



STATE OF WASHINGTON  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250  
(360) 664-1160 • TTY (360) 586-8203

May 18, 2010

Lisa A. Anderl  
Qwest Law Department  
1600 7th Avenue, Room 1506  
Seattle, Washington 98191

RE: UT-080468 Summary Bills

Dear Ms. Anderl:

Effective June 26, 2008, the Washington Utilities and Transportation Commission (commission) granted Qwest a partial exemption from WAC 480-120-161; the form of bills rule. The exemption allowed Qwest to provide its customers the option of receiving bills that are less detailed and complex than standard bills. Qwest referred to the less complex bills as summary bills.

The commission granted the exemption under the condition that Qwest provide semiannual reports for one year, detailing the number of customers eligible for the summary bill program, and the number of customers opting in and out of the program. Qwest submitted its reports to the commission on October 14, 2009 and May 11, 2010. Commission staff reviewed the reports and found that 3.3 percent of customers participating in the program have opted out. In addition to reviewing the reports, staff found that no complaints have been filed about this service.

Qwest has complied with the reporting requirement, and is in compliance with the order. Based on the data in the reports and the absence of complaints to the commission, Qwest is relieved from being required to report on the summary bill program. If you have further questions or comments, please contact John Cupp of our Consumer Protection staff at (360) 664-1113, or [jcupp@utc.wa.gov](mailto:jcupp@utc.wa.gov).

Sincerely,

David W. Danner  
Executive Director and Secretary

cc: Mark Reynolds, Qwest

