

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION STAFF
CORRECTED RESPONSE TO BENCH REQUEST

DATE PREPARED: August 24, 2006
CASE NO.: TV-050537
REQUESTER: Bench

WITNESS: Carlene Hughes
RESPONDER: Carlene Hughes
TELEPHONE: 360-664-1224

REQUEST NO. 2: How many formal or informal complaints have been brought by customers of All My Sons since the end of the period identified in response to BR-1? How many violations of statute or rule have been identified as a result of Commission staff inquiries into the complaints? How many violations of statute or rule have been identified as a result of Commission staff compliance monitoring without regard to the existence of a specific customer complaint?

RESPONSE: Since December 9, 2004, seven informal complaints have been filed against All My Sons. Six were filed in 2005, and one has been filed in 2006. Staff is not aware of any formal complaints filed against All My Sons since December 2004. Forty-four violations have been identified from informal complaints and are listed in the table on the following page. No violations have been identified outside of the context of complaint investigations.

Complaint	Date Violation Issued	Number of Violations	Date Violations Occurred	Rule or Tariff Item
92499	March 7, 2005	1	March 7, 2005	WAC 480-15-890(2)
	March 16, 2005	8	March 16, 2005	WAC 480-15-890(2)
	March 23, 2005	6	March 23, 2005	WAC 480-15-890(2)
	March 31, 2005	7	March 31, 2005	WAC 480-15-890(2)
	May 25, 2005	1	May 25, 2005	WAC 480-15-890(2)
93714	July 27, 2005	3	April 10, 2005	WAC 480-15-490(5)
		1		WAC 480-15-740(3)
		2	May 19, 2005	WAC 480-15-810(1)
94190	Sept. 29, 2005	1	June 13, 2005	WAC 480-15-740
		1		WAC 480-15-740 Item 200
		1		WAC 480-15-490
		1		Tariff Fuel Surcharge
94126	Sept. 1, 2005	1	April 9, 2005	Tariff 15-A, Item 22
		1		Tariff Fuel Surcharge
		1		Tariff 15-A, Item 100
95113	Nov. 23, 2005	1	Sept. 19, 2005	WAC 480-15-800
		1	August 29, 2005	Tariff Fuel Surcharge
97252	May 26, 2006	1	September 29, 2005	WAC 480-15-740(1)
		1		WAC 480-15-740(7)
		1		Tariff 15-A, Item 80(4)
		1		Tariff 15-A, Item 95(2)(o)
	July 20, 2006	1	September 26/27, 2005	WAC 480-15-640(1)
		1	May 18, 2006	WAC 480-15-800(1)
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