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Opening Remarks

1 JUDGE CANFIELD: This hearing will please
2 come to order. The Washington Utilities and
3 Transportation Commission has set for hearing at this
4 time and place Docket Number UT-921259 Washington
5 Utilities and Transportation Commission, Complainant,
6 versus The Toledo Telephone, Co., Inc., Respondent.

7 The hearing is being held, as you know, in
8 Toledo, Washington. The matter has been scheduled upon
9 due and timely notice to all interested parties. Today's
10 date is Thursday, June 10, 1993, and as was indicated on
11 the notice of hearing, the purpose of today's hearing is
12 to take testimony from members of the public regarding
13 the respondent's proposed extended area service filing.

14 I am Elmer Canfield, an Administrative Law
15 Judge from the Office of Administrative Hearings who has
16 been assigned to conduct this public hearing for the
17 commission.

18 Maybe I can have the other parties in the
19 matter introduce themselves briefly for the members of
20 the public.

21 MR. FINNIGAN: My name is Rick Finnigan. I am
22 the attorney for the telephone company in this
23 proceeding.

24 JUDGE CANFIELD: Thank you.

25 MR. SMITH: My name is Steve Smith. I am an

Opening Remarks

1 assistant attorney general assigned to the Utilities and
2 Transportation Commission. I have been assisting the
3 commission staff in this proceeding and I will be helping
4 those of you who wish to testify tonight, present your
5 testimony.

6 JUDGE CANFIELD: All right. Thank you for that
7 offer, Mr. Smith. Generally the public counsel would be
8 here to serve that function, but they have been unable to
9 appear at the session, so Mr. Smith, assistant attorney
10 general for the commission staff will be assisting in
11 that regard.

12 If we don't have anything of a preliminary
13 matter from either of the parties, we will just go ahead
14 and start.

15 All right, Mr. Smith.

16 MR. SMITH: Maybe I can just say a few words
17 about this evening. If you folks have picked up one of
18 these, it's an excellent summary of what is going to
19 happen tonight, if you wish to testify.

20 This is a proceeding in which the Toledo
21 Telephone Company has requested extended area service to
22 Longview, Kelso, CastleRock, Vader, Winlock, Centralia
23 and Chehalis. Most of you probably know who are here,
24 extended area service allows you to make a call to
25 another exchange without incurring a toll charge which

Opening Remarks

1 you would otherwise incur if it wasn't an EAS route. You
2 won't incur a toll charge, but it is not for free. The
3 company projects that if all the routes are approved by
4 the commission, your rates would go up by \$34.86 a month.
5 The commission staff disagrees with that calculation, but
6 still projects that the rate would go up by \$26.96 a
7 month, so your total bill would be somewhere between 37
8 and approximately 46 dollars if all of the routes were
9 approved by the commission.

10 We have had 3 days of hearings so far on
11 technical aspects of the application, in Olympia and also
12 down here this morning in Toledo.

13 The purpose of tonight's hearing is to get your
14 input as to your feelings about the routes and whether
15 you are in favor of them or opposed to them. I would
16 encourage anyone who wishes to testify to do so. The
17 commission is interested in hearing input from the people
18 who actually receive the service from the Toledo company,
19 and sometimes people get intimidated in a proceeding like
20 this, with the attorneys and the administrative law judge
21 and the court reporter, but there is no need to be. You
22 may be asked questions by the attorneys or the
23 administrative law judge, but they will not be difficult
24 questions or you will not be put on the spot or made to
25 feel uncomfortable in any way.

Opening Remarks

1 The testimony is being recorded by the court
2 reporter, so it is important to remember not to go too
3 fast and to not talk over another person because he can't
4 take down what two people are saying at the same time.

5 So what I will do is just call, from the list,
6 the people who wish to testify, and once we have been
7 through the list or after a break, I will give anybody
8 else a chance who wishes to testify to do so.

9 JUDGE CANFIELD: All right. That was a good
10 point, that the witnesses may be asked questions from the
11 parties to the proceeding, so if you would, just after
12 you have made your statement, rather than run for the
13 exit, please remain at the podium for just a moment just
14 in case there are some questions.

15 So with that, Mr. Smith, maybe you can call the
16 first witness.

17 MR. SMITH: The first witness is Sandy Bray. .

18 JUDGE CANFIELD: As I indicated earlier, I will
19 be asking that the witnesses take an oath or affirm
20 concerning their comments, so with that, can you raise
21 your right hand, please.

22 SANDRA J. BRAY,
23 Having been first duly sworn, was called as a witness
24 herein and was examined and testified as follows:

25

Opening Remarks

1 DIRECT EXAMINATION

2 BY MR. SMITH:

3 Q Would you please state your name and spell your
4 last name?

5 A Sandra J. Bray, B-r-a-y.

6 Q And what is your address?

7 A 336 Boone Road, Winlock 9853 -- no, 98596.

8 Q And I take it you are not a -- or are you a
9 customer of the Toledo Telephone?

10 A Yes, I am a customer of the Toledo Telephone
11 Company.

12 Q Are you appearing here tonight for yourself or
13 representing a group?

14 A Just for my family.

15 Q Go ahead and give your statement.

16 A All of our personal business is conducted in
17 either Centralia-Chehalis or the Longview-Kelso area for
18 our medical needs, all of our personal needs. I am a
19 registered nurse and I work in Centralia. I have to take
20 calls every third week on weekends and evenings, and all
21 of that is long distance, which adds up both for myself
22 and the company I work for. I strongly recommend that we
23 approve all the extended area routes that have been
24 suggested and that the rate be capped at \$16 per month.

25 JUDGE CANFIELD: Are there any questions for

S. Bray - Direct

1 Ms. Bray?

2 Q (By Mr. Smith) From your last statement, Ms.
3 Bray, I take it that \$16 is the most you would be willing
4 to pay for this extended service?

5 A I think it's a fair rate. In my position, I
6 would probably have to pay a little more. I do hold a
7 supervisory position with my company, and I value my job
8 and my career and I don't want to lose it, but it's just
9 continuing every month, there's more extended calls
10 because of the critical area that our residents are in,
11 so I might not have an option, but I think it's a fair
12 rate.

13 JUDGE CANFIELD: Any additional questions?

14 MR. FINNIGAN: I have one question.

15 CROSS EXAMINATION

16 BY MR. FINNIGAN:

17 Q Could you tell us where the closest hospital is
18 to Toledo?

19 A It's in Centralia.

20 Q It is in Centralia?

21 A Yes.

22 MR. FINNIGAN: Thank you.

23 EXAMINATION

24 BY JUDGE CANFIELD:

25 Q Now, when you say the rates should be capped at

S. Bray - By Judge Canfield

1 \$16 a month, is that the additional rate for the EAS
2 service or is that including your basic rate?

3 A My personal feeling is that \$16 a month
4 total --

5 Q Total?

6 A -- is fair.

7 Q All right. I just wanted to make sure I
8 understood.

9 A Total bill for basic services; not in addition
10 to.

11 Q Okay. Thank you, Mrs. Bray.

12 A You are welcome.

13 (The witness was excused and withdrew from the
14 stand.)

15 KENNETH MCEWEN,
16 having been first duly sworn, was called as a witness
17 herein and was examined and testified as follows:

18 DIRECT EXAMINATION

19 BY MR. SMITH:

20 Q Would you please state your name and spell it
21 for the record?

22 A Kenneth McEwen, K-e-n-n-e-t-h, capital M-c,
23 capital E-w-e-n, 1885 State Route 505.

24 Q Is that in Toledo?

25 A Toledo.

McEwen - Direct

1 Q Are you a customer, residential customer or
2 business customer of the Toledo --

3 A Residential customer.

4 Q And are you appearing here tonight on your own
5 behalf or on behalf of a group?

6 A On my own behalf.

7 Q Go ahead, please.

8 A For the past year, I have had my daughter and
9 my grandson staying at our house, and my bill has been
10 running, on an average, of a hundred dollars a month, and
11 I believe that the commission or the people here in
12 Toledo have suggested that it wouldn't go more than \$33,
13 and that would be, I think, a fair price. I would be
14 willing to pay that rather than an average of a hundred
15 dollars a month. Most of my business is done in
16 Chehalis, Centralia, and also Longview and Kelso. That
17 is where our hospital and Medicare is, so I believe that
18 it would be fair if it didn't go more than \$34 a month.

19 Q When you say your phone bill has been running a
20 hundred dollars a month, are the toll calls to the
21 exchanges that are a part of this application?

