our home. At this time, we are not using the water like a regular customer would. We are buying bottled water for ourselves and for our dogs to drink because our water's brown. If they're telling us it is safe to drink and it won't cause us harm, I have a hard time believing that since the smell in the brown water, nobody would want to drink that. I don't know if anyone's in agreement with that that.

Also, they're saying that these complaints didn't come in until the summer of last year, which I do believe that is wrong. KIRO has been out prior to the summer of last year to do a report on Springwood Estates. I'm asking that you guys don't grant them this additional 75¢ due to the fact that they told us that they put in this filtration system and made a deposit way before November of this year. So, I feel like they have done bad business practice, they are for profit, they own Mountain Mist, and they are not addressing every customer's concerns like they say they are.

So, I do believe that, at this time, I don't feel like you guys should be granting them extra money. Also, before they were having, there was a magnesium and iron problem is there's still a magnesium and iron problem in the water that we're drinking. I think that's a question that Bob Blackman should answer for us because we still have brown water coming into our house. I'm lost for words. I even offered Bob Blackman a bottle of water that's coming out of my sink and he refused to drink it. But he expects me to drink it and my kids to drink it and my dogs to drink it.

I've tried to deal with Bob Blackman on a number of occasions. His answer to me to pay my bill was to go to my local churches or if I was having a hard time with money, then maybe I should go to a food bank. I don't think that's the way you talk to a customer. He did not address our concerns. He still has not addressed our concerns. At this time, I would please ask you guys, do not give them an extra 75¢. They have a company called Mountain Mist that they can get the money from them.

David Danner: All right, thank you very much. Are there any questions for Miss Hand?

Ann Rendahl: No, thank you for letting us know your experiences.

Sarah Hand: The whole problem, ma'am, is the experience has not cleared up. We still have brown water. Even though they say they shut down this well, we still have brown water because I'm on, unfortunately, like you say, a end of the line. I am customer that is in a cul-de-sac on the end of the line. I'm directly on the end of the line.

David Danner: All right. All right. Thank you. So, I'm going to ask Mr. Blackman to come up and respond. Mr. Blackman, first of all, you've received complaints from this particular customer. Have you been to this customer's house? Have you checked the quality of the water?

Bob Blackman: I personally haven't. I know we've done work orders to go out. I'm not sure when the last one was done. If she hasn't called in to let us know that she's getting brown water, I can't go out there and just flush every day. I haven't heard from her for several weeks.

David Danner: Has your company gone out and flushed the pipes around her house and serving her house?

Bob Blackman: Yes. We do. Like I said, sometimes when you flush, when you open up hydrants to move the water, it can actually make it worse. So, if we just arbitrarily go out and flush every third day, it could actually create a bigger problem because there is manganese in the system right now. One of the things we're looking to do is what they call pigging the mains where you actually insert something in and it scours the line as it goes through. There's no sense doing that until we get all the filtration in. At that point, that should totally alleviate any other problems.

Ann Rendahl: So, Mr. Blackman, if you have turned off the well that exceeded the standard according to Mr. James, but you're saying there's still manganese in the other two wells that's coming through the system or it's now in the lines and you can't get it out?

Bob Blackman: It's in the mains, it's taken, for a couple years, we don't know. We can't really see what's in there. So, the assumption is that it's celled in the mains and we can't just get it out.

Ann Rendahl: So, if you put the filtration system, are you putting it on all three wells or just the third well?

Bob Blackman: The third well, the well that's exceeding. The other two wells were basically non-detect.

Ann Rendahl: Okay.

David Danner: But this third well is not serving her right now.

Bob Blackman: Right now, it is not. It's offline right now. Like I said, I haven't gotten a call to do any flushing at her house. So, I don't know if it's how bad it is.

David Danner: Yeah, and we don't have that information here. I don't know how brown the water is. But the question is are you taking reasonable steps to try and bring this water up to the standards, not only for safety, but also for aesthetics that a reasonable person would expect?

Bob Blackman: That's the intent. That's why we're looking to put the filtration on.

David Danner: So, she mentioned things like a digital meter, an offer of trucking water in or something.

Bob Blackman: No, we didn't offer to bring water in. She wanted it. But number one, I'd like to clarify that we don't own Mountain Mist Bottled Water. It's a system, it's a company that's part of the Richardson family, but it has nothing to do with Rainier View Water.

David Danner: So, she mentioned things about her daughter's rash after showing with this water. Is that something that can-

Bob Blackman: I can't comment on that. I don't know. Probably 45,000 people use this water every day. Department of Health has gotten one complaint. If it were that big of an issue, I would assume that they would be getting a lot of calls over this.

David Danner: Yeah. Again, the matter before us this morning, we don't have the facts before us that are going to be able to deal with this particular customer's issues. The larger question is you do have a system that has water with elevated manganese and then the issue for us is to make sure that you're taking reasonable steps to alleviate that problem. You have any further questions for Mr. Blackman?

Ann Rendahl: No. I do not.

David Danner: All right.

Sally Barrow: [inaudible 01:13:36]

David Danner: Council?

Sally Barrow: This is Sally Barrow with the Attorney General's Office. I just want to clarify the scope of the commission's regulatory jurisdiction here. The commission is charged with economic financial regulation of water companies, not regulation

of water quality and quantity, which fall within the providence of the State Department of Health. I just would like to point out that in the most recent memorandum of understanding between the two agencies, which emphasizes the distinct nature and mission of the two agencies, it specifically states ... Oops. Sorry.

It specifically states that the UTC lacks staff expertise in the following subject areas and defers to the Office of Drinking Water, Department of Health, if technical questions arise, then identifies the areas: water system design, construction, operation, or maintenance; water quality, including but not limited to testing, filtration, and treatment; water quantity; and also water emergency plans. So, I just want to take a stab at clarifying the scope of the agency's regulatory jurisdiction.

David Danner: Yeah, and I thank you and your points are very well taken. I think that we're looking at is that we are being asked today to extend a surcharge for the purposes of addressing problems and we want to make sure we understand the extent of the problems and the effectiveness of the surcharge and addressing those problems.

Yes, we are not the ones who would be testing for the health or safety of the water and the Department of Health has been engaged appropriately. So, we will leave what is in their jurisdiction to them. So, that said, let me find out if there's anyone else in the room or on the bridge line who wants to talk to this matter. Okay.

Sarah Hand: Can I just clarify something? This is Sarah Hand again.

David Danner: Miss Hand, go ahead.

Sarah Hand: They said that they were going to do the surcharge through 2019 and now they're adding so many years to that. Does that mean that they're going to just keep blending and we're going to keep getting this stuff through our lines? Like he said, he knows that we're still getting this stuff through our lines. He just doesn't know the scope of it. He's telling us his responsibility ended at the meter where our responsibility is our home. If the water's brown coming in at the meter, how are we supposed to stop that?

David Danner: So, the commission is asked today to extend a surcharge that would allow the company to make capital improvements that will address the issues that have been raised about the elevated manganese in the water and the associated color and odor issues. So, that is the question that we have here. The water system itself generally ends at the meter. Mr. Ward, do you have anything to add to that? All right. So, that's what we're being asked to do today. Any discussion, Commissioner Rendahl?

Ann Rendahl: I do have one more question for Mr. Blackman. I had asked you, the third well is turned off. But apparently, these issues are still occurring. Is that because of the three other wells that you're looking at treating or is it just because there's manganese in the system?

Bob Blackman: I think it's just built up in the system.

Ann Rendahl: So, you said you were thinking about using some-

Bob Blackman: A pig.

Ann Rendahl: ... a pig similar to-

Bob Blackman: You insert it into the pipe and it scours the piping as it goes down and removes all the manganese or sediment in the water.

Ann Rendahl: That's through the mains in the system in the Spring-

Bob Blackman: Yes. Not in the homes, but just in the main lines that are big enough.

Ann Rendahl: That's in the Springwood subdivision or throughout the entire system?

Bob Blackman: We'll start and see how it works in the Springwood system. That's our main objective.

Ann Rendahl: So, if this pig goes through and it gets to, for example, it'll go through the main, it's not going to go through the line that goes to a customer's meter.

Bob Blackman: Correct.

Ann Rendahl: So, how does that get cleaned out? How do you resolve this?

Bob Blackman: That will take time, flushing, continue to flush out there, hose bibs, faucets. That's the typical way to remove it out of those pipings.

Ann Rendahl: Okay. Thank you.

David Danner: All right. So, we have before us a recommendation that we approve the extension of the surcharge tariff and issue an order granting the request for the surcharge to provide the funding for these capital improvements. I think at this time, I think that this is the necessary step to start addressing the problems of the elevated manganese for the customers that have been experiencing. I think for that reason, I would approve or support the recommendation that staff is making. I think that getting started now so that when there is a high demand this summer that these improvements will be in place and that the well that has been shut off, if it is needed this summer, can operate.

Now, beyond that, if there are other issues or other steps that should be taken, I will leave that to the Department of Health. If there's a further need to come back to the commission for approval of expenditures to address something more immediate, we'll take those up at that time. But right now, I'm prepared to support this recommendation.

Ann Rendahl: I too am prepared to support the recommendation, but I do have concerns that this solution that obviously, the company needs the water from these wells to maintain the pressure and maintain support for the customers. So, this treatment needs to be applied. But I too have concerns that there is more that needs to be done to clean out the system. So, I too leave that to the company.

But I would encourage the company to work with this particular customer. I know that this is difficult, I know that this has been contentious, but the company really needs to work with this customer to resolve this issue. That is a separate issue from what is before us today. So, I encourage the company to do all it can to work with these customers who are experiencing this issue.

But on this particular matter that is before us today, I think it is appropriate to put in the treatment and extend the surcharge to try to resolve this issue in the system. I would encourage the company to bring to our attention if there're additional wells that come up in the future that seem to be having the same issue so we don't let this drag on for a long time. So, for that reason, I'm prepared to make a motion.

David Danner: All right.

Ann Rendahl: I move that in docket UW-161232 that the commission approve extension of the surcharge tariff, thereby allowing the rates proposed by Rainier View Water Company Inc. to become effective December 31, 2016 and issue an order to grant Rainier View Water Company's request for a surcharge to provide funding for capital improvements, subject to conditions A through G set forth in staff's memorandum.

David Danner: All right. I second the motion and the motion carries. This brings us to the end of today's open meeting. The recessed items have been taken off the agenda, so I believe we are now ready to adjourn. We are adjourned. All right. Thank you.

Speaker 23: Is there somebody who [inaudible 01:23:07]-

How did we do?



If you rate this transcript 3 or below, this agent will not work on your future orders

# EXHIBIT 15

**To: Bob@RainierViewWater.com;**

**From: rstark@utc.wa.gov**

**Subject: RE: FW: WA UTC Complaint CAS-19946-L3N4X0 for Sarah Hand  
CRM:0008083**

**Attachments: 0**

**Body:**

Hi Bob,

Thank you for the information you provided during this complaint. This complaint is now closed. The disposition is company upheld. Please note that the consumer protection section has an internal quality review program, and all closed complaints are subject to review and/or re-opening.

Thank you  
Rachel Stark  
Consumer Complaint Investigator  
Consumer Protection  
1-888-333-WUTC (9882)  
FAX: (360) 664-4291

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**Activity Type: Email**

**Activity Date: 4/18/2017, 10:27:01 AM**

**To: rstark@utc.wa.gov;**

**From: CRMAdmSvc@utc.wa.gov**

**Subject: CAS-19946-L3N4X0 has been Assigned to You CRM:0042097**

**Attachments: 0**

**Body:**

CAS-19946-L3N4X0

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**Activity Type: Email**

**Activity Date: 4/18/2017, 10:27:03 AM**

**To: rstark@utc.wa.gov;**

# EXHIBIT 16

November 9, 2016  Bob Blackman Rainier View Water Co PO BOX 44427 Tacoma, WA 98448-0427	<b>Southwood Water System</b> <b>ID #82844</b>	
	County:	Pierce
	System Type:	Community
	Operating Permit Color:	Green
	Surveyor:	Virpi Salo-Zieman
	Inspection Date:	October 3-4, 2016

Thank you, Jimmy, and Chuck for meeting with me to conduct a sanitary survey of this water system. Sanitary surveys are the Office of Drinking Water's (ODW) way to inspect public water systems through a field visit. ODW is also able to offer technical assistance to help utilities improve their system operations and ensure that public health is protected.

This report documents the findings of this survey. In general, your water system is in good condition and you have been consistently making improvements to better serve your customers. Items that need your attention are summarized below and bolded throughout the report. **Please respond to all the identified observations and findings within 30 days from the date of this report and provide documentation demonstrating the findings addressed or your plan for addressing them.**

**SIGNIFICANT DEFICIENCIES\* - COMPLETE THE ITEMS BELOW BY DECEMBER 16, 2016.**

1. Unprotected openings were present at several wellheads. **Please visit all the wells and ensure they are adequately sealed.** Out of the ones we inspected during the survey, the following must be addressed:
  - a. S46 Behm well #3 – install new screen on the vent and seal in between the two separate casings
  - b. S21 Fir Meadows well #1 – Seal the open hole at the wellcap and replace the electrical box
  - c. S22 Fir Meadows Well #2 – Secure the well vent and fix the electrical conduit
  - d. S27 Fir Meadows well #4 – Seal the opening around the water level probe cable
  - e. S11 Quiet Village Two Well #1 – Replace the electrical box or seal adequately
  - f. S19 Lauradel Well #1 – Seal the opening around the water level probe cable
  - g. S20 Lauradel Well #2 – Secure well vent, ensure water level probe cable entry is sealed, fix the leaking valve, and install a screen or an elastomeric valve to the outlet of the waste line.
2. There is no visible air gap or other backflow prevention device on the backwash line at Shining Mountain treatment plant. **Please clarify how the backwash recycle system is being plumbed and install appropriate backflow prevention device or an air gap.**

**SIGNIFICANT FINDINGS\*\* - COMPLETE THE ITEM BELOW BY JANUARY 31, 2016, PER YOUR CORRECTIVE ACTION PLAN.**

3. Provide pictures on the reservoir vents showing the vents structure and screening. Also provide pictures on the reservoir overflows showing them adequately protected.

**OBSERVATIONS AND RECOMMENDATIONS**

4. Install screens on the outlets of the air-vacuum release valves at Behm pump station.
5. Consider extending the well casing at S48, Eastwood Park well, which is flush to the pump house floor. Installing a ring around it would help to minimize the flooding risk. Also provide CT6 level disinfection of the source as a precautionary measure. Based on our discussion, the plan is to decommission this source once the water rights have been transferred to the Centennial well.
6. Develop and implement a DBP monitoring plan. For assistance, please call Jolyn Leslie at (253) 395-6762.
7. Spread out coliform sampling throughout the month.
8. You should have access to inspect the backwash vaults at Shining Mountain. This will be required if you start recycling the settled backwash water into the treatment plant.
9. The emergency sources needs to be properly sealed as well to prevent aquifer contamination. If a well is not going to be usable for emergency purposes, it should be properly decommissioned.
10. Install a pressure relief valve on the discharge side of the pump at Thrift near the bladder tank.
11. 185<sup>th</sup> Reservoir does not have a vent. Please install a screened vent to the reservoir to allow replacement air into the tank as needed to.
12. Fir Meadows Reservoir's overflow appeared capped. You should open this and install 90 degree turn down and a screen at the end.
13. Work on improving your monthly report form to also include pH and the iron and manganese test results for the treatments in place.
14. Consider requesting another required position of a certified Water Distribution Manager operator for this system. You have plenty of certified staff, but only one mandatory WDM3 position.

