

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION STAFF
RESPONSES TO DATA REQUESTS

DATE PREPARED: January 27, 2022
DOCKET: UT-181051
REQUESTER: CenturyLink

WITNESS: Jacque Hawkins-Jones
RESPONDER: Jacque Hawkins-Jones
TELEPHONE: (360) 664-1105

REQUEST NO. 12:

At pages 1-2 of her Direct Testimony (Exhibit JHJ-1CT), Ms. Hawkins-Jones summarizes her credentials and experience.

- a. Please produce a current copy of Ms. Hawkins-Jones's resume or curriculum vitae.
- b. Please identify each matter, case or project Ms. Hawkins-Jones has worked on (prior to this case) that involves the following. For each, please identify and fully describe the matter, case or project.
 - (1) telecommunications;
 - (2) 911 systems or services;
 - (3) network engineering.
- c. Please identify and fully describe Ms. Hawkins-Jones's education, experience and credentials that qualifies her to opine or testify on network engineering issues.

RESPONSE TO REQUEST NO. 12(a): Please see attached copy of Jacque Hawkins-Jones's resume, as of the date of this response.

RESPONSE TO REQUEST NO. 12(b): Staff objects to this request on the basis that the material sought is: (a) already in the Company's possession, custody, or control; (b) publically available; and/or (c) obtainable from some other source that is more convenient, less burdensome, or less expensive.

Subject to and without waiving the above objections, Staff provides the following response:

Ms. Hawkins-Jones did not work on prior matters involving telecommunications, 911 operations, or network engineering prior to beginning work on the present case.

RESPONSE TO REQUEST NO. 12(c): Staff objects to this request on the basis that the material sought is: (a) already in the Company's possession, custody, or control; (b) publically available; and/or (c) obtainable from some other source that is more convenient, less burdensome, or less expensive.

Subject to and without waiving the above objections, Staff provides the following response:

Ms. Hawkins-Jones's background, training, and experience regarding regulatory agency investigations and consumer protection issues qualify her to opine on the consumer impact caused by the network engineering issues in this case. See Hawkins-Jones, Exh. JHJ-1CT at 1:17-23. See also response to Data Request 12(a) above.

Jacque Hawkins-Jones

Highly competent professional experienced in assisting top level directors, managers, employees and citizens. Able to perform organizational investigations and provide recommendations for improvement.

CORE COMPETENCIES

- Expert in Microsoft Office (Word, Excel, PowerPoint, Access, Outlook), Photoshop and Illustrator
- Ability to work independently, collaboratively and cooperatively within a team

PROFESSIONAL EXPERIENCE

Investigator, Consumer Protection

Washington Utilities and Transportation Commission

*August 2019 to present
Olympia, WA*

- Lead Compliance Investigator. Manages Compliance Investigation unit.
- Conducting complex investigations of all industries regulated by the Commission and present relevant findings.
- Researching, analyzing, and evaluating sensitive and confidential data from multiple sources.
- Researching and analyzing federal and state laws and rules and commission-approved tariffs.
- Managing illegal household goods movers court process.
- Household Goods trainer.

Investigator, Whistleblower Program

Washington State Auditor's Office

*March 2014 to August 2019
Olympia, Washington*

- Operating as an impartial investigator in disputes of varying levels of complexity and presenting relevant findings
- Researching, analyzing, and evaluating sensitive and confidential data from multiple sources
- Independently conducts detailed field investigations include but not limited to; interviewing employers, business agents, workers, department officials, elected officials and union representatives
- Interpreting federal and state laws and rules and collective bargaining agreements from multiple unions

Program Coordinator, Whistleblower Program

Washington State Auditor's Office

*January 2013 to March 2014
Olympia, Washington*

- Provided administrative support for the Whistleblower manager
- Coordinated the program database and served as a main point of contact for the whistleblower program
- Received all submissions, including online, phone and mail for data entry
- Facilitated a weekly meeting with upper level management
- Ensured staff met deadlines and ensured protected laws were followed according to RCW 42.40
- Conducted searches for public records requests

Confidential Secretary

Washington State Auditor's Office

*January 2011 to January 2013
Olympia, Washington*

- Served as the main receptionist for the State Auditor on Capitol Campus
- Supported directors with administrative duties
- Maintained full responsibility for calculating, transmitting and depositing checks and cash tenders received in payment from other state and local agencies
- Served as the legislative coordinator during session

EDUCATION

Associates of Arts, Business

Olympic College, Bremerton, Washington June 2007