22 A Yes.

23 JUDGE CANFIELD: Any additional questions for
24 Mr. McEwen.

25 MR. FINNIGAN: No.

1 EXAMINATION

2 BY JUDGE CANFIELD:

3 Q Mr. McEwen, when you indicated that that was
4 where your hospital was, which area were you referring
5 to?

6 A Longview.

7 Q Longview?

8 A Yes.

9 JUDGE CANFIELD: All right. Thank you.

10 (The witness was excused and withdrew from the
11 stand.)

12 DUANE E. BRAY,
13 having been first duly sworn, was called as a witness
14 herein and was examined and testified as follows:

15 DIRECT EXAMINATION

16 BY MR. SMITH:

17 Q Would you please state your name and give us
18 your address?

19 A I signed the name as Dewey, but it's Duane,
20 D-u-a-n-e, E period, Bray. 336 Boone Road, Toledo phone
21 number, zip code 98596.

22 Q Are you a residential or a business customer?

23 A Residential. My wife is Sandra Bray.

24 Q And are you appearing for yourself tonight or
25 on behalf of some group?

D. Bray - Direct

1 A No, I am appearing by myself.

2 Q All right. Go ahead, please.

3 A I had a business at one time which I have let
4 go for quite a period of time. I agree with my wife,
5 Sandra, that spoke here previously. I don't go for a
6 total that Mr. McEwen said of an addition of \$33. Mr.
7 Ramsey said last night that it was in the proximity of
8 \$16. Am I right?

9 JUDGE CANFIELD: Well, again, this is the
10 opportunity for the individuals to offer their testimony.

11 A I would go for the 16 but not 33 on top of what
12 I am already paying. Negative. We don't make that many
13 calls. I think that is a little heavy. I mean, after
14 all, I am retired. My wife works, and our money doesn't
15 come that easy, and I feel for the people that are
16 strictly on Social Security because they are going to
17 have to pay heavy, and it really hurts. I do have a
18 retirement, but I feel that for the people to have to dig
19 down in the bottom, that is really heavy.

20 JUDGE CANFIELD: Additional questions for Mr.
21 Bray?

22 MR. SMITH: No.

23 MR. FINNIGAN: No.

24

25

D. Bray - Direct

1 EXAMINATION

2 BY JUDGE CANFIELD:

3 Q Mr. Bray, in conjunction with the \$16, is that
4 a total monthly figure that you are referring to that you
5 think would be a fair amount?

6 A We are already paying, I don't know, with all
7 the little charges and that, I never have figured up our
8 total basic cost.

9 Q All right.

10 A If you can figure it out, you are a better man
11 than I am.

12 Q The 16, does that include the basic cost? I
13 just want to make sure I understand your testimony. That
14 was my understanding of your wife's testimony.

15 A No, if we took the basic charges with the
16 additional charges we are talking about, then I would go
17 to 30 to 33 dollars.

18 Q All right.

19 A If that included the long distance.

20 Q All right. I just wanted to make sure I
21 understood your testimony.

22 A All right.

23 JUDGE CANFIELD: Thank you, Mr. Bray.

24 (The witness was excused and withdrew from the
25 stand.)

D. Bray - By Judge Canfield

1 MR. SMITH: Edna Washburn.

2 EDNA WASHBURN,

3 Having been first duly sworn, was called as a witness

4 herein and was examined and testified as follows:

5 DIRECT EXAMINATION

6 BY MR. SMITH:

7 Q Please state your name and spell it for us?

8 A Edna Washburn, W-a-s-h-b-u-r-n.

9 Q And what is your address, Mrs. Washburn?

10 A 511 Pine Street in Toledo.

11 Q And are you a residential or a business

12 customer of Toledo --

13 A Residential. We do have apartments that we

14 have to maintain and we have to call long distance for

15 services for them.

16 Q What city are they located in?

17 A I beg your pardon?

18 Q What city are the apartments located in?

19 A In Toledo.

20 Q Are you appearing for yourself tonight or on

21 behalf of anyone else?

22 A Myself and my husband.

23 Q Why don't you go ahead and tell us your

24 statement?

25 A Most of my family is in Winlock, Vader,

Washburn - Direct

1 Chehalis and Longview, so we make calls to all those
2 points, and our bill averages about \$50 a month, and like
3 I say, we have to call outside of our area for any
4 appliance repair or any other services, that we need:
5 Doctors, dentists and so forth.

6 Q So I take it you are supporting the approval of
7 all the proposed routes?

8 A Yes, I do.

9 Q Thank you.

10 JUDGE CANFIELD: Any additional questions for
11 Mrs. Washburn?

12 MR. FINNIGAN: No.

13 JUDGE CANFIELD: Thank you, Mrs. Washburn.

14 (The witness was excused and withdrew from the
15 stand.)

16 DOUGLAS MAXEY,
17 having been first duly sworn, was called as a witness
18 herein and was examined and testified as follows:

19 MR. MAXEY: My name is Douglas Maxey,
20 M-a-x-e-y, and I am representing my family. Frankly, our
21 -- I have lived in several places in the state of
22 Washington. Frankly, this phone system, just for the
23 record, stinks, for the lack of a better word, at the
24 current level that it's being ran now. How I come up
25 with that is based upon what the costs are for the

Maxey - Statement

1 calling area and the service, is how I have evaluated
2 that personally. I am in favor of this extended route
3 because I feel that it is necessary to have that much
4 variability in our calling, and that's in comparison to
5 a lot of other places, have those services, and by
6 coming here and not having it, it's really hit us fairly
7 hard. We don't make all that many calls out of the
8 service area right now just because where we are where
9 calling is still out of the extended service area for
10 our long distance calls. Our average is around 10 to 15
11 dollars, I guess, per month. Our normal rate, what we
12 are getting charged is fifteen seventy in comparison to
13 a lot of other places, in the state, I think we should
14 get the extended service without any additional cost,
15 and I think that they still should improve our service,
16 and that is really all I have to say.

17 JUDGE CANFIELD: Questions?

18 EXAMINATION

19 BY MR. SMITH:

20 Q Mr. Maxey, do I understand you to say you would
21 not be willing to pay any additional amounts on your
22 local bill for this extended service?

23 A I will, but if it is -- I mean, I can't say a
24 dollar figure right now, but I look for alternatives. I
25 will look for alternatives. There's lots of them

Maxey - By Mr. Smith

1 available, so if it's very much, I'd just as soon not
2 have the extended service. You know, it's only fair, in
3 my opinion, that there could be some, due to the
4 circumstances -- I don't know, not being a telephone
5 technician, I don't know what's all involved in this all
6 together, so some fees exceeding what we normally are
7 charged, are, I would think, admissible, and they do make
8 sense, but I don't feel that they are necessary, but
9 that's the way I look at it.

10 JUDGE CANFIELD: Additional questions?

11 EXAMINATION

12 BY JUDGE CANFIELD:

13 Q Mr. Maxey, I didn't get your location of your
14 residence?

15 A I live at 1182 dash B, Spencer Road, and that
16 is the town of Winlock, but I am a Toledo telephone user.

17 Q All right. When you were talking about your
18 average bill, I didn't quite understand the figures. At
19 one point I heard a 10 to 15 dollars?

20 A I am sorry. That's what we get charged
21 normally for the long distance calls in this extended
22 service area. I apologize for that.

23 Q And the other?

24 A The fifteen seventy is what our normal rate is
25 just for the Toledo area. That's what we are currently

1 being charged.

2 Q \$15.70 per month?

3 A That's correct. In figuring -- what I stated
4 is based on some of the state's averages and where we set
5 as comparison to service.

6 Q All right. So adding those up, your normal
7 charge of almost 16 and the up to \$15 for long distance,
8 that's pretty close to \$31 per month that you are
9 currently paying?

10 A Well, yes, close to that; not quite, but like I
11 say, those are usually the most. You know, sometimes
12 they have been less, have seldom been more. Those are --
13 normally it's somewhere around 25 to 30 dollars would be
14 for this area or including the extended service area.

15 Q And at one point you indicated that you don't
16 feel that you should have to pay more than that for the
17 routes if the EAS routes are approved or not: Much more
18 than that?

19 A That's correct. That is based upon what
20 service we have had in other places in the state, similar
21 circumstances where I received better telephone service
22 for actually less money in some cases, so I don't feel
23 that the rates should actually be increased for the
24 extended area.

25 JUDGE CANFIELD: All right. Any additional

Maxey - By Judge Canfield

1 questions?

2 MR. FINNIGAN: No.

3 JUDGE CANFIELD: Thank you, Mr. Maxey.

4 (The witness was excused and withdrew from the
5 stand.)