**SYSTEM INFORMATION**

Southwood Water System serves close to 15,000 connections and more than 40,000 people on a daily basis in Graham area, South Pierce County. Rainier View Water Company owns and operates this water system as an investor. The last water system plan was approved in 2011. The company is also regulated by Utilities and Transportation Commission.

There are a total of five separate pressure zones. The two largest ones called Southwood 620 zone and Sound 680 zone. These zones used to be their own water systems. Together these zones serve ~13,000 ERUs. Lost Creek pressure zone in the east of Sound pressure zone serves around 1,000 ERUs, Thrift 955 Zone further east and Upper Thrift 1010 Zone together serve about 300 ERUs. According to the 2011 water system plan, the system served 14,340 ERUs in 2011. The anticipated daily demand in 2016 was 4.7 MGD.

This water system has 24 actively used sources and an intertie with City of Tacoma. Additionally there are numerous emergency sources and an emergency intertie with Firgrove mutual water system. The system has a total reservoir capacity of close to 10 MG, although not all of it is usable. There are also 10 pump stations and

several pressure reducing valves in between the zones. Most of the facilities are controlled and monitored through the system's SCADA. A few sites are still operated by timers due to lack of adequate radio signals (such as the Quiet Village site). The average day demand in the system has been 250 gpd/ERU. The maximum daily demand for design purposes has been 700 gpd/ERU.

Power generators are at Beverly Park, Southwood S04, Tannenbaum Wellfield and at Thrift Tank site. These were planned so that each pressure zone has a generator.

**SECTION 1: SOURCE**

There are 24 active wells. 18 of these and four emergency sources were inspected during the survey. The sources and notes are listed in the enclosed spreadsheet. In general, the pump houses were all clean and the wells appeared in good condition. However, there were multiple unprotected openings at the wellheads. Please see the findings under the notes column in the spreadsheet. These are also listed under the significant deficiencies or observations above. **Please inspect all the other active wellheads to ensure they are adequately sealed.**

**SECTION 2: DISINFECTION**

This system is required to maintain detectable disinfectant residual throughout the distribution system. All active sources are chlorinated using 12.5% sodium hypochlorite injection. A typical entry point residual is 0.5-0.8mg/L and based on the monthly reports, distribution residual varies, but has been consistently detectable. Several distribution sites are monitored daily. Almost all wellsites have online chlorine analyzers that are linked with the SCADA. The system does daily grabs on each well site and can verify the accuracy of the online analyzer.

Coliform contamination has been detected at Sally Hubert Source, S07, which is not being used. The Eastwood Park well may be perforated at several aquifers and should be disinfected to CT6 standard. CT is a product of chlorine concentration in mg/L and contact time in minutes. The current operational regime is that the well will fill the reservoir and then the reservoir volume is pushed to the distribution system by two pumps that are on from 5pm to 9pm. This operational regime does not allow adequate contact time, because at the end of the booster pump cycle, there will be very little water left in the reservoir and the well has turned on after 2ft drop in reservoir. If you were to change this operational regime for instance so that the reservoir level is never less than 20,000 gallons (about half of the tank) and only one booster pump would turn on at a time, you would achieve 13 minutes of contact time in the tank. The contact time is calculated as 10% of the lowest daily volume divided by the highest flow out of the tank (150gpm if only one pump could run at a time). {10%\*20,000/150gpm=13min}. You would then achieve CT6 by maintaining a minimum of 0.5mg/L chlorine residual at the exit of the reservoir.

CHEMICAL TREATMENT	1	
	Yes	No
*Operated & maintained properly	<input checked="" type="checkbox"/>	<input type="checkbox"/>
*RPBA or air gap between the chemical tank and fill waterline	<input checked="" type="checkbox"/>	<input type="checkbox"/>
**Post treatment sample tap	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Schematic of treatment facilities available	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Adequate chlorine residual test kit available	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Test kit calibrated and maintained properly	<input checked="" type="checkbox"/>	<input type="checkbox"/>

CHEMICAL TREATMENT	1	
	Yes	No
Chemical feed proportional to flow	<input checked="" type="checkbox"/>	<input type="checkbox"/>
**Approved chemicals used	<input checked="" type="checkbox"/>	<input type="checkbox"/>

DISINFECTION COMPLIANCE	1	
	Yes	No
Disinfection required	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CT required	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
**Minimum CT met at all times	<input type="checkbox"/>	<input type="checkbox"/>
Peak flow used to calculate CT	<input type="checkbox"/>	<input type="checkbox"/>
**Monthly report submitted	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Residuals maintained in distribution system	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Daily residuals recorded	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### SECTION 3: OTHER TREATMENTS

#### Iron and Manganese Removal Treatment

Iron and manganese are prevalent contaminants in the system's sources. Oxidation and filtration treatments have been installed at five sites and two other ones are currently under design. All these treatments use ATEC technology and chlorine as an oxidant. The performance have been generally good, with exception of Shining Mountain. Behm and Shining Mountain treatments were designed with backwash recycle, but that is not being used. The backwash water is drained or irrigated at site instead. The system is using the ATEC controllers for adjusting the length of the backwash and their SCADA system to control the backwash frequency. The backwash will be triggered by run time, total volume treated, or time since last backwash. These are all adjustable parameters.

S#	Source name	# and size of filters	Current bw set point	Length & rate of backwash	Backwash disposal/recycle
S18	Country Park Two Well #1 BJA453				
S39	Emerald Terrace Well #1 ABA845	ATEC (5) 18" D filters			
S40	Shining Mountain Well #1 ACW500	ATEC (6) 48" D filters, 700gpm		4min at 175gpm	settling tanks and then spray irrigation, recycle designed, but not being used
S45	Silver Creek Well #1 AKJ211	ATEC (4) 48" filters		2min	drainfield
S46	Behm Well #3 AHL762	ATEC (4) 48" filters, 400gpm		3min	settling tanks, drainfield, recycler designed, but not being used

Treated water iron and manganese must be tested monthly. A field kit is acceptable for this testing. **Please consider including the results in the monthly reports.**

At Shining Mountain site, the backwash water is led to one of the two above-ground steel storage tanks. There are also two buried concrete tanks, but it is unclear how they are plumbed together. The hatches were all buried. According to the design drawings, the backwash water is first led to the vault in the ground and there is supposed to be a RPBA on the pipe leading to the vault. Then it flows to the second vault after which it is pumped to the first steel tank from where it is then pumped to the front of the plant. The drawing does not appear to reflect the system layout as it is today. **Please clarify the plumbing arrangement at this site and ensure adequate backflow prevention device is in place.**

**Corrosion Control – pH adjustment using sodium hydroxide**

This system is required to provide corrosion control treatment. Sodium silicates were applied throughout the system until about 4 years ago, when the system switched to pH adjustment with sodium hydroxide (caustic soda). The target pH is 7.4 at the entry point. The caustic is not applied at each source and the system is currently working with a consultant to evaluate their corrosion control performance and if additional treatment would be needed.

The treatment is being applied at S04 Southwood well #4, S14 Morrey Glen wellfield, S15 Oak Hill well #1, S30 185<sup>th</sup> St well #1, and S34 Tannenbaum wellfield.

Each treatment uses 25% caustic soda that is delivered by a truck on site. Each site have online pH monitor and several alarms for preventing accidental overfeed. The probes are checked twice a month. If pH reaches a certain level, the caustic feed is automatically stopped and it cannot be reactivated without a visit at the site. There are flood alarms in the chemical building as well. The alarms are tested monthly and the meters are calibrated quarterly. The chemical pumps also have calibration cylinders in place allowing frequent checking on dosages. The feed is based on a base dose with 20% increments. When a pump is calibrated, the new ml/min numbers are inserted in the PLC on site and the system will automatically calculate the current dosages based on that calibration curve.

**SECTION 4: DISTRIBUTION SYSTEM**

The distribution is well looped and designed to provide fire flow. The mains are 6” to 16” in diameter, majority being 8 and 12” pipe. The historical distribution system leakage have been relatively high, because there have been some unmetered customers. Almost all of these are now metered with only about 45 more to go. According to the system’s records, the DSL is well below 10% now.

FEATURES	Yes	No
Service area and facility map	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Minimum pressure requirements met	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Service meters (reading frequency _____)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Leak detection program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Water system leakage (%)	12.4%	
Number of breaks within last year		
Main break response protocol	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Adequate valving for flushing and pipe repair	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Blow-offs on dead ends	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Routine flushing (frequency quarterly)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Routine valve exercise (frequency _____)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

CROSS CONNECTION CONTROL (Community Systems)	Yes	No
System has enabling authority	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Ongoing hazard inspections	<input checked="" type="checkbox"/>	<input type="checkbox"/>
High hazards identified	<input checked="" type="checkbox"/>	<input type="checkbox"/>
High hazards protected	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Annual testing	<input checked="" type="checkbox"/>	<input type="checkbox"/>
System has installation standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>
CCS on staff or under contract	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Cross connections observed have been eliminated	<input checked="" type="checkbox"/>	<input type="checkbox"/>

This system has an active cross connection control program. The testing record is quite remarkable, although the number of high hazard facilities for the size of the system is fairly low. Southwood is mostly residential community and so this may be an accurate representation of the system. The system has submitted the annual summary reports.

**SECTION 5: FINISHED WATER STORAGE**

Sixteen reservoirs totaling to 9.75MG of storage serve the system. The reservoirs are cleaned every three years. The tanks are climbed regularly to inspect the top.

#	Pressure Zone	Visited?	Reservoir Name	Design Capacity (MG)	Description
1	SW		Southwood	0.33	Steel narrow and tall tank. Is the lead control for the pressure zone. Floats in SW zone.
2	SW	Yes	Quiet Village	0.03	Horizontal steel tank, hatch is bolted down, overflow in the back of the tank. Calls out for the Quiet Village Two well and supplies Quiet Village pump station that works on a timer.
3	SW		Morrey Glen	0.04	Supplied by Morrey Glen wellfield
4	SW		Rocky Woods	0.04	
5	SW		Centennial	0.14	
6	SW		Spanaway	1.7	Floats in SW zone
7	SW	Yes	Eastwood park	0.7	Rectangular concrete reservoir, supplied by Eastwood well.
8	S	Yes	185th st.	0.05	Rectangular, partially buried concrete tank, septic tank lid as access hatch. <b>Consider installing a screened vent on the tank.</b> Fed by 185 <sup>th</sup> well.
9	S	Yes	Silver creek	4.1	Steel tank, main control for the Sound pressure zone. Fed by Silvercreek well.

10	S	Yes	Fir meadows	0.08	Concrete Mt Baker Silo at the Fir meadows well site next to the railroad. The overflow appeared to be plated. <b>Install a 90degree turn down and a screen on the overflow.</b> Fed by the Fir Meadows wells.
11	S		Indian springs	0.11	
12	LC	Yes	Behm #1 & #2	0.16	Twin concrete tanks painted green at Behm site. Fed by Behm wells
13	LC	Yes	Behm #3	0.4	Steel tank at Behm site, plans to install PAX reservoir mixer, fed by Behm wells.
14	T	Yes	Thrift #1	0.27	Steel tank at Thrift Site, fed by Thrift wells
15	T	Yes	Thrift #2	1.7	Steel tank at Thrift site, fed by Thrift wells
16			246th	0.04	

TOP OF RESERVOIR	Res #1		Res #2		Res #3		Res #4		Res #5		Res #6		Res #7		Res #8	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Hatch: Locked	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
*Hatch: Watertight seal or gasket	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Hatch: Over-lapping cover	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
*Screened air vent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
*Openings sealed/protected	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

FEATURES	Res #1		Res #2		Res #3		Res #4		Res #5		Res #6		Res #7		Res #8	
	Yes	No														
Separate inlet/outlet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessible drain outlet	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
*Protected overflow outlet	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
*Overflow line discharges into a sanitary sewer with an air gap	<input type="checkbox"/>	<input checked="" type="checkbox"/>														
Operational water level gauge	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bypass piping or isolation possibility	<input checked="" type="checkbox"/>	<input type="checkbox"/>														
**Protected from unauthorized entry	<input checked="" type="checkbox"/>	<input type="checkbox"/>														
Low level alarms	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sample tap at outlet	<input checked="" type="checkbox"/>	<input type="checkbox"/>														
Structure in good condition	<input checked="" type="checkbox"/>	<input type="checkbox"/>														
Clear of excessive vegetation	<input checked="" type="checkbox"/>	<input type="checkbox"/>														

TOP OF RESERVOIR	Res #9	Res #10	Res #11	Res #12	Res #13	Res #14	Res #15	Res #16
	Yes No							
Hatch: Locked	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>						
*Hatch: Watertight seal or gasket	<input checked="" type="checkbox"/> <input type="checkbox"/>							
Hatch: Over-lapping cover	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>						
*Screened air vent	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
*Openings sealed/protected	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>

FEATURES	Res #9	Res #10	Res #11	Res #12	Res #13	Res #14	Res #15	Res #16
	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No	Yes No
Separate inlet/outlet	<input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			
Accessible drain outlet	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
*Protected overflow outlet	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			
*Overflow line discharges into a sanitary sewer with an air gap	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input checked="" type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>
Operational water level gauge	<input type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			
Bypass piping or isolation possibility	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			
**Protected from unauthorized entry	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			
Low level alarms	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			
Sample tap at outlet	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			
Structure in good condition	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			
Clear of excessive vegetation	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input checked="" type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>			

MAINTENANCE	Reservoirs
Frequency of interior cleaning and inspection	Every three years
Frequency of appurtenance inspection	
Frequency of routine site visit	Daily

**SECTION 6: PRESSURE TANKS**

There are not many pressure tanks. Most of the pump stations are equipped with variable frequency or speed drivers that minimize transients.

**SECTION 7: BOOSTER PUMPS AND FACILITIES**

PZ	Inspected	Site	MGD	gpm	Description	Pumps
SW	No	Rocky Woods	0.40	250	Pumps from the Rocky Woods reservoir to the Southwood pressure zone.	(2) 7.5hp pumps
SW	No	Morrey Glen	0.90	600	Pumps from the Morrey Glen reservoir to the Southwood zone. In SCADA call-out list.	(2) 300gpm 20hp pumps with VFD
SW	No	Centennial	2.50	1760	Pumps from the centennial reservoir to the Southwood zone.	(1) 260gpm 15 hp pump (2) 750gpm 30hp pumps (fire flow)
SW	Yes	Quiet Village	0.20	150	Pumps from the Quite Village reservoir to the Southwood zone on a timer.	(1) 15 hp 150gpm pumps
SW	Yes	Eastwood park	0.50		Two pumps on timers that pump from the reservoir to the Southwood zone.	(2) 150gpm each.
S	Yes	Tacoma intertie	4.30	3,000	Two pumps, VFD, solenoid valves for soft start and transient attenuation. Pumps to Sound zone, is on SCADA call out list.	(2) 1,500gpm 50hp pumps
S	Yes	185 <sup>th</sup>	0.50	330	Pumps from the 185 <sup>th</sup> reservoir to Sound pressure zone, is on SCADA call-out list, but operation is time-limited.	(2) 165gpm pumps 15 hp
S	Yes	Fir meadows	1.70	1,200	Single pump in the same pump house with Fir Meadows well 1, pumps from the fir meadows reservoir to the South pressure zone, on SCADA call-out list.	(1) 1,200gpm 75hp pumps
S	No	Indian springs	1.30	875	Pumps from Indian Springs Reservoir to the Sound pressure zone.	(3) 175gpm 5hp pumps, VFD (1) 350gpm 7.5hp pump, VFD
LC	Yes	Behm	3.90	2,700	Two pumps that move water from the Behm reservoirs to the Lost Creek pressure zone.	(1) 1,000gpm 50 hp pump, VFD (1) 1,700 gpm 100 hp pump
T	No	224th street	1.70	1,200	Moves water from Sound to Lost Creek pressure zone.	(1) 125hp 1200gpm pump, VFD
UT	No	Country Park	1.20	850	Pressure controlled pump station that supplies Upper Thrift from Thrift pressure zone.	(1) 150gpm 5hp VFD (2) 350gpm 7.5hp pumps
T	Yes	Thrift	?	?	Single pump that increases the pressure on about 6 homes around the reservoir site. Includes one 81 gallon bladder for pump protection. Controlled by pressure 40/60psi	

BOOSTER PUMPS	185 <sup>th</sup>		Thrift		Quiet Village		Tacoma intertie		Eastwood Park		Behm		Fir Meadows	
	Yes	No												
Number of pumps	2		1		1		2		2		2		1	
Isolation valves	<input checked="" type="checkbox"/>	<input type="checkbox"/>												
Pressure relief valve	<input type="checkbox"/>	<input checked="" type="checkbox"/>												
Pump failure alarm	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

BOOSTER PUMPS	185 <sup>th</sup>		Thrift		Quiet Village		Tacoma intertie		Eastwood Park		Behm		Fir Meadows	
	Yes	No												
Protected from flooding	<input checked="" type="checkbox"/>	<input type="checkbox"/>												
Redundant pumps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Equipment in good condition	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>										
Generator available	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Generator has automatic startup	<input type="checkbox"/>													
Generator fuel source														
Structure in good condition	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>										
Pressure tanks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Please screen the outlet of the air-vacuum release valves at Behm pump station.**

**Please add a pressure relief valve on the discharge side of the Thrift pump station near the bladder tank.**

**SECTION 8: WATER QUALITY MONITORING AND REPORTING**

All monitoring is current and satisfactory. Sources 1, 2, 12, 25, and 39 have exceeded the secondary MCL for manganese. Source 2, and 32 exceed the secondary MCL for iron.

