

Exhibit C

**BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

CENTURYLINK COMMUNICATIONS, LLC,

Respondent.

DOCKET UT-181051

**DIRECT TESTIMONY OF DAVID WHITE
ON BEHALF OF THE
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL
PUBLIC COUNSEL UNIT**

EXHIBIT DW-1T

December 15, 2021

1 **Q. Please state your name, age, city of residence, and occupation.**

2 A. My name is David White. I am over 18 years old, and I live in Olympia,
3 Washington. I am currently on disability.

4 **Q. On whose behalf are you testifying?**

5 A. I am testifying on behalf of the Public Counsel Unit of the Attorney General's
6 Office. I was asked to testify about my experience during the more than two-day
7 outage of 911 service that occurred in December 2018.

8 **Q. What happened on December 27, 2018?**

9 A. On December 27, 2018, I was at home with my daughter Marissa White and wife
10 Angela White. I woke up that morning feeling great. I went to the bathroom and
11 started not feeling well. I came out of the bathroom, and told my wife I was not
12 feeling too good. I remember sitting on the edge of our bed and things got foggy.

13 **Q. What is the next thing you remember?**

14 A. The next thing I remember is bits and pieces of conversation with my wife as she
15 drove me to the hospital in our pickup truck. After that, there is a gap in my
16 memory, until I woke up in a bed in a hallway at St. Peter Hospital in Olympia. I
17 lay for two days on that bed in their hallway while we waited for a room to open
18 up.

19 **Q. What did you learn about what happened to you?**

20 A. My blood pressure had spiked very high by the time I was seen for treatment and
21 had been very slow to respond to treatment to bring it back down.

22 **Q. What happened after you moved into a hospital room?**

23 A. After moving from the hallway to a hospital room, staff opened the window
24 blinds in the morning. I immediately felt what turned out to be a migraine

1 headache, the first of my life. The exam for that also diagnosed me for the first
2 time with glaucoma, which the medical staff told me was also related to the blood
3 pressure spiking so long. In addition, my kidneys were functioning poorly after
4 the spiking occurred.

5 **Q. How long were you in the hospital?**

6 A. I was in the hospital for a week and a half. A couple of weeks after discharge, my
7 kidneys suddenly felt like they shut down. We called 911. The EMTs would not
8 examine my hospital release records to verify my history and treated me like I
9 must be a drug seeker. Though my family's home is wheelchair accessible they
10 refused to carry me on a gurney from the house to the ambulance. They forced me
11 to walk instead as they observed me closely. I had to drag myself all the way
12 through the house, out the door, and down our driveway to the ambulance. My
13 wife and daughter had to watch me go through this.

14 **Q. What happened next?**

15 A. Once I was in the ambulance, the EMTs worked on me as they transported me to
16 St. Peter Hospital. The EMTs put me in a hospital room, but they did not tell
17 medical staff I was there awaiting treatment. After some time, the staff learned
18 where and who I was and worked to stabilize my kidneys. My wife told me she
19 had found discarded paper wrappings for a drug test left behind in our bedroom,
20 which led us to think that the EMTs had drug tested me without telling me.
21 Doctors told me they suspected the kidney damage and other damage throughout
22 my body could be from the blood pressure pills I had been on, and also the blood
23 pressure spike I experienced during the outage.

1 **Q. What has your medical condition been like since these events?**

2 A. I am on seven medications now, taking up to 13 pills daily. COVID put a hold on
3 follow up appointments: I got COVID-19 in November 2020, so I stayed home.
4 My wife got it first, then me, then our daughter. Our daughter was not as sick, but
5 my wife and I got hot and cold sweats, and experienced a persistent loss of taste
6 and smell. I still have no taste of any kind of food. My sense of smell is
7 occasional and not pleasant. For example, if I smell mold, that will trigger one of
8 the massive migraines that I had never experienced before these events.

9 **Q. Describe how you feel the outage affected your experience of these events.**

10 A. It was horrible to realize my family had to carry me to the truck and get me to the
11 hospital themselves, especially when I could have received treatment from EMTs
12 right away. My understanding is that by the time my wife and daughter were able
13 to get me to the hospital themselves my blood pressure had spiked so high that
14 getting it back down was a long process. And, the length of that process caused
15 me many new injuries, including Stage 3 kidney disease, glaucoma, migraines,
16 and vertigo. My family and I have to live with this new reality every day.

17 **Q. Does this conclude your testimony?**

18 A. Yes.