6 JUDY A. MARKLE,
7 having been first duly sworn, was called as a witness
8 herein and was examined and testified as follows:

9 MS. MARKLE: My name is Judy, with a y, A.,
10 Markle, M-a-r-k-l-e. My address is 295 Sareault Road,
11 S-a-r-e-a-u-l-t, Toledo, and I have a residential phone.
12 I am speaking on my own behalf; however, I would like to
13 say something on behalf of senior citizens, for the
14 reason being, I work for Lewis County Senior Services
15 Division.

16 I'd like to start out by saying I disagree with
17 the gentleman behind me. I think our service has been
18 excellent except for a couple of years. I have lived
19 here all 45 years of my life. When other people don't
20 have telephone service because of storms and whatnot, we
21 do. At least in the phone that comes into my home, the
22 service has been excellent.

23 Because of my work, I see the type of struggles
24 that senior citizens have to deal with every day living
25 on a fixed income. Telephone is not a luxury anymore.

Markle - Statement

1 It's a necessity. I heard the comment Tuesday night that
2 someone said, "Well, Toledo people can get their services
3 in Winlock and Vader." Well, that can only be made by
4 someone that's never been to Winlock and Vader. They
5 have about as much as we have, probably. Well, actually
6 less. But all joking aside, there are a lot of our
7 seniors that do take advantage of the medical services in
8 Toledo and Winlock, but frequently they will be sent out
9 of town for tests. If they have any kind of, even not
10 sophisticated tests to have performed, they have to go to
11 Chehalis or to Longview. That is just a way of life for
12 them. They have to do this. So that necessitates
13 telephoning those areas: Centralia-Chehalis or the
14 Longview-Kelso area.

15 There is that problem. There is also the
16 problem that when they do get their medical bills, they
17 always have to call Longview or Chehalis to straighten
18 out their Medicare messes. The first thing that happens
19 when you call up there is you get put on hold. It takes
20 approximately 5 minutes for them to bring it up on their
21 computer, and while this is happening, you are paying.

22 At any rate, to sum it up, I think that \$16 is
23 ample. I would like to see it around 10, and I mean
24 total; not in addition to what we have. Sixteen total.
25 I think that is fair and that is all I have to say.

Markle - By Mr. Smith

1 JUDGE CANFIELD: Questions?

2 EXAMINATION

3 BY MR. SMITH:

4 Q Mrs. Markle, would you happen to know what
5 percentage of the Toledo exchange area is composed of
6 senior citizens?

7 A It's a lot, and I should know, but I work for
8 -- at the Twin City Senior Center in Chehalis, and I am
9 more familiar with the percentage in the
10 Chehalis-Centralia area, but I know that this has a very
11 high population of people over the age of 60, and I am
12 sorry, I can't answer that question for you.

13 Q I wasn't sure that you could. I was trying to
14 get an order of magnitude?

15 A I am sorry, I wouldn't be able to. It is high.

16 Q And would it be your view that the senior
17 citizens that you deal with would find it difficult to
18 pay more than \$16 a month for local service?

19 A Yes, very definitely.

20 MR. SMITH: Thank you.

21 JUDGE CANFIELD: Any questions?

22 MR. FINNIGAN: Yes, just briefly.

23 EXAMINATION

24 BY MR. FINNIGAN:

25 Q You mentioned that the senior citizens go both

Markle - By Mr. Finnigan

1 north to Centralia-Chehalis and south to Longview-Kelso
2 for services?

3 A Yes.

4 Q Is there any way that they could go just one
5 direction or why do they go both directions?

6 A Because it's a free country and you get your
7 choice.

8 MR. FINNIGAN: Thank you.

9 JUDGE CANFIELD: Maybe I could just follow up.

10 EXAMINATION

11 BY JUDGE CANFIELD:

12 Q You mentioned the more sophisticated tests are
13 done in either the Centralia-Chehalis area or south to
14 the Longview-Kelso area but that some medical services
15 were performed in the Toledo area?

16 A Well, we do have a clinic --

17 Q That is what I wanted information on.

18 A -- downtown, right, and they are capable of
19 taking many tests, but if it is something that they do
20 not have the equipment to deal with, I know that Dr.
21 Christiansen will send them either to Longview-Kelso or
22 Chehalis-Centralia, to the hospitals there.

23 Q There being hospitals in each of those areas?

24 A Yes.

25 Q And you mentioned that senior citizens have to

Markle - By Judge Canfield

1 call, inevitably, Centralia-Chehalis to straighten out
2 their bills?

3 A Their Medicare bills.

4 Q Medicare bills?

5 A Almost always.

6 Q Now, those are calls from senior citizens in
7 the Toledo area?

8 A Yes.

9 Q I didn't know if you were referencing your
10 experience at work or --

11 A Well, I am, but I live in Toledo. My parents
12 live next door to me, and I know a lot of the senior
13 citizens in Toledo and I know the messes they have to
14 deal with with their Medicare bills, and it always
15 necessitates a call, and it's always long distance.

16 Q And when you mentioned the 10 to 16 dollars
17 total, that's including the current rate? What is the
18 current rate? Do you have that information?

19 A No, sir, I don't.

20 JUDGE CANFIELD: All right. Any additional
21 questions?

22 MR. SMITH: Just one follow-up.

23 EXAMINATION

24 BY MR. SMITH:

25 Q Mrs. Markle, are there any specialized medical

Markle - By Mr. Smith

1 services available in Centralia and Chehalis that aren't
2 available in Longview-Kelso or vice versa?

3 A There's probably more in Longview and Kelso.
4 It's a larger area, but it's pretty even, I would say.

5 Q If extended area service were granted in one
6 direction or the other, would it make a difference in
7 terms of --

8 A You mean, are you talking about a choice?

9 Q Yes, a --

10 A A choice between north or south?

11 Q If you had to chose, would the medical services
12 be better in one direction or the other?

13 A I am not sure if it would be fair for me to
14 make that kind of an assessment.

15 MR. SMITH: All right. Thank you.

16 JUDGE CANFIELD: Thank you, Mrs. Markle.

17 (The witness was excused and withdrew from the
18 stand.)

19 MR. SMITH: Gertrude John?

20 MS. JOHN: What I wanted to know has been
21 brought up.

22 MR. SMITH: All right.

23 MS. JOHN: Thank you.

24 MR. SMITH: Cecile Barnes?

25

Davis - Statement

1 this area. I was born and raised here and lived here all
2 my life. I am also a senior citizen and we are on a
3 fixed income, so speaking of prices, as far as I am
4 concerned, that 33 and 34 dollars is way out of line, but
5 going back to having the area phones for Longview-Kelso
6 and Chehalis and Centralia, the entire area needs them.
7 Half of us go to Longview to our doctors and the
8 hospital; the other half in this area go to Chehalis and
9 Centralia. And it's only fair that they can be allowed
10 to choose their own doctors and hospitals that they are
11 treated in. So I feel that we do need the service, but
12 as far as I am concerned, with everybody, so many of us
13 here that are on fixed incomes, I feel that, as the rest
14 of them were saying, that 16 to 20 dollars should be the
15 maximum that we have to pay, overall monthly payment, and
16 that is what I have to say. Oh, and you didn't get my
17 address. 569 Jackson Highway South, 98591.

18 JUDGE CANFIELD: That's Toledo?

19 MRS. DAVIS: Yes.

20 JUDGE CANFIELD: Questions for Mrs. Davis?

21 EXAMINATION

22 BY MR. SMITH:

23 Q Mrs. Davis, do you have any idea what your
24 average monthly long distance bill is now?

25 A My average one runs anywhere between 30 and 50

1 dollars.

2 Q And where are those calls made to?

3 A Longview. Well, just like this morning, I got
4 my mail. I had to call the Saint John's Hospital and I
5 had to call my doctor because the bills were messed up,
6 so mine goes to Longview and mine go to Chehalis, both.

7 MR. SMITH: Thank you.

8 EXAMINATION

9 BY JUDGE CANFIELD:

10 Q Now, was the average of 30 to 50 dollars, was
11 that the long distance portion or was that the total
12 bill?

13 A That's the total bill.

14 Q All right. I think the question was the long
15 distance, but just so we have --

16 A Sometimes it runs -- it hasn't lately, but it
17 has run as high as 75, but the last few months it has
18 not.

19 JUDGE CANFIELD: Thank you.

20 (The witness was excused and withdrew from the
21 stand.)