Nitrate has been creeping up in some of the systems sources, namely above 3 mg/L results have been measured at sources 2, 4, 14, 15, 30 and 34. The source 28 has a historical sample result of 10.3mg/L for nitrate, but this source is not in use and the system plans to replace this well with a deeper well at the same site.

Refer to the Water Quality Monitoring Schedule for your monitoring requirements and status. If you have any questions on source monitoring, please contact Steve Hulsman at (253) 395-6777.

COLIFORM	Yes	No
Monitoring adequate	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Monitoring plan adequate	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Monitoring plan followed	<input checked="" type="checkbox"/>	<input type="checkbox"/>
# of violations since last survey	None	

Southwood system must collect 40-50 coliform sample each month. All routine and most of the repeat sites have sampling stations. This system also have an approved triggered source monitoring plan.

**Please begin taking coliform samples evenly throughout the month instead of during the first two weeks.**

Also, please ensure you have an E. coli response plan just in case.

LEAD & COPPER	Yes	No
Monitoring adequate	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Results below action level	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Optimal Water Quality Parameters achieved	n/a	

Some sources have the requirement to be treated to reduce corrosion. The system is currently working with a consultant to evaluate if more sites would need treatment. You should also consider taking background water quality data throughout the distributions system to establish a baseline for your system. This would mean pH, alkalinity and calcium. Your coliform sampling sites would be good for this purpose as well.

DISINFECTION BYPRODUCTS	Yes	No
Monitoring adequate	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Monitoring plan adequate	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Monitoring plan followed	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Results satisfactory	<input checked="" type="checkbox"/>	<input type="checkbox"/>

This system is collecting DBP samples from two sites each quarter. This is a schedule of reduced monitoring for a surface water system. As we discussed during the survey, if the surface water represent less than 5% of the total water in the system, you may be classified as a groundwater system. As a groundwater system, reduced sampling schedule would two sample sets annually.

Also, you should not change sample sites each quarter, but rather stick with the ones with highest historical results during the quarter of highest historical results. If you change sites in quarterly samples, the locational running annual average cannot be calculated.

**Develop a DBP monitoring plan and contact Jolyn Leslie in our office for assistance in selecting the monitoring sites.**

## SECTION 9: SYSTEM MANAGEMENT AND OPERATIONS

This system appeared very well operated, maintained, and managed. You have done a lot of progress over the years.

PROJECT/PLANNING	Yes	No
System approved	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Current WSP/SWSMP	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Year WSP/SWSMP approved	2011	
Emergency response plan	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Financial plan	<input checked="" type="checkbox"/>	<input type="checkbox"/>

REPORTING	Yes	No	N/A
WFI reviewed and updated with purveyor	<input checked="" type="checkbox"/>	<input type="checkbox"/>	---
Consumer confidence report (Community only)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water use efficiency report (Municipal Water Suppliers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cross connection control annual report (> 1000 conn)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**OPERATOR CERTIFICATION**

This system is required to have WDM3 and WTPO1 certified operators. The system have 16 certified operators listed. You could contact our operator certification program and request additional required operator positions. For instance, Lakewood Water District has a WDM3 and WDM2 set as the required operators.

OPERATIONS	Yes	No
Operational records maintained	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Complaints followed up	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Complaints documented	<input checked="" type="checkbox"/>	<input type="checkbox"/>
# of complaints recorded at ODW (since last survey)	1	
Operation and maintenance program	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Previous survey deficiencies/findings corrected, if no list below.	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**CLOSING**

This system can qualify for the reduced frequency of Sanitary Surveys of once every 5 years, if all the identified significant deficiencies are addressed by the timelines indicated in this report.

The Drinking Water Regulations require that all Group A public water systems have a sanitary survey every 3-5 years. In order to receive credit for the survey, a sanitary survey fee must be paid. Enclosed is an invoice for \$2677.50. Please remit your complete payment in the form of a check or money order within thirty days of the date of this letter in the enclosed envelope or send payment to: **DOH, Revenue Section, P.O. Box 1099, Olympia, WA 98507-1099.**

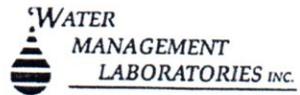
If you have any questions, please contact me at (253) 395-6761 or by e-mail at [virpi.salo-zieman@doh.wa.gov](mailto:virpi.salo-zieman@doh.wa.gov).

Sincerely,

Virpi Salo-Zieman  
Office of Drinking Water, Regional Engineer

cc: Tacoma-Pierce County Health Department

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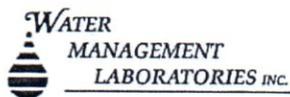
### INORGANIC CHEMICALS (IOCS) REPORT

System ID No: <i>NA</i>		System Name: <i>Fir Meadows</i>	
Lab/Sample No: <i>08963795</i>		Date Collected: <i>11-18-16</i>	
Multiple Source Nos: <i>N/A</i>		Sample Type: <i>B</i>	
Date Received: <i>11-18-16</i>		Date Reported: <i>11-22-16</i>	
County: <i>Pierce</i>		Supervisor: <i>LM</i>	
Sample Location: <i>Well #4 - Wellhead</i>		Date Digested: <i>NA</i>	
Send Results & Bill To: <i>Rainier View Water Company</i>		Group: <u>A</u> B Other	
Remarks:		<i>PO Box 44427 Tacoma, WA 98448</i>	

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS		Method/Analyst
							Trigger?	MCL?	
EPA REGULATED									
4	Arsenic	<i>NA</i>	mg/L	0.001	0.01	0.01			200.8
5	Barium		mg/L	0.1	2	2			200.8
6	Cadmium		mg/L	0.001	0.005	0.005			200.8
7	Chromium		mg/L	0.007	0.1	0.1			200.8
11	Mercury		mg/L	0.0002	0.002	0.002			200.8
12	Selenium		mg/L	0.002	0.05	0.05			200.8
110	Beryllium		mg/L	0.0003	0.004	0.004			200.8
112	Antimony		mg/L	0.003	0.006	0.006			200.8
113	Thallium		mg/L	0.001	0.002	0.002			200.8
116	Cyanide		mg/L	0.01	0.2	0.2			4500-CNF
19	Fluoride		mg/L	0.2	2	4			300.0
114	Nitrite - N		mg/L	0.1	0.5	1			300.0
20	Nitrate - N		mg/L	0.2	5	10			300.0
161	Total Nitrate/Nitrite	↓	mg/L	0.5	5	10			300.0
EPA REGULATED (Secondary)									
8	Iron	<i>&lt;0.1</i>	mg/L	0.1		0.3		<i>NO</i>	3111B <i>DMB</i>
10	Manganese	<i>0.11</i>	mg/L	0.01		0.05		<i>YES</i>	200.8 <i>DMB</i>
13	Silver	<i>NA</i>	mg/L	0.1		0.1			200.8
21	Chloride		mg/L	20		250			300.0
22	Sulfate		mg/L	50		250			300.0
24	Zinc	↓	mg/L	0.2		5			200.8
STATE REGULATED									
14	Sodium	<i>NA</i>	mg/L	5					200.8
15	Hardness		mg/L	10					2340C
16	Conductivity		umhos/cm	70		700			2510B
17	Turbidity		NTU	0.1					2130B
18	Color		color units	15		15			2120B
26	Total Dissolved Solids		mg/L	100		500			2540C
111	Nickel	↓	mg/L	0.005					200.8
STATE UNREGULATED									
9	Lead	<i>NA</i>	mg/L	0.001					200.8
23	Copper	↓	mg/L	0.02					200.8

COMMENTS: *Iron, Manganese*

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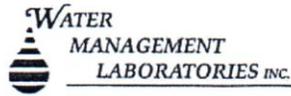
### INORGANIC CHEMICALS (IOCS) REPORT

System ID No: <b>82844H</b>	System Name: <b>Southwood - Silver Creek</b>		
Lab/Sample No: <b>08964022</b>	Date Collected: <b>12-15-16</b>	DOH Source No: <b>S45</b>	
Multiple Source Nos: <b>NA</b>	Sample Type: <b>B</b>	Sample Purpose: <b>I</b>	
Date Received: <b>12-15-16</b>	Date Reported: <b>12-19-16</b>	Supervisor: <b>LM</b>	
County: <b>Pierce</b>	Date Digested: <b>NA</b>	Group: <b>(A)</b> B Other	
Sample Location: <b>Wellhead</b>			
Send Results & Bill To: <b>Rainier View Water Company</b>		Remarks: <b>AR 182 R</b>	
<b>P.O. Box 44427</b>			
<b>Tacoma, WA 98448</b>			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS		Method/Analyst
							Trigger?	MCL?	
EPA REGULATED									
4	Arsenic	NA	mg/L	0.001	0.01	0.01			200.8
5	Barium		mg/L	0.1	2	2			200.8
6	Cadmium		mg/L	0.001	0.005	0.005			200.8
7	Chromium		mg/L	0.007	0.1	0.1			200.8
11	Mercury		mg/L	0.0002	0.002	0.002			200.8
12	Selenium		mg/L	0.002	0.05	0.05			200.8
110	Beryllium		mg/L	0.0003	0.004	0.004			200.8
112	Antimony		mg/L	0.003	0.006	0.006			200.8
113	Thallium		mg/L	0.001	0.002	0.002			200.8
116	Cyanide		mg/L	0.01	0.2	0.2			4500-CNF
19	Fluoride		mg/L	0.2	2	4			300.0
114	Nitrite - N		mg/L	0.1	0.5	1			300.0
20	Nitrate - N		mg/L	0.2	5	10			300.0
161	Total Nitrate/Nitrite	↓	mg/L	0.5	5	10			300.0
EPA REGULATED (Secondary)									
8	Iron	0.12	mg/L	0.1		0.3		NO	3111B <i>DM'S</i>
10	Manganese	0.13	mg/L	0.01		0.05		YES	200.8 <i>DM'S</i>
13	Silver	NA	mg/L	0.1		0.1			200.8
21	Chloride	2	mg/L	20		250		NO	300.0 <i>RL</i>
22	Sulfate	2	mg/L	50		250		NO	300.0 <i>RL</i>
24	Zinc	NA	mg/L	0.2		5			200.8
STATE REGULATED									
14	Sodium	NA	mg/L	5					200.8
15	Hardness	48	mg/L	10					2340C <i>RL</i>
16	Conductivity	NA	umhos/cm	70		700			2510B
17	Turbidity	↓	NTU	0.1					2130B
18	Color	↓	color units	15		15			2120B
26	Total Dissolved Solids	101	mg/L	100		500		NO	2540C <i>JGH</i>
111	Nickel	NA	mg/L	0.005					200.8
STATE UNREGULATED									
9	Lead	NA	mg/L	0.001					200.8
23	Copper	↓	mg/L	0.02					200.8

COMMENTS: Alkalinity, Calcium, pH, Chloride, Hardness, Iron, Manganese, Sulfate, TDS  
 Sample exceeds the 15-minute holding time for pH measurement

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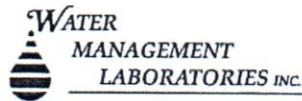
**INORGANIC CHEMICALS (IOCS) REPORT**

System ID No: 82844H	System Name: Southwood - Silver Creek		
Lab/Sample No: 08964017	Date Collected: 12-15-16	DOH Source No: S45	
Multiple Source Nos: NA	Sample Type: B	Sample Purpose: I	
Date Received: 12-15-16	Date Reported: 12-16-16	Supervisor: LMK	
County: Pierce	Date Digested: NA	Group: (A) B Other	
Sample Location: Pre sample station			
Send Results & Bill To: Rainier View Water Company		Remarks:	
P.O. Box 44427		AR182R	
Tacoma, WA 98448			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst
EPA REGULATED							Trigger?	MCL?
4	Arsenic	NA	mg/L	0.001	0.01	0.01		200.8
5	Barium		mg/L	0.1	2	2		200.8
6	Cadmium		mg/L	0.001	0.005	0.005		200.8
7	Chromium		mg/L	0.007	0.1	0.1		200.8
11	Mercury		mg/L	0.0002	0.002	0.002		200.8
12	Selenium		mg/L	0.002	0.05	0.05		200.8
110	Beryllium		mg/L	0.0003	0.004	0.004		200.8
112	Antimony		mg/L	0.003	0.006	0.006		200.8
113	Thallium		mg/L	0.001	0.002	0.002		200.8
116	Cyanide		mg/L	0.01	0.2	0.2		4500-CNF
19	Fluoride		mg/L	0.2	2	4		300.0
114	Nitrite - N		mg/L	0.1	0.5	1		300.0
20	Nitrate - N		mg/L	0.2	5	10		300.0
161	Total Nitrate/Nitrite		mg/L	0.5	5	10		300.0
EPA REGULATED (Secondary)								
8	Iron	0.15	mg/L	0.1		0.3	NO	3111B DMS
10	Manganese	0.13	mg/L	0.01		0.05	YES	200.8 DMS
13	Silver	NA	mg/L	0.1		0.1		200.8
21	Chloride		mg/L	20		250		300.0
22	Sulfate		mg/L	50		250		300.0
24	Zinc		mg/L	0.2		5		200.8
STATE REGULATED								
14	Sodium	NA	mg/L	5				200.8
15	Hardness		mg/L	10				2340C
16	Conductivity		umhos/cm	70		700		2510B
17	Turbidity		NTU	0.1				2130B
18	Color		color units	15		15		2120B
26	Total Dissolved Solids		mg/L	100		500		2540C
111	Nickel		mg/L	0.005				200.8
STATE UNREGULATED								
9	Lead	NA	mg/L	0.001				200.8
23	Copper		mg/L	0.02				200.8

COMMENTS: Iron, Manganese

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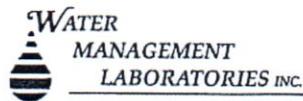
### INORGANIC CHEMICALS (IOCS) REPORT

