

[Service Date May 27, 2004]

**BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION**

JEFFREY D. GLICK,)	
)	DOCKET NO. UT-040535
)	
Complainant)	ORDER NO. 01
)	
v.)	PREHEARING CONFERENCE
)	ORDER; ESTABLISHING
VERIZON NORTHWEST INC.,)	PROCEDURAL SCHEDULE;
)	NOTICE OF HEARING
Respondent.)	(To be held on September 14,
)	2004)
.....)	

1 **NATURE OF PROCEEDING.** Docket No. UT-040535 involves a formal complaint alleging that Verizon Northwest Inc. (Verizon) violated WAC 480-120-165(2) relating to customer complaints and WAC 480-120-161(7)(b) concerning the form of bills and seeking an order assessing administrative penalties as appropriate under WAC 480-120-019.

2 **CONFERENCE.** The Washington Utilities and Transportation Commission (Commission) convened a prehearing conference in this docket at Olympia, Washington on Tuesday, May 25, 2004, before Administrative Law Judge Ann E. Rendahl.

3 **APPEARANCES.** Jeffrey D. Glick, President, Consider It Done, Limited, Bellevue, Washington, represents the Complainant. Timothy J. O'Connell, Steel Rives LLP, Seattle, Washington, represents Verizon. Contact information provided at the conference for the parties' representatives is attached as Appendix A to this order.

4 **DISCOVERY.** It does not appear that discovery will be required in this proceeding. If the need for discovery becomes apparent later, any party may

request by motion that the Commission allow for discovery pursuant to the Commission's discovery rules, WAC 480-07-400 – 425.

5 **DISPOSITIVE MOTIONS.** Verizon requested the opportunity to file a motion for summary determination. The following schedule will govern briefing:

<u>Deadline for</u>	<u>Date</u>
Filing a dispositive motion	Friday, July 2, 2004
Responding to dispositive motion	Friday, July 16, 2004
Replying, only as to any new matter raised in a response	Friday, July 23, 2004

6 **ISSUES.** The parties discussed the issues that they believe to be involved, specifically, that the Complainant asserts that the issues are as stated in the formal complaint, and Verizon asserts that the issues are as stated in its Answer.

7 **PROCEDURAL SCHEDULE.** The parties agreed upon a procedural schedule during the conference. The Commission adopts this procedural schedule, which is attached to this Order as Appendix B, and incorporated into the body of this Order by this reference.

8 **NOTICE OF HEARING.** The Commission convenes a hearing in this matter, to address the matters raised in the formal complaint. **The hearing will be held on Tuesday, September 14, 2004 at 9:30 a.m. in the Room 108 of the Commission's Offices in the Chandler Plaza Building, 1300 S. Evergreen Park Drive S. W., Olympia, Washington.**

- 9 **DOCUMENT PREPARATION AND FILING REQUIREMENTS.** Parties must file with the Commission **an original plus four** copies of all pleadings, motions, briefs, and other prefiled materials. Paper copies of these materials are required to conform to the format and publication guidelines set forth in WAC 480-07-395 and 480-07-460, and must be three-hole punched with *oversized* holes to allow easy handling. The Commission may require a party to refile any document that fails to conform to these standards.
- 10 All filings must be mailed or delivered to the Commission's Executive Secretary, Washington Utilities and Transportation Commission, P.O. Box 47250, 1300 S. Evergreen Park Drive, S.W. Olympia, Washington 98504-7250. Both the post office box and street address are required to expedite deliveries by the U.S. Postal Service.
- 11 Parties must provide an electronic copy of all filings by e-mail delivery to <records@wutc.wa.gov>. Alternatively, parties may furnish an electronic copy by delivering with each filing a 3.5-inch IBM-formatted high-density diskette including the filed document(s). The Commission prefers that parties furnish electronic copies in .pdf (Adobe Acrobat) format, supplemented by a separate file in MS Word 6.0 (or later), or WordPerfect 5.1 (or later) format. Parties are required to organize and identify electronic files as specified in WAC 480-07-140(5).
- 12 **ELECTRONIC SUBMISSION OF DOCUMENTS.** Pursuant to WAC 480-07-145(6), the presiding officer may grant parties a one-day extension of the paper-filing requirement, allowing electronic submission of documents with the Commission on the filing deadline. Parties may only submit documents electronically with the Commission in this proceeding with the permission of the presiding officer. If, at any time during this proceeding, parties are authorized to file documents with the Commission electronically under WAC 480-07-145(6),

Parties must submit the document to records@wutc.wa.gov, and file **an original, plus four** paper copies, of the document with the Commission by the following business day.

- 13 **NOTICE TO PARTIES: Any objection to the provisions of this Order must be filed within ten (10) days after the service date of this Order, pursuant to WAC 480-07-430 and WAC 480-07-810. Absent such objection, this Order will control further proceedings in this matter, subject to Commission review.**

Dated at Olympia, Washington, and effective this 27th day of May, 2004.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

ANN E. RENDAHL
Administrative Law Judge

APPENDIX A

**PARTIES' REPRESENTATIVES
DOCKET NO. UT-040535**

PARTY	REPRESENTATIVE / ADDRESS	PHONE	FACSIMILE	E-MAIL
Consider It Done, Limited	JEFFREY D. GLICK President 10760 NE 29th St, #187 Bellevue, WA 98004	425-568-1231	425-889-1675	<u>troglyddite@yahoo.com</u>
Verizon Northwest Inc.	TIMOTHY J. O'CONNELL Stoel Rives LLP 600 University St. Suite 3600 Seattle WA 98101	206-386-7562	206-386-7500	<u>tjoconnell@stoel.com</u>

APPENDIX B
PROCEDURAL SCHEDULE
DOCKET NO. UT-040535

EVENT	DATE	INTERVAL
Dispositive Motion	July 2, 2004	—
Response to Dispositive Motion	July 16, 2004	14 days
Reply to Response to Dispositive Motion	July 23, 2004	7 days
Order on Dispositive Motion	By August 6, 2004	14 days
Paper Response by Verizon to any Remaining Issues in Dispute	August 27, 2004	21 days
Reply by Complainant to Verizon's Response	September 10, 2004	14 days
Hearing in Olympia, including oral argument	September 14, 2004 at 9:30 a.m.	4 days