22 MR. SMITH: Glen Hudson.

23 GLEN HUDSON,

24 Having been first duly sworn, was called as a witness
25 herein and was examined and testified as follows:

Hudson - Statement

1 MR. HUDSON: My name is Glen Hudson. Residence
2 is 111 Ray Road, Toledo, Washington. I am speaking for
3 myself and seven others of my family and other friends in
4 similar circumstances and of like opinions who I know all
5 of them aren't able to be here tonight. Our average
6 costs are between 55 and a hundred dollars a month. The
7 last month was about a hundred in calls that I would call
8 the local area. I mean, I am talking about within a
9 25-mile radius. There was 119 long distance calls to
10 each of those areas last month alone.

11 The main thing I want to emphasize is I would
12 urge approval of all the proposed routes, Centralia to
13 Longview. Parenthetically, I would also like to add in
14 the McDaniels area of Onalaska, Mossy Rock and Morton
15 because there is quite a bit of communication, not just
16 by my family but many people I know, including senior
17 citizens to those areas because of a lot of family and
18 some business.

19 I would also like to urge capping of the local
20 rates at \$16 for a number of reasons. One, it would be
21 approximately equal to rates elsewhere for the same
22 amount of services. Considering that in Seattle, Federal
23 Way and many, many others I have been to, you can call a
24 million people or more and sometimes geographically
25 speaking over a hundred miles for the same amount of

Hudson - Statement

1 money.

2 I was concerned when I heard recently how a
3 number of senior citizens thought that their bills were
4 going to go up by at least \$45, and in a moment I would
5 like to offer a couple of suggestions for how those
6 revenues could be obtained rather than directly pricing
7 it to the customers only of the Toledo area.

8 I wanted to add something to what was mentioned
9 by another witness here. I work with Assured Home Health
10 visiting nurses, and so I come in contact constantly,
11 with senior citizens from all over Lewis County. I know
12 from personal experience that these people access medical
13 services and other necessary services not only throughout
14 Lewis County but also down in the Longview-Kelso area,
15 and I can add that there are specific services, for
16 example, at Saint John's Hospital in Longview-Kelso that
17 are not available at Centralia Providence Hospital, and
18 there's many, many reasons why people go to both areas,
19 and both are just as important.

20 What I would propose as possible ideas to pay
21 for the EAS service would be, for example, use of the
22 universal service fund that, to my understanding, was
23 developed to equalize and make possible to all the
24 citizens of the state of Washington, telephone services.
25 Another thing that I have heard and certainly would make

Hudson - Statement

1 sense to me is that simply adding a dime cost, 10-cent
2 cost to every phone bill in the state would bring about
3 the needed funds to pay for this EAS.

4 Such measures, to me, seem entirely
5 appropriate; and things along those lines, to me, would
6 be more than fair. I know that we, in this area,
7 subsidize a lot that goes on in the cities. We subsidize
8 the metropolitan areas and yet they are getting phone
9 service that we do not have.

10 I would like to mention a few other reasons as
11 to why I would like to see this EAS established. For
12 those of us who are still in the work force, we have to
13 make long distance phone calls unless our company happens
14 to provide a calling card for us, both to call home and
15 to call away from home. That hinders business. I
16 personally have seen where the ease of business, the
17 reduced cost of business and the expansion of a business
18 could be facilitated by an EAS; and in this area we need
19 jobs. Unemployment has been historically high here and
20 certainly telephone services could make a big difference
21 because I know that is one of the major factors that
22 business is going to take into consideration, and
23 certainly for those of us who live here, accessing
24 businesses would be a lot more easy and effective.

25 I have also noticed that Toledo is in both the

Hudson - Statement

1 Seattle and the Portland marketing districts. We get
2 advertisements, for example, Safeway stores, we are in
3 both areas, both from Portland and Seattle and since they
4 can consider us as part of their districts, then why
5 can't we also be part of theirs by telephone as well as
6 advertising medium.

7 There are a lot of family connections among
8 people in this community, and I personally heard a number
9 of my patients complain about how they'd like to reduce
10 the isolation and increase their socialization by being
11 able to talk to family more often, but because they have
12 a limited income, they are afraid to call too often and
13 they can't get out and drive and visit like the rest of
14 us can.

15 It seems to me that it's kind of unfair that
16 Winlock is about the same distance from Chehalis and
17 Longview-Kelso as we are and yet they can call
18 Centralia-Chehalis for free. Why can't we do that? We
19 are just across the freeway.

20 For students, a number of them would like to
21 access computer services in the Longview-Kelso and
22 Centralia-Chehalis areas. You can't do it now without
23 paying toll charges, and running computer time gets real
24 spendy that way. This deprives both the young people and
25 adults of our community of communications possibilities,

Hudson - Statement

1 educational possibilities that they don't currently have.

2 We would like to have greater input into the
3 affairs of our county. The county government, as an
4 example, right now does have an 800 number to the
5 courthouse. I don't know about other people, but that
6 phone line is almost always busy when I try to call it.
7 It would sure be nice to have a non-toll call possibility
8 so that we could interact with commissioners and other
9 officials who impact our lives.

10 Our young people are -- often move away from
11 the community, and I know one of the biggest reasons is
12 they feel so isolated and the reduced possibilities that
13 are here, connected to some of the things I already
14 mentioned like lack of business. I think a phone system
15 would help retain our young people in the area and help
16 strengthen everything from family ties to business and
17 other things by enabling them to communicate with others
18 without the high cost. It would certainly reduce family
19 fights, too, about expenses.

20 I think that is all I have to say for now.

21 Thank you.

22 JUDGE CANFIELD: All right. Any questions for
23 Mr. Hudson?

24 MR. SMITH: No.

25 MR. FINNIGAN: No.

Hudson - By Judge Canfield

1 EXAMINATION

2 BY JUDGE CANFIELD:

3 Q I have got a few clarifying questions, Mr.
4 Hudson. You live in Toledo?

5 A Yes.

6 Q You work in what area?

7 A I work all over Lewis County.

8 Q Lewis County, okay.

9 A I have two offices, one in Morton and one in
10 Chehalis. I work out of both.

11 Q And your profession?

12 A Is a medical social worker.

13 Q All right. Because at one point you mentioned
14 your patients, and so I just wanted to clarify that.

15 Q And when you mentioned you would favor the
16 proposed EAS routes but would, at the same time, favor a
17 cap on local rates of \$16, is that a total per month
18 figure for the EAS or including the local rate?

19 A That would -- that would be a total figure
20 including basic rate, local service and the EAS. In
21 other words, we increase what we are currently paying,
22 base rate plus \$3. To me, that would seem entirely
23 reasonable.

24 Q All right. So rather than the 26 or 34 dollar
25 per month EAS figure that has been discussed, you would

Hudson - By Judge Canfield

1 favor a \$3 per month figure for the increased EAS
2 service?

3 A Yes, and that would be comparable to what the
4 other people in larger areas are able to pay and get much
5 greater service.

6 Q When you mention the 800 number to the
7 courthouse, that's a call to what area?

8 A Well, that particular number I was referring to
9 goes to the county courthouse.

10 Q Which is in?

11 A Chehalis.

12 Q Chehalis, okay.

13 JUDGE CANFIELD: Any additional questions?

14 Okay, thank you.

15 (The witness was excused and withdrew from the
16 stand.)

17 GLENDA DORNING,

18 having been first duly sworn, was called as a witness
19 herein and was examined and testified as follows:

20 MS. DORNING: Do you need me to spell my name?

21 JUDGE CANFIELD: Yes, if you would, please.

22 MS. DORNING: G-l-e-n-d-a, D-o-r-n-i-n-g. I
23 live at 180 Foster Creek Road, and that's Toledo, and I
24 want to represent myself and also the company I work for.
25 The company's name is Better Weigh, B-e-t-t-e-r,

Dorning - Statement

1 W-e-i-g-h, Manufacturing. That's at 168 Foster Creek
2 Road in Toledo. I am in favor of the extended services.
3 Our business average on the telephone is \$731 a month,
4 and a majority of our calls is at Longview and Chehalis
5 for parts.

6 And just for me, personally, I was born and
7 raised in Centralia, and my family and my friends are in
8 Centralia but I also have Kaiser for work in Longview,
9 and I can only go to Longview. I don't have a choice of
10 going to Toledo because of insurance. Through my
11 insurance, I have to go through Kaiser's health, their
12 establishment there.

13 But as for me as a mother, I go once every two
14 weeks, maybe a couple of times a week to the doctor. I
15 have to make phone calls to Longview, and am also put on
16 hold for several minutes at a time.