System ID No: <b>82844H</b>		System Name: <b>Southwood - Silver Creek</b>	
Lab/Sample No: <b>08964022</b>		Date Collected: <b>12-15-16</b>	DOH Source No: <b>S45</b>
Multiple Source Nos: <b>NA</b>		Sample Type: <b>B</b>	Sample Purpose: <b>I</b>
Date Received: <b>12-15-16</b>		Date Reported: <b>12-19-16</b>	Supervisor: <b>LM</b>
County: <b>Pierce</b>		Date Digested: <b>NA</b>	Group: <b>(A) B Other</b>
Sample Location: <b>Wellhead</b>			
Send Results & Bill To: <b>Rainier View Water Company</b>		Remarks:	
<b>P.O. Box 44427</b>		<b>AR 182 R</b>	
<b>Tacoma, WA 98448</b>			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst
EPA REGULATED							Trigger?	MCL?
4	Arsenic	<b>NA</b>	mg/L	0.001	0.01	0.01		200.8
5	Barium		mg/L	0.1	2	2		200.8
6	Cadmium		mg/L	0.001	0.005	0.005		200.8
7	Chromium		mg/L	0.007	0.1	0.1		200.8
11	Mercury		mg/L	0.0002	0.002	0.002		200.8
12	Selenium		mg/L	0.002	0.05	0.05		200.8
110	Beryllium		mg/L	0.0003	0.004	0.004		200.8
112	Antimony		mg/L	0.003	0.006	0.006		200.8
113	Thallium		mg/L	0.001	0.002	0.002		200.8
116	Cyanide		mg/L	0.01	0.2	0.2		4500-CNF
19	Fluoride		mg/L	0.2	2	4		300.0
114	Nitrite - N		mg/L	0.1	0.5	1		300.0
20	Nitrate - N		mg/L	0.2	5	10		300.0
161	Total Nitrate/Nitrite	<b>↓</b>	mg/L	0.5	5	10		300.0
EPA REGULATED (Secondary)								
8	Iron	<b>0.12</b>	mg/L	0.1		0.3	<b>NO</b>	3111B <b>JMS</b>
10	Manganese	<b>0.13</b>	mg/L	0.01		0.05	<b>YES</b>	200.8 <b>JMS</b>
13	Silver	<b>NA</b>	mg/L	0.1		0.1		200.8
21	Chloride	<b>2</b>	mg/L	20		250	<b>NO</b>	300.0 <b>RL</b>
22	Sulfate	<b>2</b>	mg/L	50		250	<b>NO</b>	300.0 <b>RL</b>
24	Zinc	<b>NA</b>	mg/L	0.2		5		200.8
STATE REGULATED								
14	Sodium	<b>NA</b>	mg/L	5				200.8
15	Hardness	<b>48</b>	mg/L	10				2340C <b>RL</b>
16	Conductivity	<b>NA</b>	umhos/cm	70		700		2510B
17	Turbidity	<b>↓</b>	NTU	0.1				2130B
18	Color	<b>↓</b>	color units	15		15		2120B
26	Total Dissolved Solids	<b>101</b>	mg/L	100		500	<b>NO</b>	2540C <b>JGH</b>
111	Nickel	<b>NA</b>	mg/L	0.005				200.8
STATE UNREGULATED								
9	Lead	<b>NA</b>	mg/L	0.001				200.8
23	Copper	<b>↓</b>	mg/L	0.02				200.8

COMMENTS: Alkalinity, Calcium, pH, Chloride, Hardness, Iron, Manganese, Sulfate, TDS  
 Sample exceeds the 15-minute holding time for pH measurement

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### INORGANIC CHEMICALS (IOCS) REPORT

System ID No: <b>82844H</b>		System Name: <b>Southwood - Silver Creek</b>	
Lab/Sample No: <b>08964017</b>		Date Collected: <b>12-15-16</b>	DOH Source No: <b>S45</b>
Multiple Source Nos: <b>NA</b>		Sample Type: <b>B</b>	Sample Purpose: <b>I</b>
Date Received: <b>12-15-16</b>		Date Reported: <b>12-16-16</b>	Supervisor: <b>[Signature]</b>
County: <b>Pierce</b>		Date Digested: <b>NA</b>	Group: <b>(A)</b> B Other
Sample Location: <b>Pre sample station</b>			
Send Results & Bill To: <b>Rainier View Water Company</b>		Remarks:	
<b>P.O. Box 44427</b>		<b>AR182R</b>	
<b>Tacoma, WA 98448</b>			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst	
EPA REGULATED							Trigger?	MCL?	
4	Arsenic	<b>NA</b>	mg/L	0.001	0.01	0.01		200.8	
5	Barium	↓	mg/L	0.1	2	2		200.8	
6	Cadmium		mg/L	0.001	0.005	0.005		200.8	
7	Chromium		mg/L	0.007	0.1	0.1		200.8	
11	Mercury		mg/L	0.0002	0.002	0.002		200.8	
12	Selenium		mg/L	0.002	0.05	0.05		200.8	
110	Beryllium		mg/L	0.0003	0.004	0.004		200.8	
112	Antimony		mg/L	0.003	0.006	0.006		200.8	
113	Thallium		mg/L	0.001	0.002	0.002		200.8	
116	Cyanide		mg/L	0.01	0.2	0.2		4500-CNF	
19	Fluoride		mg/L	0.2	2	4		300.0	
114	Nitrite - N		mg/L	0.1	0.5	1		300.0	
20	Nitrate - N		mg/L	0.2	5	10		300.0	
161	Total Nitrate/Nitrite		↓	mg/L	0.5	5	10		300.0
EPA REGULATED (Secondary)									
8	Iron		<b>0.15</b>	mg/L	0.1		0.3	<b>NO</b>	3111B <b>DMS</b>
10	Manganese		<b>0.13</b>	mg/L	0.01		0.05	<b>YES</b>	200.8 <b>DMS</b>
13	Silver	<b>NA</b>	mg/L	0.1		0.1		200.8	
21	Chloride	↓	mg/L	20		250		300.0	
22	Sulfate		mg/L	50		250		300.0	
24	Zinc		mg/L	0.2		5		200.8	
STATE REGULATED									
14	Sodium	<b>NA</b>	mg/L	5				200.8	
15	Hardness	↓	mg/L	10				2340C	
16	Conductivity		umhos/cm	70		700		2510B	
17	Turbidity		NTU	0.1				2130B	
18	Color		color units	15		15		2120B	
26	Total Dissolved Solids		mg/L	100		500		2540C	
111	Nickel		↓	mg/L	0.005				200.8
STATE UNREGULATED									
9	Lead	<b>NA</b>	mg/L	0.001				200.8	
23	Copper	↓	mg/L	0.02				200.8	

COMMENTS: **Iron, Manganese**

# EXHIBIT 17

# EXHIBIT 18

# EXHIBIT 19

# EXHIBIT 20

SG 9/3/15



### Consumer Confidence Report Certification Form

RECEIVED  
SEP 03 2015  
DEPARTMENT OF HEALTH  
NW DRINKING WATER

For calendar year 2014  
Consumer Confidence Reports are due before July 1, 2015

You need to complete the following:

1. Mail or otherwise directly deliver a copy of your 2014 Consumer Confidence Report (CCR) to your water system customers before July 1, 2015. Keep a copy for your records.
2. Mail or email a copy of your CCR to the regional office for your county (information on back) before July 1, 2015.
3. Complete and send this certification form to the regional office with your CCR, or by October 1, 2015 at the latest.

Note: We are better able to properly credit your water system when both documents are received together.

**Certification for:**

Water System Name Southwood

Water System ID Number 82844-H Water System County Pierce

Date delivered June 2015

URL (if delivered electronically) \_\_\_\_\_

In compliance with the CCR requirements in WAC 246-290-72001 through -72012, I confirm that:

- The CCR has been appropriately delivered to customers who use this water system.
- All information contained in this report is correct.
- The monitoring data stated in the CCR matches information submitted to Washington State Department of Health, Office of Drinking Water.

**Certified by:**

Signature [Handwritten Signature]

Printed Name Tony Peredo

Phone 253-537-6634 Date 9.3.15



Rainier View Water Company, Inc.

# The Pipe Line

## Southwood Water System Water Quality Report

ID No. 82844-H

March, 2015 Volume 15, Issue 1

### Our Water Quality Commitment: You Can Count on Rainier View Employees to...

- Provide you with the highest quality water possible
- Proper maintenance of your water system
- Customer service that is Professional and Caring.
- Consistent water treatment monitoring and testing

### Contact Information

Rainier View Water Company  
PO Box 44427  
Tacoma, WA 98448-0427  
Toll Free (888)490-3741  
<http://www.RainierViewWater.com>

Washington State Dept. of Health  
NW Drinking Water Operations  
20425 72nd Ave S, Suite 310  
Kent, WA 98032-2358  
(253) 395-6750  
<http://www.doh.wa.gov/Home.aspx>

NW Regional Manager:  
Robert James

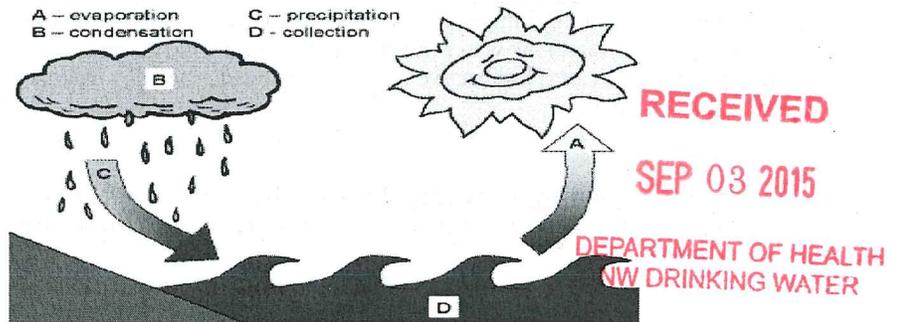


This 2015 Water Quality Report is your annual update on the quality and safety of your drinking water. It includes the water quality monitoring results from the most recent round of testing performed on this water system, in accordance with state and federal regulations (not all tests are required annually). The goal at RVW is to provide our customers with water quality information that allows them to become more involved and make better health based decisions.

Rainier View Water Company (RVW) is committed to being in the forefront when providing quality service together with safe potable water to its customers. RVW is proud of the product it provides and is continually looking at innovative ways to provide the best service possible.

### Regarding "contaminants" in drinking water:

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. In order to ensure that tap water is safe to drink, the Washington State Department of Health (WSDOH) and EPA prescribe regulations that limit the amount of certain contaminants in water provided by public water systems. The Food and Drug Administration (FDA) and WA State Department of Agriculture regulations establish limits for contaminants in bottled water that must provide the same protection for public health.



### Terms and Abbreviations Used:

- **Maximum Contaminant Level (MCL):** the highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- **Maximum Contaminant Level Goal (MCLG):** the level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **Maximum Residual Disinfection Level (MRDL):** the highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants (e.g. chlorine, chloramines, chlorine dioxide).
- **Maximum Residual Disinfectant Level Goal (MRDLG):** the level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **Action Level (AL):** the concentration of a contaminant which when exceeded, triggers treatment or other requirements which a water system must follow.
- **Lead and Copper 90th Percentile Value:** Out of every 10 homes sampled 9 were at or below this level. This must be  $\leq$  the AL or additional steps must be taken.

mg/L: milligrams per Liter  
 ppb: parts per billion.  
 ppm: parts per million.  
 ND: Non Detectable  
 N/A: not applicable

**Volatile Organic Chemicals (VOCs):** Your drinking water sources were tested for 60 different VOCs in 2012. These are by-products of industrial processes and petroleum production, and can also come from gas stations and dry cleaners.

### Sources of drinking water:

Common sources of drinking water, both tap and bottled water, include rivers, lakes and streams (surface water) and wells and springs (ground water). As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and in some cases, radioactive material. The water can also pick up substances resulting from the presence of animals or from human activity.

**Source Protection Information:** WSDOH has compiled Source Water Assessment Program (SWAP) data for all community water systems in Washington. SWAP data for your system is available on line at:

<http://www.doh.wa.gov/CommunityandEnvironment/DrinkingWater/SourceWater/Assessment.aspx>



### Where does my water come from?

Your water comes from 17 wells (groundwater) located throughout the Spanaway/Graham area. These wells vary in depth from 85 ft—700 ft with pumping capacities ranging from 100—1200 gallons per minute. All active wells are chlorinated as an added health protection.

To remove elevated levels of naturally occurring iron and manganese from our Silvercreek and Emerald Terrace wells, chlorine is added to oxidize and precipitate out these minerals then filtered for clarity.

In addition, RVW has gone away from injecting sodium silicate to coat your plumbing and thereby preventing corrosion, to raising the Ph of the water utilizing Sodium Hydroxide. This method has reduced the amount of wells being treated from 13 down to 6.

### Contaminants that may be present in source water:

- **Microbial contaminants,** such as viruses, parasites and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations and wildlife.
- **Inorganic contaminants,** such as salts and minerals, which can be naturally occurring or result from urban storm water runoff industrial or domestic wastewater discharge, oil and gas production, mining or farming
- **Pesticides and herbicides,** which may come from a variety of sources such as agriculture, urban storm water runoff and residential activities.
- **Radioactive contaminants,** which can be naturally occurring or be the result of oil and gas production and mining activities
- **Organic chemical contaminants,** including synthetic and volatile organic chemicals, which are byproducts of industrial processes and petroleum production and can also come from gas stations, urban storm water runoff and septic systems.

## Water Quality Data

TABLE 1: Primary Contaminants Detected In Your Drinking Water

Primary Contaminant	Units	Year Tested	MCL	MCLG	YOUR WATER	Compliant (Y/N)	Major Sources in Drinking Water
Nitrate	mg/L	2014	10	10	0.9	Y	Runoff from fertilizer use, leaching from septic tanks, sewage; erosion of natural elements
<b>Disinfectant (an additive)</b>							
Chlorine	mg/L	2014	MRDL = 4	MRDG = 4	0.5 <sup>a</sup>	Y	Water additive used to kill microbes and to optimize iron and manganese removal
<b>Disinfection Byproducts (DBPs)</b>							
Total Trihalomethanes (TTHM) ppb		2014 <sup>b</sup>	80	N/A	ND	Y	Byproduct of drinking water disinfection
<b>Microbiological</b>					Highest No. of Monthly Positives		
Total Coliform Bacteria		2014	1	0	2 <sup>c</sup>	Y	Naturally present in the environment

TABLE 2: **Lead and Copper Monitoring** -Samples are collected at customer faucets. The number of homes sampled is based on population served by the system. Specific EPA mandated criteria are used to select the homes:

Primary Contaminant	Units	Year Tested	AL	Homes Sampled	90th Percentile Value	No. of homes Exceeding AL	Compliant (Y/N)	Major Sources in Drinking Water
Copper	mg/L	2014	1.3	40	1.0	0	Y	Corrosion of household plumbing systems; erosion of natural deposits
Lead	mg/L	2014	0.015	40	0.002	0	Y	Corrosion of household plumbing systems; erosion of natural deposits

TABLE 3: Secondary Contaminants and Unregulated Contaminants

Secondary Contaminants	Units	Year Tested	SMCL	YOUR WATER	Compliant (Y/N)	Major Sources in Drinking Water
Iron	mg/L	2013	0.1	<0.1	Y	Leaching from natural deposits; industry waste
Manganese	mg/L	2013	0.01	0.16	N	Leaching from natural deposits
Hardness	mg/L	2013	N/A	72 <sup>d</sup>	Y	Erosion of natural deposits
<b>Unregulated Contaminants <sup>e</sup></b>						
Total Trihalomethanes (TTHM)	ppb	2012	N/A	ND	Y	Byproduct of drinking water disinfection

**How To Read The Tables:**

Your water is tested for more than 100 contaminants for which state and federal standards have been set.

