

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION STAFF  
RESPONSE TO BENCH REQUEST

DATE PREPARED: August 10, 2006  
CASE NO.: TV-050537  
REQUESTER: Bench

WITNESS: Carlene Hughes  
RESPONDER: Sally G. Johnston  
TELEPHONE: 360-664-1193

**REQUEST NO. 4:** In response to BR-2, Staff identified six informal customer complaints by reference number and provided Commission records concerning five of these. Staff also stated there were seven informal customer complaints in total during the period covered by the request.

- a. Please provide the missing complaint reference number.
- b. Is it correct to infer that Staff's investigation of the complaint whose reference number is not indicated in the response did not result in identification of any violations of statutes or rules? If incorrect, please supplement the table provided as part of Staff's response to BR-2 to show any violations identified.
- c. Staff's response to BR-3 includes Commission records with respect to customer complaint reference numbers 92499, 93714, 94190, 94126, and 95113. Staff's response to BR-2 identified customer complaint reference number 97252, but BR-2 did not ask for Commission records concerning the complaint. Please supplement your response to BR-2 by providing the relevant records including any e-mails, records of telephone contacts, correspondence exchanged in connection with this complaint, and any other form of record in the Commission's files.

**RESPONSE:** I have located one complaint. I have attached copies of that complaint and other relevant documents that I believe are responsive to this Bench Request. Jennifer Cameron-Rulkowski, the Assistant Attorney General assigned to handle this case, is attending the National Association of Regulatory Utility Commissioners summer training in Michigan through August 18, 2006. If necessary, Ms. Cameron-Rulkowski will supplement this response on her return.