17 That's about all I have to say.

18 JUDGE CANFIELD: Additional questions for Ms.
19 Dorning.

20 EXAMINATION

21 BY MR. SMITH:

22 Q Could you tell us what Better Weigh
23 Manufacturing is?

24 A We build log trailers and dump boxes and pup
25 trailers, but we also have a parts department and that's

Dorning - By Mr. Smith

1 where a lot of a majority of our calls are for, for the
2 parts, call for the availability in the Longview and
3 Chehalis area.

4 Q The \$731 is fairly typical of your monthly --

5 A Yes, I just did it with the last 5 months, and
6 so far we paid \$3600 for the 5 months, so that would help
7 our business tremendously. That's a big expense.

8 Q How long has Better Weigh Manufacturing been
9 located there?

10 A Since 1979.

11 Q Did it move here from sompelace else?

12 A No.

13 EXAMINATION

14 BY JUDGE CANFIELD:

15 Q And those bills are typically calls from the
16 Toledo area to the Longview --

17 A Yes, a big majority of our calls are to
18 Longview-Kelso, Centralia-Chehalis.

19 Q They go both north and south, then?

20 A Right.

21 Q All right. So you favor these proposed EAS
22 routes. What about the proposed EAS charges?

23 A At a cap of \$16.

24 JUDGE CANFIELD: All right. Any additional
25 questions for Ms. Dorning?

Mifflin - Statement

1 MR. SMITH: No.

2 JUDGE CANFIELD: Thank you.

3 (The witness was excused and withdrew from the
4 stand.)

5 KEN MIFFLIN,

6 having been first duly sworn, was called as a witness
7 herein and was examined and testified as follows:

8 MR. MIFFLIN: My name is Ken Mifflin,
9 M-i-double f-l-i-n. Address is 140 Kirkendoll Road,
10 Toledo. I am speaking for myself. I have a residential
11 home but use it as a part-time business. My phone bills
12 probably average between 60 and 80 dollars a month, but
13 probably only \$10 of that would be to the extended
14 service area. I work in Centralia, but I have a little
15 out because I also have a cellular phone that the gas
16 company pays for so I can use that to call Centralia.

17 When this original proposal was suggested, I
18 was for it because the original questionnaire asked if we
19 would be interested in an extended service area with a
20 rate increase of approximately two to three dollars, and
21 I am all for an extended service area at a reasonable
22 rate, but I think personally I would have to make close
23 to a hundred phone calls a month in the extended service
24 area to burn up \$33 in a rate increase. I mean, if they
25 are a minute phone calls or approximately, so I am

Mifflin - Statement

1 against a rate increase of \$33.

2 That is all I have.

3 JUDGE CANFIELD: Questions for Mr. Mifflin?

4 MR. SMITH: No.

5 MR. FINNIGAN: No.

6 (The witness was excused and withdrew from the
7 stand.)

8 IRVIN RICE,

9 having been first duly sworn, was called as a witness
10 herein and was examined and testified as follows:

11 MR. RICE: My name is Irvin Rice, R-i-c-e, 559
12 Salmon Creek Road, Toledo. I am talking for myself. I
13 am in favor of the extended service if it's at a
14 reasonable rate, and I am on a fixed income and I cannot
15 afford a big rate increase, and I have talked to a lot of
16 the senior citizens, and they said if there is a big
17 increase in their rates, they would have to have their
18 phone taken out, as I would, but we need it for police
19 and fire and stuff like that and I think it should be
20 capped at \$16.

21 Now, this has nothing really to do over here,
22 but I came from Massachusetts, and I could call, with our
23 phone, I could call at least 50 towns and cities
24 surrounding me for \$10, so that is about all I have to
25 say, but we need it.

Rice - Statement - By Mr. Smith

1 You asked one question, the lady, if, you know,
2 more of Longview or more of Chehalis. Well, our 911 is
3 Chehalis, and that's where our fire is dispatched from,
4 so we need both.

5 That is all I have to say.

6 JUDGE CANFIELD: Questions for Mr. Rice?

7 EXAMINATION

8 BY MR. SMITH:

9 Q Mr. Rice, where did you live in Massachusetts?

10 A Holden, right near Worcester. Have you ever
11 heard of that?

12 Q I heard of Worcester.

13 A Well, it's 60 miles from Boston.

14 Q Would it be considered an urban area or a rural
15 area?

16 A Well, it would be a little bigger, probably,
17 you know, acreage, it would be about the size of Toledo.

18 Q But are the surrounding towns fairly close
19 together or are they separated by some distance?

20 A It's all different, some close, some -- we
21 could probably call -- I am going to take a guess,
22 probably 60 miles in a radius of where I lived.

23 Q Thank you.

24 A And that was \$10 a month.

25

1 EXAMINATION

2 BY JUDGE CANFIELD:

3 Q What are the spellings of those towns in
4 Massachusetts?

5 A Worcester, W-o-r-c-e-s-t-e-r, Worcester.

6 Q And the other one?

7 A Holden is where I come from, H-o-l-d-e-n.

8 Q All right.

9 A If you ever heard of Mount Wachusett, that's
10 right near where I lived.

11 (The witness was excused and withdrew from the
12 stand.)

13 TOM LAYTON,

14 Having been first duly sworn, was called as a witness
15 herein and was examined and testified as follows:

16 MR. LAYTON: I am here to represent myself as a
17 residential customer, as a business customer, as chairman
18 of the Toledo School Board.

19 JUDGE CANFIELD: I didn't get the name and the
20 spelling. Maybe we can get that.

21 MR. LAYTON: Excuse me. Tom Layton,
22 L-a-y-t-o-n, 286 Layton Road, Toledo; lived, born and
23 raised in Toledo and I have to agree with Judy. We have
24 had several business lines put in, residential lines,
25 new, old houses and the service has been great and we

Layton - Statement

1 appreciate that.

2 As a residential customer, our phone bill runs
3 a hundred dollars plus, and for our medical services,
4 being past members of Kaiser, all of our phone calls were
5 directed to Longview. We are still, medical for our
6 child care is in Longview, so all those calls are long
7 distance, and with relatives living in
8 the Chehalis-Centralia area, there is long distance
9 calls there, and also to the Longview area.

10 But the biggest is on the business rate. We
11 have our own private business plus I work for a timber
12 company, and most of our dealings is in the Longview
13 area, and the business number -- costs run about 150 to
14 200 dollars a month, with about a hundred dollars of that
15 or 50 percent of that to the Longview-Chehalis area. We
16 have a FAX machine installed, and a lot of FAX
17 communications between the larger timber companies in the
18 Longview area, and also a computer installed, and as the
19 gentleman mentioned, any kind of computer dialogue is all
20 long distance, out of the Toledo area. With the growing
21 computer industry and the use of the computer, this
22 extended rate would be very helpful, not only in the
23 present businesses but any new businesses, especially
24 small businesses that would like to start in this Toledo
25 area. With a tax rate and the property values and the

Layton - Statement

1 land-use plans, it's easy for a business to get started,
2 but the phone rate is something they may need to look at.
3 A lot of them, I know, have settled or looked at the
4 Winlock area over the Toledo area because of the phone
5 rates.

6 As a member of the Toledo School Board and
7 chairman of the board, with the league alignment the way
8 it is, the junior high schedules and grade school
9 schedules, there is a lot of calls to the
10 Chehalis-Centralia area and also to the Longview area.
11 It would save us there, and I can't give you an amount
12 that the savings would be to the school district, but I
13 would say on the phone bill, probably 20 percent on the
14 long distance calls.

15 And for the senior citizens, is there a way to
16 have a separate rate for the senior citizens on a fixed
17 income? That's the only question I have on that.

18 And as far as the rate, anything probably for
19 us less than \$40 would be great on extended service.

20 That's the only comment I have.

21 JUDGE CANFIELD: All right. Any questions for
22 Mr. Layton?

23 MR. SMITH Yes.

24 MR. RICE: I would like to ask him one.

25 JUDGE CANFIELD: Not questions from the

Layton - By Mr. Smith

1 audience. If you want to make a point, you can come up
2 and testify. Questions from the parties?

3 EXAMINATION

4 BY MR. SMITH:

5 Q Mr. Layton, when you said \$40 would be okay,
6 were you talking about your residential service or
7 business or both?

8 A Both. The lower, the better, of course, but I
9 mean anything less. When you have got a phone bill
10 that's extended to the Longview -- or the long distance
11 to Longview and the Chehalis area, long distance is
12 around a hundred dollars, so anything less than that, and
13 plus if it was less than 50 on the fixed, the use of the
14 computer would be utilized a lot more because like you
15 say, everything is long distance.