**Tables 1 & 2** list all primary contaminants that were detected (in *any* amount) along with their respective Maximum Contaminant Levels (MCL's). Primary standards protect public *health* by limiting the levels of these contaminants in drinking water.

**Table 3** shows the levels of secondary contaminants and common water properties of interest to many consumers. Secondary contaminants have no known health effects but can affect the *aesthetic* properties of water (taste, odor and appearance). Secondary Maximum Contaminants Levels (SMCLs) are guidelines only.

<sup>a</sup> This is the running annual average. Range = 0.00—0.8 ppm chlorine

<sup>b</sup> Most recent testing done in accordance with regulations (generally every 3 years)

<sup>c</sup> For systems that collect >40 Coliform samples per month, the MCL is one positive (Unsatisfactory) monthly sample. One positive sample does not necessarily pose a public health threat. The Southwood water system is required to collect forty (40) routine bacteriological sample per month.

<sup>d</sup> Equivalent to 3.6-4.6 grains per gallon of hardness. 0-75 ppm hardness is considered "soft" water. 75-150 ppm is "moderately hard". 150-300 ppm is "hard" and >300 ppm is "very hard" water.

<sup>e</sup> Unregulated contaminants are those for which EPA has not established drinking water standards (note there is no MCL). The purpose of unregulated contaminant monitoring is to assist EPA in determining their occurrence in drinking water and whether "future" regulation is warranted.



Some people may be more vulnerable to contaminants in drinking water than the general population. Immune compromised people such as those with cancer undergoing chemotherapy, those who have undergone transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbial contaminants are available from EPA's Safe Drinking Water Hotline at (800) 426-4791 or by visiting their web site below.

---



**Lead in Drinking Water:** In Washington state, lead in drinking water comes primarily from material and components used in household plumbing. If present, elevated levels of lead can cause serious health problems, especially in pregnant women and young children. When a drinking water tap has not been used for 6 hours or more, you can minimize the potential for lead exposure by flushing the tap until the water is noticeably colder (*30 sec to 2 min*) before using the water for drinking or cooking. Only use water from the cold water tap for drinking, cooking and especially for making baby formula, Hot water is likely to contain higher levels of lead. If you are concerned about lead in your drinking water, you may wish to have your homes water tested. Information on lead in drinking water is available from the EPA's Safe Drinking Water Hotline & web site. (See box at bottom of page)

---

Safe Drinking Water Hotline  
1-800-426-4791  
<http://water.epa.gov/drink/hotline/index.cfm>

**Physical Address**

5410 189th St E  
Puyallup, WA 98375

**Mailing Address**

P.O. Box 44427  
Tacoma, WA 98448

Phone: 253-537-6634 ex. 1215  
Fax: 253-537-7896

Flowing With & Providing for Our Communities

SG 10/5/16



### Consumer Confidence Report Certification Form

RECEIVED  
OCT 05 2016  
DEPARTMENT OF HEALTH  
NW DRINKING WATER

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Note: We are better able to properly credit your water system when both documents are received together.

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Water System ID Number 82844.H Water System County Pierce

Date delivered March 2016

URL (if delivered electronically) \_\_\_\_\_

In compliance with the CCR requirements in WAC 246-290-72001 through -72012, I confirm that:

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**Certified by:**

Signature [Handwritten Signature]

Printed Name Tony Peredo

Phone 253-537-6634 Date 9-29-16



Rainier View Water Company, Inc.

# The Pipe Line

## Southwood Water System

### Water Quality Report

ID No. 82844-H

March, 2016 Volume 16, Issue 1

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Tacoma, WA 98448-0427  
Toll Free (888)490-3741  
<http://www.RainierViewWater.com>

Washington State Dept. of Health  
NW Drinking Water Operations  
20425 72nd Ave S, Suite 310  
Kent, WA 98032-2358  
(253) 395-6750  
<http://www.doh.wa.gov/Home.aspx>

NW Regional Manager:  
Robert James

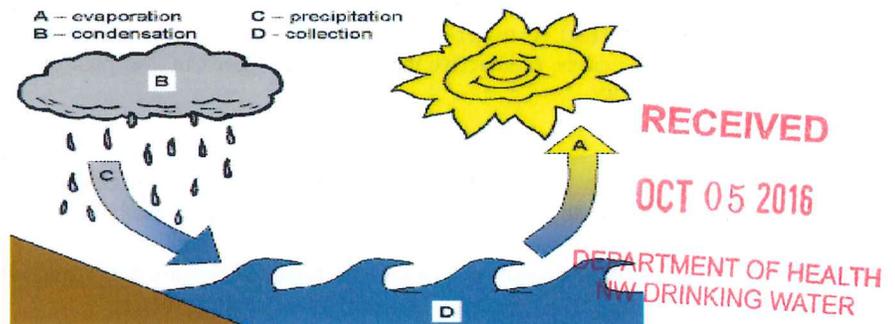


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<b>Disinfection Byproducts (DBPs)</b>							
Total Trihalomethanes (TTHM) ppb		2014 <sup>b</sup>	80	N/A	ND	Y	Byproduct of drinking water disinfection
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Secondary Contaminants	Units	Year Tested	SMCL	YOUR WATER	Compliant (Y/N)	Major Sources in Drinking Water
Iron	mg/L	2015	0.1	<0.1	Y	Leaching from natural deposits; industry waste
Manganese	mg/L	2015	0.01	0.16	N	Leaching from natural deposits
Hardness	mg/L	2015	N/A	72 <sup>d</sup>	Y	Erosion of natural deposits
<b>Unregulated Contaminants</b> <sup>e</sup>						
Total Trihalomethanes (TTHM)	ppb	2015	N/A	ND	Y	Byproduct of drinking water disinfection

**How To Read The Tables:**

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- <sup>b</sup> Most recent testing done in accordance with regulations (generally every 3 years)
- <sup>c</sup> For systems that collect >40 Coliform samples per month, the MCL is one positive (Unsatisfactory) monthly sample. One positive sample does not necessarily pose a public health threat. The Southwood water system is required to collect forty (40) routine bacteriological sample per month.
- <sup>d</sup> Equivalent to 3.6-4.6 grains per gallon of hardness. 0-75 ppm hardness is considered "soft" water. 75-150 ppm is "moderately hard". 150-300 ppm is "hard" and >300 ppm is "very hard" water.
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Safe Drinking Water Hotline  
1-800-426-4791

<http://water.epa.gov/drink/hotline/index.cfm>

**Physical Address**

5410 189th St E  
Puyallup, WA 98375

**Mailing Address**

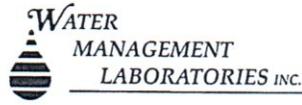
P.O. Box 44427  
Tacoma, WA 98448

Phone: 253-537-6634 ex. 1215  
Fax: 253-537-7896

Flowing With & Providing for Our Communities

# EXHIBIT 21

Please Print Plainly  
 USE HEAVY PEN  
 DO NOT WRITE IN SHADED AREAS



1515 80th St. E.  
 Tacoma, WA 98404  
 (253) 531-3121

INORGANIC CHEMICALS (IOCS) REPORT

System ID No: 82844H System Name: Southwood  
 Sample No: 08946908 Date Collected: 03-07-13 DOH Source No: S12  
 Multiple Source Nos: N/A Sample Type: A Sample Purpose: C  
 Date Received: 03-08-13 Date Reported: 03.12.13 Supervisor: LM  
 County: Pierce Date Digested: NA Group: (A) B Other  
 Sample Location: Well site - Fir Meadows A, B & C  
 Send Results & Bill To: Rainier View Water Remarks: AR182R  
PO Box 44427  
Tacoma, WA 98448

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS		Method/Analyst	
EPA REGULATED							Trigger?	MCL?		
4	Arsenic	<0.001	mg/L	0.001	0.01	0.01	NO	NO	200.8	AMB
5	Barium	<0.01	mg/L	0.01	2	2			200.8	AMB
6	Cadmium	<0.0001	mg/L	0.0001	0.005	0.005			200.8	AMB
7	Chromium	<0.007	mg/L	0.007	0.1	0.1			200.8	AMB
11	Mercury	<0.0002	mg/L	0.0002	0.002	0.002			200.8	AMB
12	Selenium	<0.002	mg/L	0.002	0.05	0.05			200.8	AMB
110	Beryllium	<0.0003	mg/L	0.0003	0.004	0.004			200.8	AMB
111	Nickel	0.011	mg/L	0.005	0.1	0.1			200.8	AMB
	Antimony	<0.003	mg/L	0.003	0.006	0.006			200.8	AMB
	Thallium	<0.001	mg/L	0.001	0.002	0.002			200.8	AMB
116	Cyanide	<0.01	mg/L	0.01	0.2	0.2			4500-CNF	AMB
19	Fluoride	<0.2	mg/L	0.5	2	4			300.0	AMB
114	Nitrite - N	<0.1	mg/L	0.1	0.5	1			300.0	AMB
20	Nitrate - N	0.3	mg/L	0.2	5	10			300.0	AMB
161	Total Nitrate/Nitrite	<0.4	mg/L	0.5	5	10	↓	↓	300.0	AMB
EPA REGULATED (Secondary)										
8	Iron	<0.1	mg/L	0.1	0.3	0.3	NO	NO	3111B	AMB
10	Manganese	0.12	mg/L	0.01		0.05		YES	200.8	AMB
13	Silver	<0.01	mg/L	0.1		0.1		NO	200.8	AMB
21	Chloride	6	mg/L	20		250			300.0	AMB
22	Sulfate	9	mg/L	50		250			300.0	AMB
24	Zinc	1.1	mg/L	0.2	5	5	NO	↓	200.8	AMB
STATE REGULATED										
14	Sodium	7	mg/L	5					200.8	AMB
15	Hardness	68	mg/L	10					2340C	AMB
16	Conductivity	151	umhos/cm	70		700		NO	2510B	I.K.
17	Turbidity	1.4	NTU	0.1					2130B	I.K.
18	Color	<5.0	color units	15		15		NO	2120B	I.K.
26	Total Dissolved Solids	NA	mg/L	100		500		—	2540C	—
STATE UNREGULATED										
9	Lead	0.04	mg/L	0.001					200.8	AMB
	Copper	0.24	mg/L	0.02					200.8	AMB

REMARKS: Full Chem 28

SCANNED  
 DATE: 4-16-14 RJ

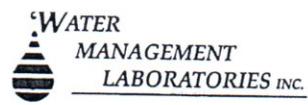
**INORGANIC CHEMICALS (IOCS) REPORT**

System ID No: <b>NA</b>	System Name: <b>Fir Meadows #4</b>		
Lab/Sample No: <b>08960678</b>	Date Collected: <b>04-20-16</b>	DOH Source No: <b>NA</b>	
Multiple Source Nos: <b>NA</b>	Sample Type: <b>B</b>	Sample Purpose: <b>I</b>	
Date Received: <b>04-20-16</b>	Date Reported: <b>04.25.16</b>	Supervisor: <b>LK</b>	
County: <b>Pierce</b>	Date Digested: <b>NA</b>	Group: <b>(A)</b> B Other	
Sample Location: <b>Tapon Manifold From Wellhead</b>			
Send Results & Bill To: <b>Rainier View Water Company</b>		Remarks:	
<b>Po Box 44427</b>			
<b>Tacomg, WA 98448</b>			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst		
EPA REGULATED							Trigger?	MCL?		
4	Arsenic	<b>NA</b>	mg/L	0.001	0.01	0.01			200.8	
5	Barium		mg/L	0.1	2	2			200.8	
6	Cadmium		mg/L	0.001	0.005	0.005			200.8	
7	Chromium		mg/L	0.007	0.1	0.1			200.8	
11	Mercury		mg/L	0.0002	0.002	0.002			200.8	
12	Selenium		mg/L	0.002	0.05	0.05			200.8	
110	Beryllium		mg/L	0.0003	0.004	0.004			200.8	
112	Antimony		mg/L	0.003	0.006	0.006			200.8	
113	Thallium		mg/L	0.001	0.002	0.002			200.8	
	Cyanide		mg/L	0.01	0.2	0.2			4500-CNF	
19	Fluoride		mg/L	0.2	2	4			300.0	
114	Nitrite - N		mg/L	0.1	0.5	1			300.0	
20	Nitrate - N		mg/L	0.2	5	10			300.0	
161	Total Nitrate/Nitrite		mg/L	0.5	5	10			300.0	
EPA REGULATED (Secondary)										
8	Iron	<b>&lt;0.1</b>	mg/L	0.1		0.3	<b>NO</b>		3111B	<b>amb</b>
10	Manganese	<b>0.12</b>	mg/L	0.01		0.05	<b>YES</b>		200.8	<b>amb</b>
13	Silver	<b>NA</b>	mg/L	0.1		0.1			200.8	
21	Chloride		mg/L	20		250			300.0	
22	Sulfate		mg/L	50		250			300.0	
24	Zinc		mg/L	0.2		5			200.8	
STATE REGULATED										
14	Sodium	<b>NA</b>	mg/L	5					200.8	
15	Hardness		mg/L	10					2340C	
16	Conductivity		umhos/cm	70		700			2510B	
17	Turbidity		NTU	0.1					2130B	
18	Color		color units	15		15			2120B	
26	Total Dissolved Solids		mg/L	100		500			2540C	
111	Nickel		mg/L	0.005					200.8	
STATE UNREGULATED										
9	Lead	<b>NA</b>	mg/L	0.001					200.8	
23	Copper		mg/L	0.02					200.8	

COMMENTS: **Iron, Manganese**

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Tacoma, WA 98404  
(253) 531-3121

### INORGANIC CHEMICALS (IOCS) REPORT

System ID No: <i>NA</i>		System Name: <i>Fir Meadows</i>	
Sample No: <i>08963794</i>		Date Collected: <i>11-18-16</i>	DOH Source No: <i>NA</i>
Multiple Source Nos: <i>NA</i>		Sample Type: <i>B</i>	Sample Purpose: <i>I</i>
Date Received: <i>11-18-16</i>	Date Reported: <i>11-22-16</i>		Supervisor: <i>LM</i>
County: <i>Pierce</i>	Date Digested: <i>NA</i>	Group: <input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> Other	
Sample Location: <i>Well #1 - Wellhead</i>			
Send Results & Bill To: <i>Rainier View Water Company</i>		Remarks:	
<i>PO Box 44427</i>			
<i>Tacoma, WA 98448</i>			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst
EPA REGULATED							Trigger?	MCL?
4	Arsenic	<i>NA</i>	mg/L	0.001	0.01	0.01		200.8
5	Barium		mg/L	0.1	2	2		200.8
6	Cadmium		mg/L	0.001	0.005	0.005		200.8
7	Chromium		mg/L	0.007	0.1	0.1		200.8
11	Mercury		mg/L	0.0002	0.002	0.002		200.8
12	Selenium		mg/L	0.002	0.05	0.05		200.8
110	Beryllium		mg/L	0.0003	0.004	0.004		200.8
112	Antimony		mg/L	0.003	0.006	0.006		200.8
113	Thallium		mg/L	0.001	0.002	0.002		200.8
	Cyanide		mg/L	0.01	0.2	0.2		4500-CNF
	Fluoride		mg/L	0.2	2	4		300.0
114	Nitrite - N		mg/L	0.1	0.5	1		300.0
20	Nitrate - N		mg/L	0.2	5	10		300.0
161	Total Nitrate/Nitrite		mg/L	0.5	5	10		300.0
EPA REGULATED (Secondary)								
8	Iron	<i>&lt;0.1</i>	mg/L	0.1		0.3	<i>NO</i>	3111B <i>DMS</i>
10	Manganese	<i>&lt;0.01</i>	mg/L	0.01		0.05	<i>NO</i>	200.8 <i>DMS</i>
13	Silver	<i>NA</i>	mg/L	0.1		0.1		200.8
21	Chloride		mg/L	20		250		300.0
22	Sulfate		mg/L	50		250		300.0
24	Zinc		mg/L	0.2		5		200.8
STATE REGULATED								
14	Sodium	<i>NA</i>	mg/L	5				200.8
15	Hardness		mg/L	10				2340C
16	Conductivity		umhos/cm	70		700		2510B
17	Turbidity		NTU	0.1				2130B
18	Color		color units	15		15		2120B
26	Total Dissolved Solids		mg/L	100		500		2540C
111	Nickel		mg/L	0.005				200.8
STATE UNREGULATED								
9	Lead	<i>NA</i>	mg/L	0.001				200.8
23	Copper		mg/L	0.02				200.8

