



February 20, 2004  
Via Overnight Delivery

210 N. Park Ave.  
Winter Park, FL  
32789

P.O. Drawer 200  
Winter Park, FL  
32790-0200

Tel: 407-740-8575  
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tmi@tminc.com

Mr. David Dittmore  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Drive, S.W.  
Olympia, WA 98504

RE: Custom Teleconnect, Inc  
WA Emergency Operations Information Request  
RE: UT-031755

RECEIVED  
RECORDS MANAGEMENT  
04 FEB 23 AM 10:38  
STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

Dear Mr. Dittmore:

Enclosed please find a copy of the WA Emergency Operations Information Request, filed on behalf of Custom Teleconnect, Inc. No check is enclosed as there are no remittance fees due.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Questions regarding this filing should be directed to my attention at 407-740-8575. Thank you for your assistance in this matter.

Sincerely,

Cathy Ekern  
Compliance Reporting Consultant

cc: Wendy Menard - Custom Teleconnect, Inc  
file: Custom Teleconnect, Inc - Reporting - Washington

Rulemaking on Emergency Information  
Docket No. UT-031755

**WAC 480-120-414** Emergency operation.

(1) All companies must maintain, revise, and provide to the commission the following:

- (a) The titles and telephone numbers of the company's disaster services coordinator and alternates; and

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- (b) Upon request of the commission, the company's current plans for emergency operation, including current plans for recovery of service to governmental disaster recovery response agencies within the state of Washington.

(2) For coordination of disaster response and recovery operations, each company must maintain on file with the Washington state emergency management division the titles and telephone numbers of the managers of the company's:

- (a) Local network operating center;


NA

- (b) Regional network operations center; or

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- (c) Emergency operations center.

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\_\_\_\_\_  
David H. Barksdale, CFO

2-17-04  
Date