16 Q You stated that because of the school league
17 alignment, I take it the schools have to call out of the
18 area?

19 A Yes.

20 Q Does that also involve or give rise to calls by
21 parents from children involved in the athletics?

22 A Yes, and also the educational opportunities
23 there, too, again, with the computer and the FAX
24 machines, where we could access Longview lines or
25 Chehalis lines and not have to pay a long distance toll

Layton - By Mr. Finnigan

1 would be a tremendous savings.

2 MR. SMITH: All right.

3 EXAMINATION

4 BY MR. FINNIGAN:

5 Q Mr. Layton, in 1992, Toledo customers had over
6 a million-and-a-half minutes of toll calling to the
7 proposed EAS area. Do you have any ideas on how the cost
8 of making those -- that much calling should be paid for,
9 any ideas on the subject?

10 A No, I don't. It would have been great if -- I
11 don't know how the legal situation is on the pool, the
12 statewide pool, but I mean, we help everybody else out
13 with the ferry system and mass transit, you know. You
14 would think they could help us a little bit in this area.
15 Thanks.

16 JUDGE CANFIELD: Thank you, Mr. Layton.

17 (The witness was excused and withdrew from the
18 stand.)

19 MR. SMITH: James Nelson.

20 JAMES NELSON,

21 Having been first duly sworn, was called as a witness
22 herein and was examined and testified as follows:

23 MR. NELSON: My name is James Nelson,
24 N-e-l-s-o-n. I live at 153 Jackson Highway South,
25 Toledo, Washington. Also have a business in Toledo at

Nelson - Statement

1 205 Cowlitz in Toledo. I am an attorney, have a law
2 office, although I don't practice as much now as I
3 formerly did. My calls are to Chehalis, Centralia, to
4 Longview and to Kelso. The courthouse for Cowlitz County
5 is in Kelso, and every time I need to call the
6 courthouse, it's a long distance call. When I contact
7 the opposing lawyer, it's a long distance call to Kelso
8 or Longview. Chehalis, county seat for Lewis County is a
9 long distance call to the courthouse, to the clerk's
10 office. It's also a long distance call to the attorneys
11 in the Chehalis-Centralia area.

12 The last time I looked at my phone bills and
13 computed them for a year, 79 percent of my bills were
14 long distance to the Chehalis-Centralia area and the
15 Longview-Kelso area. My phone bills were running on the
16 average of 150 to 175, so 79 percent of that total was --
17 or would be included in the extended area service.
18 Needless to say, I am in favor of all of the areas that
19 are proposed. I think they should be given extended area
20 service to those communities.

21 My clients come from throughout Lewis and
22 Cowlitz County, so the contacts with my clients involves
23 long distance calls.

24 Court reporters, I use Mr. Archer exclusively.
25 If I set up a deposition, it's a long distance call.

Nelson - Statement

1 If I need repairs for computers, for
2 typewriters, for copier machines, long distance phone
3 calls. When I order supplies, long distance, Chehalis or
4 Longview.

5 So needless to say, it's a burden on my
6 business to have to pay long distance calls to all of
7 these areas.

8 My family resides primarily in the Longview-
9 Kelso area, so contact with the family is through a long
10 distance phone call. Our friends reside throughout
11 Chehalis, Castle Rock, Longview, so contacts, social
12 contacts therein are long distance phone calls.

13 I am also involved in restoring antique
14 automobiles in conjunction with an associate in Winlock,
15 so every time I contact him, it's a long distance phone
16 call. Parts we get through Winlock, Winlock Auto Supply,
17 so it's a long distance phone call when I order parts.

18 The present restrictions on local calls to the
19 Toledo area is a burden both on the individual and on
20 businesses, and I definitely think that expedited action
21 should be taken to approve the extended area service to
22 afford the citizens of the Toledo area with the same
23 privileges that the rest of the state enjoys, absent
24 another 10 or 11 small communities that are involved in
25 trying to get EAS.

Nelson - Statement

1 I definitely think that the -- there should be
2 a cap on the monthly rate, and I view \$16 total,
3 including EAS and the basic privileges as being a
4 reasonable amount. I think that by averaging statewide,
5 the Toledo Telephone Company could implement this without
6 any difficulty. I think it's only fair that it should be
7 a statewide average, so in summation, EAS is long overdue
8 for the Toledo area. It's long overdue at a reasonable
9 cost, and it should be implemented.

10 I didn't address medical and dental needs, but
11 but I am also covered through Kaiser, and that's only in
12 the Longview area. There are medical facilities
13 available only in Longview that are not available in
14 Chehalis. They have a radiation facility in Longview at
15 Saint John's Hospital. They have one oncologist in
16 Longview. I am not sure whether or not they have any in
17 the Chehalis-Centralia area, so that the medical
18 facilities, although excellent in both places, they are
19 not necessarily equal.

20 JUDGE CANFIELD: Are there any questions?

21 MR. SMITH: I just have one.

22 EXAMINATION

23 BY MR. SMITH:

24 Q Mr. Nelson, I take it from what you have said,
25 you can't reach the clerk in Lewis County Superior Court

Nelson - By Mr. Smith

1 on the 800 number?

2 A If it's not otherwise busy. I could spend 10
3 minutes -- and they have two clerks. They have a
4 district court clerk, they have a superior court clerk.
5 The municipal courts are not available through the 800
6 hundred number, and there is no 800 number to Cowlitz
7 County and Kelso.

8 JUDGE CANFIELD: Additional questions for Mr.
9 Nelson?

10 MR. FINNIGAN: No.

11 JUDGE CANFIELD: Thank you.

12 MR. NELSON: I should say one other thing.
13 Just from an efficiency standpoint, right now you have to
14 dial 1-206 and then the seven digits, and that might not
15 seem like a burden, but if you are in a business and have
16 to dial that extra -- those extra few numbers, it is
17 burdensome over a long period of time, and when you make
18 as many calls as business people do. If they were local
19 calls, it would be just straight seven digits.

20 JUDGE CANFIELD: Thank you, Mr. Nelson.

21 (The witness was excused and withdrew from the
22 stand.)

23 ALENE PLUARD,
24 having been first duly sworn, was called as a witness
25 herein and was examined and testified as follows:

Pluard - Statement

1 MS. PLUARD: My name is Alene, A-l-e-n-e,
2 Pluard, P-l-u-a-r-d, address is 271 Hart, H-a-r-t Road,
3 and that's Winlock. I am representing myself and I do --
4 we do have the Winlock phone and Winlock address so U.S.
5 West takes care of our phone at our residential area,
6 but we are in the Toledo school district and so
7 therefore, you know, everything is long distance for
8 them, and I know there are several other people who also
9 may be in the same situation, whether they are in Vader.
10 There are people with Onalaska phones who have children
11 in Toledo and there are many that have Winlock phones
12 who have children in Toledo, so anytime, whether it is
13 sports related, school related, whatever, that is a long
14 distance call from Toledo to home or vice versa. And so
15 mostly -- and also for hospital, you either have
16 Centralia or Longview, and even for myself, both of those
17 are long distance, whether I was in Toledo or Winlock.
18 That was my biggest concern is with the school.

19 JUDGE CANFIELD: Questions for Mrs. Pluard?

20 EXAMINATION

21 BY MR. SMITH:

22 Q Ms. Pluard, I don't know whether you would
23 know, but would you know how many children in Winlock go
24 to school in the Toledo School District?

25 A I couldn't answer that, and like I said, it's

Pluward - By Mr. Smith

1 not just children from Winlock; there could be children
2 from Winlock, there's children from Vader. I don't know
3 whether there's children in Ryderwood, and there are a
4 few that perhaps have Onalaska phones also.

5 Q Thank you.

6 A That we are in the school district.

7 JUDGE CANFIELD: Questions? Thank you.

8 (The witness was excused and withdrew from the
9 stand.)

10 JUDGE CANFIELD: I don't know how many more are
11 on the list.

12 MR. SMITH: There is only one more signed up
13 after Mr. Nyberg.

14 JUDGE CANFIELD: Let's go ahead and take these
15 two and then we will take a break and then anyone else
16 wishing to sign up to testify will have an opportunity
17 during our break so we will go ahead and take these next
18 two people that have signed up.

19 WILLIAM H. NYBERG,
20 Having been first duly sworn, was called as a witness
21 herein and was examined and testified as follows:

22 MR. NYBERG: My name is William H. Nyberg,
23 N-y-b-e-r-g. I reside at 302 Coal Street, downtown
24 Toledo. I am representing both myself and my wife, and I
25 am a retired commercial land mortgage banker, basically a

Nyberg - Statement

1 senior citizen.