COMMENTS: *Iron, Manganese*

**INORGANIC CHEMICALS (IOCS) REPORT**

System ID No: <i>NA</i>	System Name: <i>Fir Meadows</i>		
Sample No: <i>08963795</i>	Date Collected: <i>11-18-16</i>	DOH Source No: <i>NA</i>	
Multiple Source Nos: <i>NA</i>	Sample Type: <i>B</i>	Sample Purpose: <i>I</i>	
Date Received: <i>11-18-16</i>	Date Reported: <i>11-22-16</i>	Supervisor: <i>LM</i>	
County: <i>Pierce</i>	Date Digested: <i>NA</i>	Group: <input checked="" type="radio"/> A <input type="radio"/> B <input type="radio"/> Other	
Sample Location: <i>Well #4 - Wellhead</i>			
Send Results & Bill To: <i>Rainier View Water Company</i>		Remarks:	
<i>PO Box 44427</i>			
<i>Tacoma, WA 98448</i>			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst
EPA REGULATED							Trigger?	MCL?
4	Arsenic	<i>NA</i>	mg/L	0.001	0.01	0.01		200.8
5	Barium	<i>NA</i>	mg/L	0.1	2	2		200.8
6	Cadmium	<i>NA</i>	mg/L	0.001	0.005	0.005		200.8
7	Chromium	<i>NA</i>	mg/L	0.007	0.1	0.1		200.8
11	Mercury	<i>NA</i>	mg/L	0.0002	0.002	0.002		200.8
12	Selenium	<i>NA</i>	mg/L	0.002	0.05	0.05		200.8
110	Beryllium	<i>NA</i>	mg/L	0.0003	0.004	0.004		200.8
112	Antimony	<i>NA</i>	mg/L	0.003	0.006	0.006		200.8
113	Thallium	<i>NA</i>	mg/L	0.001	0.002	0.002		200.8
	Cyanide	<i>NA</i>	mg/L	0.01	0.2	0.2		4500-CNF
	Fluoride	<i>NA</i>	mg/L	0.2	2	4		300.0
114	Nitrite - N	<i>NA</i>	mg/L	0.1	0.5	1		300.0
20	Nitrate - N	<i>NA</i>	mg/L	0.2	5	10		300.0
161	Total Nitrate/Nitrite	<i>NA</i>	mg/L	0.5	5	10		300.0
EPA REGULATED (Secondary)								
8	Iron	<i>&lt;0.1</i>	mg/L	0.1		0.3	<i>NO</i>	3111B <i>DMB</i>
10	Manganese	<i>0.11</i>	mg/L	0.01		0.05	<i>YES</i>	200.8 <i>DMB</i>
13	Silver	<i>NA</i>	mg/L	0.1		0.1		200.8
21	Chloride	<i>NA</i>	mg/L	20		250		300.0
22	Sulfate	<i>NA</i>	mg/L	50		250		300.0
24	Zinc	<i>NA</i>	mg/L	0.2		5		200.8
STATE REGULATED								
14	Sodium	<i>NA</i>	mg/L	5				200.8
15	Hardness	<i>NA</i>	mg/L	10				2340C
16	Conductivity	<i>NA</i>	umhos/cm	70		700		2510B
17	Turbidity	<i>NA</i>	NTU	0.1				2130B
18	Color	<i>NA</i>	color units	15		15		2120B
26	Total Dissolved Solids	<i>NA</i>	mg/L	100		500		2540C
111	Nickel	<i>NA</i>	mg/L	0.005				200.8
STATE UNREGULATED								
9	Lead	<i>NA</i>	mg/L	0.001				200.8
23	Copper	<i>NA</i>	mg/L	0.02				200.8

COMMENTS: *Iron, Manganese*

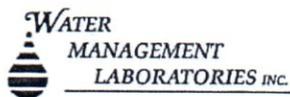
**INORGANIC CHEMICALS (IOCS) REPORT**

System ID No: <i>NA</i>	System Name: <i>Fir Meadows</i>		
Sample No: <i>08963796</i>	Date Collected: <i>11-18-16</i>	DOH Source No: <i>N/A</i>	
Multiple Source Nos: <i>NA</i>	Sample Type: <i>B</i>	Sample Purpose: <i>I</i>	
Date Received: <i>11-18-16</i>	Date Reported: <i>11-22-16</i>	Supervisor: <i>LM</i>	
County: <i>Pierce</i>	Date Digested: <i>NA</i>	Group: <u>(A)</u> B Other	
Sample Location: <i>Well # 2 - Wellhead</i>			
Send Results & Bill To: <i>Rainier View Water Company</i>		Remarks:	
<i>PO Box 44427</i>			
<i>Tacoma, WA 98448</i>			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst
EPA REGULATED							Trigger?	MCL?
4	Arsenic	<i>NA</i>	mg/L	0.001	0.01	0.01		200.8
5	Barium		mg/L	0.1	2	2		200.8
6	Cadmium		mg/L	0.001	0.005	0.005		200.8
7	Chromium		mg/L	0.007	0.1	0.1		200.8
11	Mercury		mg/L	0.0002	0.002	0.002		200.8
12	Selenium		mg/L	0.002	0.05	0.05		200.8
110	Beryllium		mg/L	0.0003	0.004	0.004		200.8
112	Antimony		mg/L	0.003	0.006	0.006		200.8
113	Thallium		mg/L	0.001	0.002	0.002		200.8
	Cyanide		mg/L	0.01	0.2	0.2		4500-CNF
	Fluoride		mg/L	0.2	2	4		300.0
114	Nitrite - N		mg/L	0.1	0.5	1		300.0
20	Nitrate - N		mg/L	0.2	5	10		300.0
161	Total Nitrate/Nitrite	<i>↓</i>	mg/L	0.5	5	10		300.0
EPA REGULATED (Secondary)								
8	Iron	<i>&lt;0.1</i>	mg/L	0.1		0.3	<i>NO</i>	3111B <i>AMS</i>
10	Manganese	<i>&lt;0.01</i>	mg/L	0.01		0.05	<i>NO</i>	200.8 <i>AMS</i>
13	Silver	<i>NA</i>	mg/L	0.1		0.1		200.8
21	Chloride		mg/L	20		250		300.0
22	Sulfate		mg/L	50		250		300.0
24	Zinc	<i>↓</i>	mg/L	0.2		5		200.8
STATE REGULATED								
14	Sodium	<i>NA</i>	mg/L	5				200.8
15	Hardness		mg/L	10				2340C
16	Conductivity		umhos/cm	70		700		2510B
17	Turbidity		NTU	0.1				2130B
18	Color		color units	15		15		2120B
26	Total Dissolved Solids		mg/L	100		500		2540C
111	Nickel	<i>↓</i>	mg/L	0.005				200.8
STATE UNREGULATED								
9	Lead	<i>NA</i>	mg/L	0.001				200.8
23	Copper	<i>↓</i>	mg/L	0.02				200.8

COMMENTS: *Iron, Manganese*

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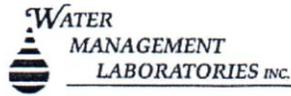
### INORGANIC CHEMICALS (IOCS) REPORT

System ID No: <b>82844H</b>	System Name: <b>Southwood - Silver Creek</b>		
Lab/Sample No: <b>08964022</b>	Date Collected: <b>12-15-16</b>	DOH Source No: <b>S45</b>	
Multiple Source Nos: <b>NA</b>	Sample Type: <b>B</b>	Sample Purpose: <b>I</b>	
Date Received: <b>12-15-16</b>	Date Reported: <b>12-19-16</b>	Supervisor: <b>LM</b>	
County: <b>Pierce</b>	Date Digested: <b>NA</b>	Group: <b>(A)</b> B Other	
Sample Location: <b>Wellhead</b>			
Send Results & Bill To: <b>Rainier View Water Company</b>		Remarks:	
<b>P.O. Box 44427</b>		<b>AR 182 R</b>	
<b>Tacoma, WA 98448</b>			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS		Method/Analyst
							Trigger?	MCL?	
EPA REGULATED									
4	Arsenic	NA	mg/L	0.001	0.01	0.01			200.8
5	Barium		mg/L	0.1	2	2			200.8
6	Cadmium		mg/L	0.001	0.005	0.005			200.8
7	Chromium		mg/L	0.007	0.1	0.1			200.8
11	Mercury		mg/L	0.0002	0.002	0.002			200.8
12	Selenium		mg/L	0.002	0.05	0.05			200.8
110	Beryllium		mg/L	0.0003	0.004	0.004			200.8
112	Antimony		mg/L	0.003	0.006	0.006			200.8
113	Thallium		mg/L	0.001	0.002	0.002			200.8
116	Cyanide		mg/L	0.01	0.2	0.2			4500-CNF
19	Fluoride		mg/L	0.2	2	4			300.0
114	Nitrite - N		mg/L	0.1	0.5	1			300.0
20	Nitrate - N		mg/L	0.2	5	10			300.0
161	Total Nitrate/Nitrite	↓	mg/L	0.5	5	10			300.0
EPA REGULATED (Secondary)									
8	Iron	0.12	mg/L	0.1		0.3		NO	3111B <i>DM'S</i>
10	Manganese	0.13	mg/L	0.01		0.05		YES	200.8 <i>DM'S</i>
13	Silver	NA	mg/L	0.1		0.1			200.8
21	Chloride	2	mg/L	20		250		NO	300.0 <i>RL</i>
22	Sulfate	2	mg/L	50		250		NO	300.0 <i>RL</i>
24	Zinc	NA	mg/L	0.2		5			200.8
STATE REGULATED									
14	Sodium	NA	mg/L	5					200.8
15	Hardness	48	mg/L	10					2340C <i>RL</i>
16	Conductivity	NA	umhos/cm	70		700			2510B
17	Turbidity	↓	NTU	0.1					2130B
18	Color	↓	color units	15		15			2120B
26	Total Dissolved Solids	101	mg/L	100		500		NO	2540C <i>JGH</i>
111	Nickel	NA	mg/L	0.005					200.8
STATE UNREGULATED									
9	Lead	NA	mg/L	0.001					200.8
23	Copper	↓	mg/L	0.02					200.8

COMMENTS: Alkalinity, Calcium, pH, Chloride, Hardness, Iron, Manganese, Sulfate, TDS  
 Sample exceeds the 15-minute holding time for pH measurement

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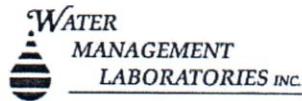
**INORGANIC CHEMICALS (IOCS) REPORT**

System ID No: 82844H	System Name: Southwood - Silver Creek		
Lab/Sample No: 08964017	Date Collected: 12-15-16	DOH Source No: S45	
Multiple Source Nos: NA	Sample Type: B	Sample Purpose: I	
Date Received: 12-15-16	Date Reported: 12-16-16	Supervisor: LMC	
County: Pierce	Date Digested: NA	Group: (A) B Other	
Sample Location: Pre sample station			
Send Results & Bill To: Rainier View Water Company		Remarks:	
P.O. Box 44427		AR182R	
Tacoma, WA 98448			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst
EPA REGULATED							Trigger?	MCL?
4	Arsenic	NA	mg/L	0.001	0.01	0.01		200.8
5	Barium		mg/L	0.1	2	2		200.8
6	Cadmium		mg/L	0.001	0.005	0.005		200.8
7	Chromium		mg/L	0.007	0.1	0.1		200.8
11	Mercury		mg/L	0.0002	0.002	0.002		200.8
12	Selenium		mg/L	0.002	0.05	0.05		200.8
110	Beryllium		mg/L	0.0003	0.004	0.004		200.8
112	Antimony		mg/L	0.003	0.006	0.006		200.8
113	Thallium		mg/L	0.001	0.002	0.002		200.8
116	Cyanide		mg/L	0.01	0.2	0.2		4500-CNF
19	Fluoride		mg/L	0.2	2	4		300.0
114	Nitrite - N		mg/L	0.1	0.5	1		300.0
20	Nitrate - N		mg/L	0.2	5	10		300.0
161	Total Nitrate/Nitrite		mg/L	0.5	5	10		300.0
EPA REGULATED (Secondary)								
8	Iron	0.15	mg/L	0.1		0.3	NO	3111B DMS
10	Manganese	0.13	mg/L	0.01		0.05	YES	200.8 DMS
13	Silver	NA	mg/L	0.1		0.1		200.8
21	Chloride		mg/L	20		250		300.0
22	Sulfate		mg/L	50		250		300.0
24	Zinc		mg/L	0.2		5		200.8
STATE REGULATED								
14	Sodium	NA	mg/L	5				200.8
15	Hardness		mg/L	10				2340C
16	Conductivity		umhos/cm	70		700		2510B
17	Turbidity		NTU	0.1				2130B
18	Color		color units	15		15		2120B
26	Total Dissolved Solids		mg/L	100		500		2540C
111	Nickel		mg/L	0.005				200.8
STATE UNREGULATED								
9	Lead	NA	mg/L	0.001				200.8
23	Copper		mg/L	0.02				200.8

COMMENTS: Iron, manganese

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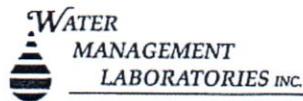
### INORGANIC CHEMICALS (IOCS) REPORT

System ID No: <b>82844H</b>		System Name: <b>Southwood - Silver Creek</b>	
Lab/Sample No: <b>08964022</b>		Date Collected: <b>12-15-16</b>	DOH Source No: <b>S45</b>
Multiple Source Nos: <b>NA</b>		Sample Type: <b>B</b>	Sample Purpose: <b>I</b>
Date Received: <b>12-15-16</b>		Date Reported: <b>12-19-16</b>	Supervisor: <b>LM</b>
County: <b>Pierce</b>		Date Digested: <b>NA</b>	Group: <b>(A) B Other</b>
Sample Location: <b>Wellhead</b>			
Send Results & Bill To: <b>Rainier View Water Company</b>		Remarks:	
<b>P.O. Box 44427</b>		<b>AR 182 R</b>	
<b>Tacoma, WA 98448</b>			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst
EPA REGULATED							Trigger?	MCL?
4	Arsenic	<b>NA</b>	mg/L	0.001	0.01	0.01		200.8
5	Barium		mg/L	0.1	2	2		200.8
6	Cadmium		mg/L	0.001	0.005	0.005		200.8
7	Chromium		mg/L	0.007	0.1	0.1		200.8
11	Mercury		mg/L	0.0002	0.002	0.002		200.8
12	Selenium		mg/L	0.002	0.05	0.05		200.8
110	Beryllium		mg/L	0.0003	0.004	0.004		200.8
112	Antimony		mg/L	0.003	0.006	0.006		200.8
113	Thallium		mg/L	0.001	0.002	0.002		200.8
116	Cyanide		mg/L	0.01	0.2	0.2		4500-CNF
19	Fluoride		mg/L	0.2	2	4		300.0
114	Nitrite - N		mg/L	0.1	0.5	1		300.0
20	Nitrate - N		mg/L	0.2	5	10		300.0
161	Total Nitrate/Nitrite	<b>↓</b>	mg/L	0.5	5	10		300.0
EPA REGULATED (Secondary)								
8	Iron	<b>0.12</b>	mg/L	0.1		0.3	<b>NO</b>	3111B <b>JMS</b>
10	Manganese	<b>0.13</b>	mg/L	0.01		0.05	<b>YES</b>	200.8 <b>JMS</b>
13	Silver	<b>NA</b>	mg/L	0.1		0.1		200.8
21	Chloride	<b>2</b>	mg/L	20		250	<b>NO</b>	300.0 <b>RL</b>
22	Sulfate	<b>2</b>	mg/L	50		250	<b>NO</b>	300.0 <b>RL</b>
24	Zinc	<b>NA</b>	mg/L	0.2		5		200.8
STATE REGULATED								
14	Sodium	<b>NA</b>	mg/L	5				200.8
15	Hardness	<b>48</b>	mg/L	10				2340C <b>RL</b>
16	Conductivity	<b>NA</b>	umhos/cm	70		700		2510B
17	Turbidity	<b>↓</b>	NTU	0.1				2130B
18	Color	<b>↓</b>	color units	15		15		2120B
26	Total Dissolved Solids	<b>101</b>	mg/L	100		500	<b>NO</b>	2540C <b>JBT</b>
111	Nickel	<b>NA</b>	mg/L	0.005				200.8
STATE UNREGULATED								
9	Lead	<b>NA</b>	mg/L	0.001				200.8
23	Copper	<b>↓</b>	mg/L	0.02				200.8

COMMENTS: Alkalinity, Calcium, pH, Chloride, Hardness, Iron, Manganese, Sulfate, TDS  
 Sample exceeds the 15-minute holding time for pH measurement

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### INORGANIC CHEMICALS (IOCS) REPORT

System ID No: <b>82844H</b>		System Name: <b>Southwood - Silver Creek</b>	
Lab/Sample No: <b>08964017</b>		Date Collected: <b>12-15-16</b>	DOH Source No: <b>S45</b>
Multiple Source Nos: <b>NA</b>		Sample Type: <b>B</b>	Sample Purpose: <b>I</b>
Date Received: <b>12-15-16</b>		Date Reported: <b>12-16-16</b>	Supervisor: <b>[Signature]</b>
County: <b>Pierce</b>		Date Digested: <b>NA</b>	Group: <b>(A)</b> B Other
Sample Location: <b>Pre sample station</b>			
Send Results & Bill To: <b>Rainier View Water Company</b>		Remarks:	
<b>P.O. Box 44427</b>		<b>AR182R</b>	
<b>Tacoma, WA 98448</b>			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst	
EPA REGULATED							Trigger?	MCL?	
4	Arsenic	<b>NA</b>	mg/L	0.001	0.01	0.01		200.8	
5	Barium	↓	mg/L	0.1	2	2		200.8	
6	Cadmium		mg/L	0.001	0.005	0.005		200.8	
7	Chromium		mg/L	0.007	0.1	0.1		200.8	
11	Mercury		mg/L	0.0002	0.002	0.002		200.8	
12	Selenium		mg/L	0.002	0.05	0.05		200.8	
110	Beryllium		mg/L	0.0003	0.004	0.004		200.8	
112	Antimony		mg/L	0.003	0.006	0.006		200.8	
113	Thallium		mg/L	0.001	0.002	0.002		200.8	
116	Cyanide		mg/L	0.01	0.2	0.2		4500-CNF	
19	Fluoride		mg/L	0.2	2	4		300.0	
114	Nitrite - N		mg/L	0.1	0.5	1		300.0	
20	Nitrate - N		mg/L	0.2	5	10		300.0	
161	Total Nitrate/Nitrite		↓	mg/L	0.5	5	10		300.0
EPA REGULATED (Secondary)									
8	Iron		<b>0.15</b>	mg/L	0.1		0.3	<b>NO</b>	3111B <b>DMS</b>
10	Manganese		<b>0.13</b>	mg/L	0.01		0.05	<b>YES</b>	200.8 <b>DMS</b>
13	Silver	<b>NA</b>	mg/L	0.1		0.1		200.8	
21	Chloride	↓	mg/L	20		250		300.0	
22	Sulfate		mg/L	50		250		300.0	
24	Zinc		mg/L	0.2		5		200.8	
STATE REGULATED									
14	Sodium	<b>NA</b>	mg/L	5				200.8	
15	Hardness	↓	mg/L	10				2340C	
16	Conductivity		umhos/cm	70		700		2510B	
17	Turbidity		NTU	0.1				2130B	
18	Color		color units	15		15		2120B	
26	Total Dissolved Solids		mg/L	100		500		2540C	
111	Nickel		↓	mg/L	0.005				200.8
STATE UNREGULATED									
9	Lead	<b>NA</b>	mg/L	0.001				200.8	
23	Copper	↓	mg/L	0.02				200.8	

COMMENTS: **Iron, Manganese**

**INORGANIC CHEMICALS (IOCS) REPORT**

A2<sup>14</sup>

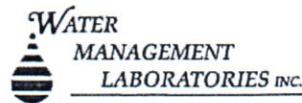
System ID No: 82844H	System Name: Southwood - Fir Meadows #4	
Lab/Sample No: 08965826	Date Collected: 06-14-17	DOH Source No: S27
Multiple Source Nos: NA	Sample Type: B	Sample Purpose: I
Date Received: 06-16-17	Date Reported: 06-19-17	Supervisor: LM
County: Pierce	Date Digested: NA	Group: A B Other
Sample Location: Manifold tap from wellhead		
Send Results & Bill To: Rainier View Water Company PO Box 44427 Tacoma, WA 98448		Remarks: AR182R

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst
EPA REGULATED							Trigger?	MCL?
4	Arsenic	NA	mg/L	0.001	0.01	0.01		200.8
5	Barium		mg/L	0.1	2	2		200.8
6	Cadmium		mg/L	0.001	0.005	0.005		200.8
7	Chromium		mg/L	0.007	0.1	0.1		200.8
11	Mercury		mg/L	0.0002	0.002	0.002		200.8
12	Selenium		mg/L	0.002	0.05	0.05		200.8
110	Beryllium		mg/L	0.0003	0.004	0.004		200.8
112	Antimony		mg/L	0.003	0.006	0.006		200.8
113	Thallium		mg/L	0.001	0.002	0.002		200.8
116	Cyanide		mg/L	0.01	0.2	0.2		4500-CNF
19	Fluoride		mg/L	0.2	2	4		300.0
114	Nitrite - N		mg/L	0.1	0.5	1		300.0
20	Nitrate - N		mg/L	0.2	5	10		300.0
161	Total Nitrate/Nitrite		mg/L	0.5	5	10		300.0
EPA REGULATED (Secondary)								
8	Iron	<0.1	mg/L	0.1		0.3	NO	3111B JMB
10	Manganese	0.13	mg/L	0.01		0.05	YES	200.8 JMB
13	Silver	NA	mg/L	0.1		0.1		200.8
21	Chloride		mg/L	20		250		300.0
22	Sulfate		mg/L	50		250		300.0
24	Zinc		mg/L	0.2		5		200.8
STATE REGULATED								
14	Sodium	NA	mg/L	5				200.8
15	Hardness		mg/L	10				2340C
16	Conductivity		umhos/cm	70		700		2510B
17	Turbidity		NTU	0.1				2130B
18	Color		color units	15		15		2120B
26	Total Dissolved Solids		mg/L	100		500		2540C
111	Nickel		mg/L	0.005				200.8
STATE UNREGULATED								
9	Lead	NA	mg/L	0.001				200.8
23	Copper		mg/L	0.02				200.8

COMMENTS: Iron, Manganese

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INORGANIC CHEMICALS (IOCS) REPORT

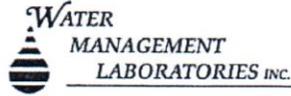
A2<sup>H</sup>

System ID No: 82844H	System Name: Southwood-Silver Creek		
Lab/Sample No: 08965833	Date Collected: 06-15-17	DOH Source No: 545	
Multiple Source Nos: NA	Sample Type: A	Sample Purpose: I	
Date Received: 06-16-17	Date Reported: 06-19-17	Supervisor: LLL	
County: Pierce	Date Digested: NA	Group: (A) B Other	
Sample Location: Post Sample Station			
Send Results & Bill To: Rainier View Water Company		Remarks:	
P.O. Box 44427		AR 182R	
Tacoma, WA 98448			

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS		Method/Analyst
EPA REGULATED							Trigger?	MCL?	
4	Arsenic	NA	mg/L	0.001	0.01	0.01			200.8
5	Barium		mg/L	0.1	2	2			200.8
6	Cadmium		mg/L	0.001	0.005	0.005			200.8
7	Chromium		mg/L	0.007	0.1	0.1			200.8
11	Mercury		mg/L	0.0002	0.002	0.002			200.8
12	Selenium		mg/L	0.002	0.05	0.05			200.8
110	Beryllium		mg/L	0.0003	0.004	0.004			200.8
112	Antimony		mg/L	0.003	0.006	0.006			200.8
113	Thallium		mg/L	0.001	0.002	0.002			200.8
116	Cyanide		mg/L	0.01	0.2	0.2			4500-CNF
19	Fluoride		mg/L	0.2	2	4			300.0
114	Nitrite - N		mg/L	0.1	0.5	1			300.0
20	Nitrate - N		mg/L	0.2	5	10			300.0
161	Total Nitrate/Nitrite		mg/L	0.5	5	10			300.0
EPA REGULATED (Secondary)									
8	Iron	<0.1	mg/L	0.1		0.3		NO	3111B
10	Manganese	<0.01	mg/L	0.01		0.05		NO	200.8
13	Silver	NA	mg/L	0.1		0.1			200.8
21	Chloride		mg/L	20		250			300.0
22	Sulfate		mg/L	50		250			300.0
24	Zinc		mg/L	0.2		5			200.8
STATE REGULATED									
14	Sodium	NA	mg/L	5					200.8
15	Hardness		mg/L	10					2340C
16	Conductivity		umhos/cm	70		700			2510B
17	Turbidity		NTU	0.1					2130B
18	Color		color units	15		15			2120B
26	Total Dissolved Solids		mg/L	100		500			2540C
111	Nickel		mg/L	0.005					200.8
STATE UNREGULATED									
9	Lead	NA	mg/L	0.001					200.8
23	Copper		mg/L	0.02					200.8

COMMENTS: Iron, Manganese

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INORGANIC CHEMICALS (IOCS) REPORT

+2<sup>14</sup>

System ID No: 82844H	System Name: Southwood - Silver Creek	
Lab/Sample No: 08965832	Date Collected: 06-15-17	DOH Source No: S45
Multiple Source Nos: NA	Sample Type: A	Sample Purpose: I
Date Received: 06-16-17	Date Reported: 06-19-17	Supervisor: LM
County: Pierce	Date Digested: NA	Group: (A) B Other
Sample Location: Pre Sample station		
Send Results & Bill To: Rainier View Water Company PO Box 44427 Tacoma, WA 98448		Remarks: ARIER

DOH#	ANALYTES	RESULTS	UNITS	SRL	TRIGGER	MCL	EXCEEDS	Method/Analyst
EPA REGULATED							Trigger?	MCL?
4	Arsenic	NA	mg/L	0.001	0.01	0.01		200.8
5	Barium		mg/L	0.1	2	2		200.8
6	Cadmium		mg/L	0.001	0.005	0.005		200.8
7	Chromium		mg/L	0.007	0.1	0.1		200.8
11	Mercury		mg/L	0.0002	0.002	0.002		200.8
12	Selenium		mg/L	0.002	0.05	0.05		200.8
110	Beryllium		mg/L	0.0003	0.004	0.004		200.8
112	Antimony		mg/L	0.003	0.006	0.006		200.8
113	Thallium		mg/L	0.001	0.002	0.002		200.8
116	Cyanide		mg/L	0.01	0.2	0.2		4500-CNF
19	Fluoride		mg/L	0.2	2	4		300.0
114	Nitrite - N		mg/L	0.1	0.5	1		300.0
20	Nitrate - N		mg/L	0.2	5	10		300.0
161	Total Nitrate/Nitrite		mg/L	0.5	5	10		300.0
EPA REGULATED (Secondary)								
8	Iron	0.27	mg/L	0.1		0.3	NO	3111B
10	Manganese	0.16	mg/L	0.01		0.05	YES	200.8
13	Silver	NA	mg/L	0.1		0.1		200.8
21	Chloride		mg/L	20		250		300.0
22	Sulfate		mg/L	50		250		300.0
24	Zinc		mg/L	0.2		5		200.8
STATE REGULATED								
14	Sodium	NA	mg/L	5				200.8
15	Hardness		mg/L	10				2340C
16	Conductivity		umhos/cm	70		700		2510B
17	Turbidity		NTU	0.1				2130B
18	Color		color units	15		15		2120B
26	Total Dissolved Solids		mg/L	100		500		2540C
111	Nickel		mg/L	0.005				200.8
STATE UNREGULATED								
9	Lead	NA	mg/L	0.001				200.8
23	Copper		mg/L	0.02				200.8

COMMENTS: Iron, Manganese

# EXHIBIT 22



# Division of Environmental Health Office of Drinking Water

Help

## Individual System View

Compliance Actions		Operating Permits		Operators		Reports		Water Use Efficiency		
General Information		Source Information		Samples		Exceedances		Water Quality Monitoring Schedule		
Type	Source ▲	DOE Source	Collect Date	Analyte	Result Quantity	Units	Test Panel	Analyte Group	Sample Number	Lab Number
MCL2	01	12G130	2/24/2000	IRON	0.520	mg/L	IOC	IOC	42478	089
MCL2	01	12G130	2/24/2000	MANGANESE	0.162	mg/L	IOC	IOC	42478	089
MCL2	01	12G130	3/27/1997	MANGANESE	0.093	mg/L	IOC	IOC	28404	089
MCL2	01	12G130	12/7/1993	IRON	0.360	mg/L	ICHEM	IOC	15677	089
MCL2	01	12G130	2/21/1992	IRON	0.750	mg/L	ICHEM	IOC	10299	089
MCL2	04	15G353	5/7/1987	IRON	0.800	mg/L	IOC	IOC	28888	089
MCL1	07		2/17/2009	THALLIUM	0.005	mg/L	IOC	IOC	26175	089
MCL2	07		5/22/2003	IRON	0.320	mg/L	IOC	IOC	61993	089
MCL2	07		2/28/2000	IRON	1.22	mg/L	IOC	IOC	42506	089
MCL2	09		5/22/2003	MANGANESE	0.263	mg/L	IOC	IOC	61995	089
MCL2	09		11/30/1998	MANGANESE	0.211	mg/L	IOC	IOC	35843	089
MCL2	10		2/20/1992	IRON	0.750	mg/L	IOC	IOC	10299	089
MCL2	12		7/19/1983	MANGANESE	0.111	mg/L	IOC	IOC	07353	089
MCL2	13		1/31/1979	MANGANESE	0.058	mg/L	IOC	IOC	02007	089
MCL2	14		1/31/1979	MANGANESE	0.058	mg/L	IOC	IOC	02007	089
MCL2	15		7/15/1992	COLOR	20.0	CU	IOC	IOC	11535	089
MCL2	18		5/22/2003	IRON	0.450	mg/L	IOC	IOC	61994	089
MCL2	18		5/22/2003	MANGANESE	0.320	mg/L	IOC	IOC	61994	089
MCL2	18		5/20/2003	MANGANESE	0.085	mg/L	IOC	IOC	61917	089
MCL2	18		10/16/1997	MANGANESE	0.088	mg/L	IOC	IOC	30802	089
P	22		12/18/2017	TOTAL COLIFORM	Present	/100ml	COLI_AP	MICRO	86770	089
MCL1	28		1/25/2011	NITRATE-N	10.3	mg/L	IOC	IOC	35948	089
P	30	10G106	10/15/2015	TOTAL COLIFORM	Present	/100ml	COLI_AP	MICRO	29354	089
MCL2	30	10G106	12/30/1997	IRON	0.890	mg/L	IOC	IOC	31749	089
MCL2	31	10G107	12/2/1988	MANGANESE	0.160	mg/L	ICHEM	IOC	02640	089