2 The proposed rate increase for the extended
3 service to Longview-Kelso area in addition to the
4 Chehalis-Centralia area I think is a need to our
5 community, but at the proposed cost of some increased
6 \$44, I think this is unreasonable for the seniors in our
7 community to have to sustain. Personally, I don't know
8 that I feel that I would use that service enough to
9 justify that kind of an increase, as currently my phone
10 bill probably averages from 65 to 130 dollars a month
11 because I must -- we call our children, all out of state.

12 However, just previous to my address, I did
13 have a Winlock address and all my kids attended Toledo
14 schools, and at this Winlock address, we always had to
15 call -- our children had to call long distance to come
16 into Toledo, and having lived in some different, 11
17 different homes throughout the states of Washington,
18 Oregon and Arizona, I have never lived in a community
19 where I couldn't have some extended type of service
20 beyond just a little residential area such as this.

21 It seems like in every rate or tax that I have
22 to, you know, that I have to share, such as the ferry
23 system on Puget Sound or the tax base that our current
24 Governor is suggesting for rapid transit in Seattle, it
25 seems like to me that us rural citizens ought to

Strutzenberg - Statement

1 reciprocate or they ought to reciprocate to us and offer
2 us some extended services, too.

3 That's about all I have to say.

4 JUDGE CANFIELD: Questions for Mr. Nyberg?

5 MR. SMITH: I have none.

6 MR. FINNIGAN: No.

7 JUDGE CANFIELD: Thank you, Mr. Nyberg.

8 (The witness was excused and withdrew from the
9 stand.)

10 BRUCE STRUTZENBERG,
11 having been first duly sworn, was called as a witness
12 herein and was examined and testified as follows:

13 MR. STRUTZENBERG: Repeat my name?

14 JUDGE CANFIELD: If you would state your name
15 and spell the last name, please.

16 MR. STRUTZENBERG: Bruce Strutzenberg
17 S-t-r-u-t-z-e-n-b-e-r-g. I live at 265-A Collins Way,
18 Toledo.

19 I am just testifying in favor of the EAS. Just
20 like the last gentleman, every place I have lived, you
21 had an extended calling distance at least to be able to
22 get to your central services. In the town of Toledo, you
23 have got about one barber shop, a hardware, a tavern, a
24 bank, and anything other than that, you are having to
25 call out of town, and that's long distance.

Strutzenberg - Statement

1 Right now my wife works for the school
2 district. All of our medical goes through Longview, with
3 Kaiser, so anytime the kids are sick or there's a
4 problem, we are having to call long distance.

5 Mine, I go through the ironworkers. All my
6 medical basically I get through Centralia.

7 I have a handicapped son at home. He goes to
8 school in Centralia. Anytime there is a problem, it's
9 long distance just to call my kid at school.

10 Also I listened to other people, and I wasn't
11 aware of it until the other night, I bought a computer
12 and I had intended to put in a modem. I have doubts
13 about that now because everything you do is going to be
14 long distance. I bought it specifically, I wanted to tie
15 into some programming for my kids for education, and I
16 think that I am paying high enough taxes now to educate
17 my kids let alone to be penalized over the phone for it.

18 Right now I am unemployed, and the unemployment
19 office that I go through is in Longview, so anything I do
20 with that, I have to call just to look for work.

21 My phone bills have been averaging quite high,
22 and I would like to say most of it is extended services,
23 which I haven't looked at the phone bill, but I have had
24 my phone turned off at this point for just incoming
25 calls. When you are unemployed, if you want something

Strutzenberg - By Judge Canfield

1 that you favor the proposed EAS routes, but what was your
2 comment with respect to 16? Is that your --

3 A I don't think it is unreasonable, but I don't
4 think it should be much larger than that if you compare
5 it statewide. Along with everybody else, we are paying
6 for ferry systems, transportation in towns all over the
7 state and then they are going to complain about trying to
8 help us just to have what everybody has: A reasonable
9 calling distance for essential services.

10 Q So you would favor a cap of the services, EAS
11 and local service of a total of \$16 per month?

12 A I think that is reasonable.

13 JUDGE CANFIELD: All right. Thank you, Mr.
14 Strutzenberg.

15 (The witness was excused and withdrew from the
16 stand.)

17 JUDGE CANFIELD: Any additional names on the
18 list that have signed up, Mr. Smith?

19 MR. SMITH: That's all I have for now, Your
20 Honor.

21 JUDGE CANFIELD: Why don't we take a break, and
22 then if anyone wishes to sign up and offer some comments
23 after the break, we will give them that opportunity, but
24 it's about 20 minutes after 7, so we will take a
25 10-minute break and come back on at 7:30.

Whatley - Statement

1 (A brief recess was taken.)

2 JUDGE CANFIELD: We are back on the record
3 after our break during which time some individuals have
4 signed up to offer some comments, so we will take them
5 off the list and at the conclusion, we will ask if there
6 are any additional individuals that want to offer
7 testimony tonight. Mr. Smith?

8 MR. SMITH: Marie Whatley?

9 MARIE WHATLEY,
10 Having been first duly sworn, was called as a witness
11 herein and was examined and testified as follows:

12 MS. WHATLEY: I will affirm.

13 JUDGE CANFIELD: All right. Could we get you
14 to state and spell your name, please.

15 MS. WHATLEY: Marie Whatley, W-h-a-t-l-e-y, and
16 I live at 2021 State Highway 505, Toledo.

17 JUDGE CANFIELD: All right.

18 MS. WHATLEY: I moved up here from Longview 30
19 years ago, and I have been wishing for this service 30
20 years, so I am hoping someday I will see it while I am
21 living. There were 22 articles on this sheet, and I went
22 over them to see what would apply to me, and every one of
23 them did except about 5 things.

24 My bill runs anywhere from 50 to 75 or 80
25 dollars a month. I belong to Kaiser, and we have to go

Whatley - Statement

1 to Longview for that, but we live in Lewis County, so we
2 have to go to Chehalis and have all of our dealings for
3 the county up that way.

4 I have a son that lives with me that goes to
5 Longview Lower Columbia College, and he has calls that he
6 has to make there. He also has calls for legal stuff in
7 Chehalis.

8 As far as I am concerned personally, Winlock
9 and Vader is not of that much interest to me, but I would
10 be glad that it would be included, but I have relatives
11 living in the McDaniel area, so I do make quite a few
12 long distance calls over at Onalaska and Salkum, but I
13 have friends in Longview that I could call if I had the
14 EAS. My minister lives in Toutle, so that's a long
15 distance call if I have to talk to him, so I am in favor
16 of putting a cap on at \$16. I wouldn't be very
17 interested in anything any more than that, and when I
18 lived in Longview, we could call Vader and Toutle and
19 Kelso from Longview without any other charges, so I was
20 really surprised when we moved to Toledo and found out we
21 couldn't make any calls any farther than we do.

22 We have excellent phone service as far as it
23 goes here in Toledo, but it just doesn't extend out far
24 enough.

25 I believe that's all I have to say.

Whatley - By Judge Canfield

1 JUDGE CANFIELD: Questions for Ms. Whatley?

2 EXAMINATION

3 BY JUDGE CANFIELD:

4 Q Maybe one clarification, Ms. Whatley. You
5 indicated that your monthly bills average from 50 to 80
6 dollars. Where, primarily, do those long distance calls
7 go to, what area?

8 A Well, they are probably about equal to Longview
9 and Chehalis, but some of that is long distance. I have
10 a son that lives in Burns, Oregon, and a daughter that
11 lives in Portland, Oregon, so that wouldn't help me as
12 far as that goes, but I would imagine the calls here
13 would be probably around \$50 that I have to make, just
14 for the local things.

15 Q And those are split pretty much equally north
16 to the Centralia-Chehalis area and south to the Longview-
17 Kelso area?

18 A Yes, sir.

19 JUDGE CANFIELD: All right. Thank you.

20 (The witness was excused and withdrew from the
21 stand.)

22 DON WADE,
23 having been first duly sworn, was called as a witness
24 herein and was examined and testified as follows:

25 MR. WADE: My name is Don Wade, W-a-d-e. I am

Wade - Statement

1 a business person with an office at 205 Cowlitz in
2 Toledo, and I wanted to make the point that this extended
3 area of service is a two-way street. Businesses need
4 incoming calls as well as outgoing. People here so far
5 have addressed the outgoing long distance calls, but for
6 a business, incoming calls are equally as important. I
7 have advertised in the Yellow Pages in Longview-Kelso,
8 Centralia-Chehalis for the past 10 years; and to my
9 knowledge, I have never received an inquiry from either
10 of those two areas as a cold call, is what you would say.
11 I keep advertising simply because I have clients in both
12 areas. I know personally when I go to a telephone book
13 to call up about a product or service, I will always
14 choose a local call over a long distance call.