Records 1 - 25 of 71

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Department of Health, Office of Drinking Water  
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 PO BOX 47822  
 Street Address:



**Division of Environmental Health  
Office of Drinking Water**

Help

Individual System View - SOUTHWOOD WATER SYSTEM - Water System Id - 82844

Compliance Actions		Operating Permits		Operators		Reports		Water Quality Monitoring Schedule		
General Information		Source Information		Samples		Exceedances		Water Quality Monitoring Schedule		
Type	Source	DOE Source	Collect Date	Analyte	Result Quantity	Units	Test Panel	Analyte Group	Sample Number	Lab Number
MCL2	33		9/6/1995	MANGANESE	0.092	mg/L	IOC	IOC	22872	089
MCL2	35		12/29/1997	IRON	0.740	mg/L	IOC	IOC	31739	089
MCL2	38		1/13/1993	MANGANESE	0.104	mg/L	IOC	IOC	13051	089
MCL2	39		8/27/2002	MANGANESE	0.134	mg/L	IOC	IOC	57318	089
MCL2	39		9/7/1999	MANGANESE	0.107	mg/L	IOC	IOC	39904	089
MCL2	39		3/17/1997	COLOR	40.0	CU	IOC	IOC	28274	089
MCL2	39		3/17/1997	MANGANESE	0.187	mg/L	IOC	IOC	28274	089
MCL2	39		5/18/1994	IRON	0.490	mg/L	IOC	IOC	17492	089
MCL2	39		5/12/1992	MANGANESE	0.145	mg/L	IOC	IOC	11004	089
MCL2	41	11G033	9/11/1989	IRON	0.830	mg/L	ICHEM	ICHEM	04016	089
MCL2	41	11G033	9/11/1989	MANGANESE	0.128	mg/L	ICHEM	ICHEM	04016	089
MCL2	41	11G033	3/10/1986	IRON	0.630	mg/L	ICHEM	ICHEM	03624	089
MCL2	41	11G033	3/10/1986	MANGANESE	0.125	mg/L	ICHEM	ICHEM	03624	089
MCL2	41	11G033	9/20/1982	IRON	0.400	mg/L	ICHEM	ICHEM	09234	089
MCL2	41	11G033	9/20/1982	MANGANESE	0.091	mg/L	ICHEM	ICHEM	09234	089
MCL2	42	11G017	2/9/1995	MANGANESE	0.066	mg/L	IOC	IOC	20143	089
MCL2	45		4/26/2005	MANGANESE	0.060	mg/L	IOC	IOC	03413	089
MCL2	48	10G038	2/11/1977	IRON	1.30	mg/L	ICHEM	IOC	59218	081
P	Distribution		12/13/2017	TOTAL COLIFORM	Present	/100ml	COLI_AP	MICRO	86549	089
P	Distribution		7/14/2016	TOTAL COLIFORM	Present	/100ml	COLI_AP	MICRO	49587	089
P	Distribution		7/12/2016	TOTAL COLIFORM	Present	/100ml	COLI_AP	MICRO	49185	089
P	Distribution		10/12/2015	TOTAL COLIFORM	Present	/100ml	COLI_AP	MICRO	28880	089
P	Distribution		8/1/2014	TOTAL COLIFORM	Present	/100ml	COLI_AP	MICRO	88451	089
P	Distribution		8/1/2014	TOTAL COLIFORM	Present	/100ml	COLI_AP	MICRO	88449	089
P	Distribution		10/8/2012	TOTAL COLIFORM	Present	/100ml	COLI_AP	MICRO	25975	089

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Department of Health, Office of Drinking Water  
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 PO BOX 47822

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# Division of Environmental Health Office of Drinking Water

Individual System View - SOUTHWOOD WATER SYSTEM - Water System Id - 82844

Compliance Actions		Operating Permits		Operators		Exceedances		Reports		Water Quality Monitoring Schedule	
General Information		Source Information		Samples		Test Panel		Analyte Group		Sample Number	
Type	Source	DOE Source	Collect Date	Analyte	Result Quantity	Units	Test Panel	Analyte Group	Sample Number	Lab Number	Water Use Efficiency
P	Distribution		4/5/2012	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	068866	089	
P	Distribution		5/3/2011	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	73676	089	
P	Distribution		9/21/2010	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	51704	089	
P	Distribution		9/15/2005	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	75112	089	
P	Distribution		8/19/2004	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	37931	089	
P	Distribution		6/14/2004	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	31021	089	
P	Distribution		12/11/2003	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	15658	089	
P	Distribution		12/11/2003	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	15659	089	
P	Distribution		12/9/2003	E. COLI	Present	/100ml	COLL_AP	MICRO	15376	089	
P	Distribution		12/9/2003	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	15376	089	
P	Distribution		11/4/2003	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	12121	089	
P	Distribution		10/14/2003	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	10344	089	
P	Distribution		6/25/2003	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	00469	089	
P	Distribution		11/16/2001	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	51040	089	
P	Distribution		12/13/2000	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	29266	089	
P	Distribution		7/8/1999	TOTAL COLIFORM	Present	/100ml	COLL_AP	MICRO	97865	089	
MCL2	Distribution		6/18/1998	IRON	1.73	mg/L	IOC	IOC	33770	089	
MCL2	Distribution		5/13/1992	MANGANESE	0.166	mg/L	ICHEM	IOC	11020	089	
MCL2	Distribution		9/13/1989	MANGANESE	0.316	mg/L	ICHEM	IOC	04038	089	
MCL2	Distribution		8/10/1981	MANGANESE	0.184	mg/L	ICHEM	IOC	08123	089	
MCL2	Distribution		8/7/1981	MANGANESE	0.125	mg/L	ICHEM	IOC	08119	089	

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 Tumwater, WA 98501  
 Mail:  
 PO BOX 47822  
 Olympia, WA 98504-7822

# EXHIBIT 23

# Pierce County neighborhood dealing with brown water

By: Henry Rosoff

Updated: Oct 21, 2015 - 11:44 PM



1 of 3

**SPANAWAY, Wash.** - The Rainier View Water Company announced, less than two weeks after this report, that workers would fully shut down water in the area November 4 and 5 to flush all pipes.

Neighbors said they have never seen the company do such a comprehensive "flushing" before. Several credited KIRO 7's story :

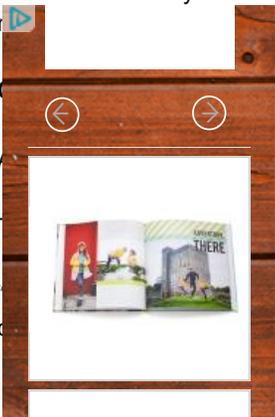


Rainier View has yet to return calls inquiring as to if the company seeing the flushing as a long term solution, or is still counting on a eventually solve the brown water problem.

hood is dealing with spooky looking water this Halloween.

hood has brownish water flowing into their homes.

nders : RO 7 pictures. "It makes me think I want to move that's what it makes me think, I've



The brown water leaves nearly impossible to remove stains on toilets, tubs and sinks. People claim it's giving them health problems and rashes.

The Rainier View Water Company operates this local Southwood Water System. A spokesman said the water is from naturally occurring wells and has safe levels of minerals in it.

The spokesman said five months ago, the company put in a new filtration system in, which will eventually improve things. Since then, the company has been flushing the pipes and expects the water to be better in another six months to a year.

However, neighbors like Sanders are tired of excuses. She is refusing to pay her bill this month.

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# KIRO 7 confronts water company behind brown Spanaway water

By: Henry Rosoff

Updated: Nov 16, 2016 - 11:25 PM



1 of 2

It has been more than a year since KIRO 7 first investigated brown water pouring into homes in a Spanaway neighborhood. Wednesday, KIRO 7 and neighbors confronted the Rainier View Water Company, which said things would be better by now.

People in the Springwood neighborhood showed KIRO 7 how the brown water is still flowing. David Ayuso drained brown water right out of his hot water heater, which was cleaned just hours earlier.

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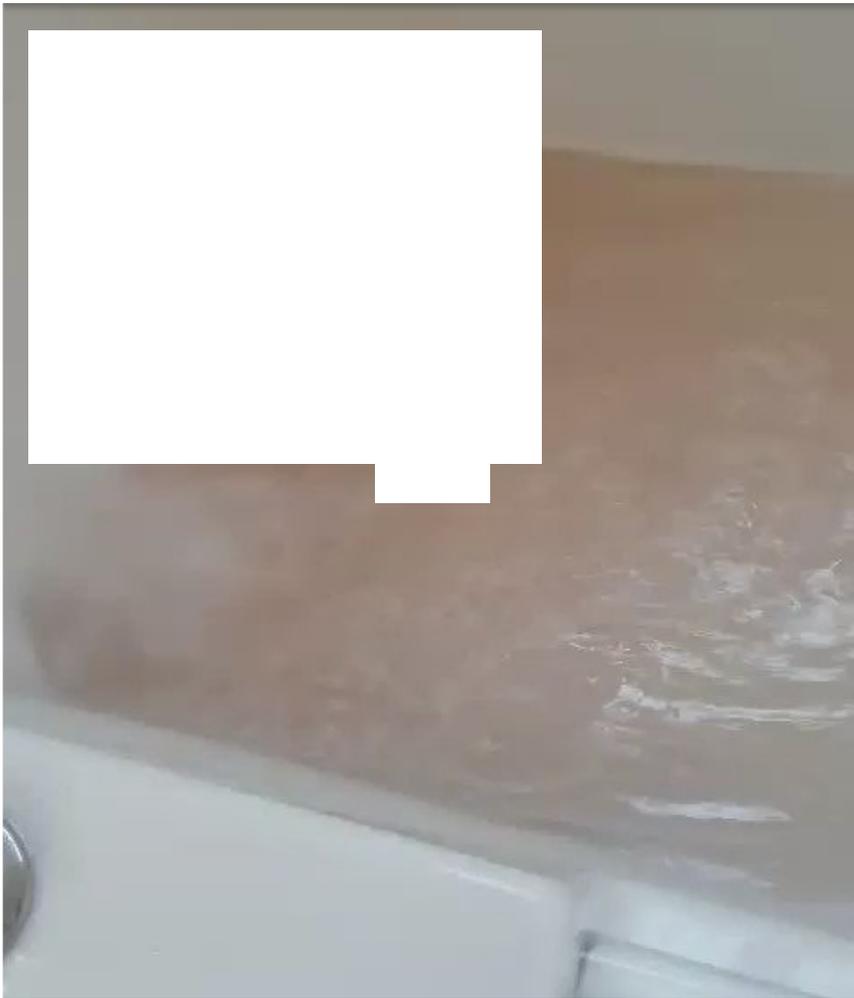
When KIRO 7 first highlighted the brown water in October of 2015, a spokesman for Rainier View Water Company said a new filtration system would help clear up the mineral-laden well water in about a year. In November, the company even shut down all the pipes for a major flushing project to try and make things better.

But neighbors said the efforts have been unsuccessful.

“Rainier Water didn’t keep their end of the bargain, and here we are with brown water,” Springwood resident Sarah Hand said.

Two weeks ago, sediment in the water broke a valve in Hand’s home, causing \$634.00 in damage. Currently, the money is coming right out of the Christmas budget.

Facebook post header with navigation icons, a profile picture placeholder, and a 'LIVE' indicator. Below the header, it shows '214 Shares' and social media sharing icons for Twitter and Email.



**Henry Rosoff**  
@HenryRosoff

Spanaway still dealing w/ nasty brown water. They were told it'd be fixed by now... still not better. Today we confront the water company.

4:21 PM - Nov 16, 2016

2 7 7

Wednesday, KIRO 7 was there as Hand, who brought her bill, and Ayuso, who brought a container of the brown water, walked into the Rainier View office.

A spokesman for the company immediately asked KIRO 7 to leave and refused to answer any questions about broken promises to fix the water. Neighbors were allowed to stay and talk for 10 minutes, but were told there is no fix coming in the near future. Rainier View will not pay Hand's bill.

Many neighbors are talking about suing. KIRO 7 is reaching out to state and federal regulators.

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# EXHIBIT 24



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INVOICE:

9392065  
P.O. BOX 1101  
SUMNER, WA 98390  
LIC. # COMPAPD909004  
WMC000002

BILLING NAME: Sarah Hand

JOB NAME:

JOB ADDRESS: 7202 201st St

CITY/STATE: Spanaway, WA 98387

PHONE:

CONTACT: Sarah

DATE: 11/31/18

TECH: Gordon

DESCRIPTION OF WORK:

Water PSI is 78 with HR leak and PRV that has 75 PSI Max. Water Piping is 1" CPVC.  
Turn off water, drain down water system in house to allow work. Cut out existing PRV and up to 3' of pipe. Install new PRV using Shark bite adapter for transition to WIRSBO piping so that by time it's put in for test. Turn on water, bleed off air from system. Set PSI to 70. Check for leaks and proper function. Estimate for parts and labor: \$583.23 + Tax

TERMS: DUE UPON COMPLETION

I HAVE THE AUTHORITY TO ORDER THE ABOVE WORK AND DO SO ORDER AS OUTLINED ABOVE IT IS AGREED THAT THE SELLER WILL RETAIN TITLE TO ANY EQUIPMENT OR MATERIAL FURNISHED UNTIL FINAL & COMPLETE PAYMENT IS MADE AND IF SETTLEMENT IS NOT MADE AS AGREED, THE SELLER SHALL HAVE THE RIGHT TO REMOVE SAME AND THE SELLER WILL BE HELD HARMLESS FOR ANY DAMAGES RESULTING FROM THE REMOVAL THEREOF.

AUTHORIZED SIGNATURE

ABOVE ORDERED WORK HAS BEEN COMPLETED AND I ACKNOWLEDGE RECEIPT OF MY COPY CUSTOMER AGREES TO PAY THE GRAND TOTAL AMOUNT OF THIS INVOICE UPON COMPLETION OF SERVICES PERFORMED AS DESCRIBED HEREIN UNLESS OTHER BILLING TERMS ARE ESTABLISHED IN WRITING BY THE CUSTOMER AND ROCKET ROOTER, LLC/COMPASS PLUMBING, LLC. MAKE ALL CHECKS PAYABLE TO ROCKET ROOTER LLC/COMPASS PLUMBING, LLC. OVERDUE ACCOUNTS WILL BE ASSESSED A SERVICE CHARGE OF 1% PER MONTH

*Sarah Hand*  
AUTHORIZED SIGNATURE

Nov 4 2018  
DATE

EQUIPMENT

CUSTOMER P.O.

HOW PAID

WARRANTY

SECOND MAN #:

PRICE

1" Shark Bite Coupling 1'  
Shark Adapter 1'  
1" WIRSBO Male adapter - 3'  
1" WIRSBO Female adapter - 3'  
1" Brass STR 90° elbow  
1" WIRSBO Pipe - 3'  
1" Cast Alum PRV - threaded with Union

TOTAL A

WIRSBO Expander

TOTAL B

HOURS

TECH#

Gordon  
Ryan

TOTAL A:

TOTAL B:

TRUCK CHARGE:

SUB TOTAL: 583.23

Tax 8.88 51.52