15 When you compare the two towns of Toledo and
16 Winlock, Toledo has been gradually diminishing in the
17 number of businesses and the size; Winlock has stayed the
18 same or increased. At one time, the two towns were
19 pretty much equal, back in the days when the railroads
20 stopped in Winlock and the highway went through Toledo,
21 but that's changed over the years, and the one thing that
22 Toledo does have that Winlock doesn't is a private
23 telephone company.

24 I would like to see the Toledo customers be on
25 a parity with U.S. West customers, both in access to

Wade - Statement

1 other subscribers and to distance. People in Seattle
2 have access to thousands and thousands of subscribers and
3 businesses, and they have an area in excess of 25 miles
4 that they can call toll free.

5 The point was made about how to pay for the
6 million-and-a-half minutes of time between Toledo and
7 Chehalis, and I would say that it should be covered
8 simply the same as it does in Seattle: by a large number
9 of subscribers. If we don't have that large number of
10 subscribers here in Toledo, then it should be spread out
11 over a wider area among U.S. West customers.

12 That's all I have.

13 JUDGE CANFIELD: Questions for Mr. Wade?

14 MR. SMITH: I will make a comment to Mr. Wade
15 and to others who have commented about spreading the cost
16 of the Toledo EAS routes over the state. The Utilities
17 and Transportation Commission has been dealing with this
18 for many years and passed a rule to create the community
19 calling fund, that would do just that, it would spread
20 some of the costs associated with small exchanges over
21 all the phone lines of the state. As you are probably
22 aware, the Thurston County Superior Court said the
23 commission didn't have the authority to do that. The
24 commission also tried to get express statutory authority
25 this past session to provide for statewide pooling, and

Wade - By Judge Canfield

1 we were not successful on that either, but I just wanted
2 you to know that the commission has gone to bat for
3 exchanges like Toledo, but it is a difficult problem we
4 haven't been able to solve yet.

5 MR. WADE: Sounds like U.S. West has a better
6 lobby.

7 JUDGE CANFIELD: Questions for Mr. Wade, then?

8 EXAMINATION

9 BY JUDGE CANFIELD:

10 Q Maybe you can just clarify, Mr. Wade, you were
11 commenting in support of the EAS proposals, and you
12 mentioned that you had a business in the Toledo area.
13 What type of a business are you referring to?

14 A I am an accountant and tax preparer.

15 Q And your clients would be in these various
16 areas covered by the proposed EAS service?

17 A The majority of them, yes. I am not saying the
18 majority of my clients, but in those areas that I have
19 clients, they are mostly in those areas.

20 JUDGE CANFIELD: All right. Thank you, Mr.
21 Wade.

22 (The witness was excused and withdrew from the
23 stand.)

24

25

Ballard - By Judge Canfield

1 that number, and if we are not able to use it, then I
2 think that I'd like to find out why.

3 I am in favor of the EAS because anything that
4 we have for services or whatnot, I usually go to Longview
5 or Kelso because that's where I have been doing my
6 business, so I would think that a cap of \$16 would be
7 more than fair.

8 That's all I have to say.

9 JUDGE CANFIELD: Questions, for Mr. Ballard?

10 MR. SMITH: No.

11 MR. FINNIGAN: No.

12 EXAMINATION

13 BY JUDGE CANFIELD:

14 Q The spelling of your last name, Mr. Ballard?

15 A B-a-l-l-a-r-d.

16 Q All right. And you are a residential customer
17 of Toledo Telephone?

18 A Yes.

19 Q You mentioned something about doing business.
20 Are you talking about a business that you conduct or --

21 A No, just personal business.

22 Q All right.

23 A Whenever I need something or a service, I would
24 as soon call first instead of driving around and trying
25 to find out where to get it or if it's available.

Severson - Statement

1 Q And those calls are to what general area?

2 A Longview-Kelso, and now that I am here, some of
3 them go to Centralia-Chehalis.

4 JUDGE CANFIELD: All right. Thank you.

5 (The witness was excused and withdrew from the
6 stand.)

7 JUDY SEVERSON,
8 having been first duly sworn, was called as a witness
9 herein and was examined and testified as follows:

10 MS. SEVERSON: My name is Judy Severson, S-e-v
11 as in Victor -e-r-s-o-n. I live at 510 North 5th, Toledo
12 98591, and I am with most of the others. I work in
13 Longview and I leave at 11 o'clock at night, and if I
14 have car trouble or anything, I would like to call my
15 husband since he is a mechanic and a tow truck driver.
16 My doctor is also in Longview, and I have been under her
17 care for the last two years. My parents live in Castle
18 Rock, and like Mr. Wade said, they deal with him for the
19 accounting service. My daughter is in Longview with my
20 granddaughter, and she would like to call and let off
21 steam every now and then, which costs her a fortune, and
22 since she is borrowing a phone, it's not really too neat.

23 Also, it's my husband's work with the tow
24 truck. We lose a lot of calls because, like at the rest
25 area in Toutle, it's a long distance call to call here

Severson - By Judge Canfield

1 which is 5 miles away, so they call Longview-Kelso which
2 is 15, or like at Ethel or Winlock or any of those other
3 areas, Mary's Corner, all that is long distance.

4 So I would approve of the extended service but
5 I would like to have it capped at 16 bucks. I agree with
6 the people that are retired on the fixed incomes, but I
7 am of the working class, but I haven't had a raise in 3
8 years, so it would be a hardship for me, too.

9 That's all I have to say, thanks.

10 JUDGE CANFIELD: Questions for Mrs. Severson?

11 MR. SMITH: No.

12 MR. FINNIGAN: No.

13 EXAMINATION

14 BY JUDGE CANFIELD:

15 Q So you feel that EAS would be of benefit to
16 your husband's tow truck business?

17 A It would definitely be an asset because a lot
18 of times he works on weekends and evenings, so the calls
19 are from home and he has to deal with Longview and Kelso
20 and Chehalis and different places for parts.

21 Q So your calls, you have mentioned working in
22 Longview, doctor in Longview, daughter in Longview, but
23 there are also calls up north to the Centralia-Chehalis
24 area as well?

25 A Yes, my husband deals up there. I don't.

Layton - Statement

1 Q You are speaking on his behalf as well?

2 A Yes, with the tow truck and the mechanical
3 work, he has to deal with them, too.

4 JUDGE CANFIELD: All right. Thanks.

5 (The witness was excused and withdrew from the
6 stand.)

7 MR. SMITH: That completes all the people who
8 have signed up to testify.

9 JUDGE CANFIELD: Maybe we can ask, then, that
10 is all the names on the list that have signed up to
11 testify, but I will ask if there are any additional
12 comments to be made by individuals that may have changed
13 their mind or just not signed up for one reason or other,
14 so I will ask at this time if anyone wants to offer
15 testimony, that are here tonight, and we have a taker, so
16 if you could step forward.

17 MR. LAYTON: Real quick, Tom Layton. You had
18 asked a question about the percentage of, out of -- long
19 distance calls as far as for students. Approximately,
20 from the Vader area alone, we receive -- that come into
21 the school district, it's 10 to 15 students per year, so
22 with the average class size of 60, we are running
23 probably 10 to 15 percent are from outside of the Toledo
24 phone system, and we have students from the Castle Rock,
25 Napavine, Onalaska, Winlock, and Vader areas, so all

Strutzenberg - Statement

1 those calls, incoming and outgoing, are long distance.

2 JUDGE CANFIELD: All right. Mr. Layton
3 testified earlier. That was a question I think Mr. Smith
4 asked to one of the other witnesses, so Mr. Layton came
5 back to offer some assistance on that question, then.

6 MR. LAYTON: Right.

7 JUDGE CANFIELD: So any follow-ups, Mr. Smith?

8 MR. SMITH: No.

9 JUDGE CANFIELD: Any additional individuals
10 wishing to offer comments tonight.

11 MR. STRUTZENBERG: We can add on?

12 JUDGE CANFIELD: Well, that wasn't really what
13 I was asking for, but I have allowed a bit of flexibility
14 there, so I am not going to say yes to him and no to you,
15 so if you have got an additional comment to make, we will
16 certainly allow some flexibility as well.

17 MR. STRUTZENBERG: Well, I don't know where --

18 JUDGE CANFIELD: Again, start by stating your
19 name and --

20 MR. STRUTZENBERG: Bruce Strutzenberg, I
21 testified earlier.

22 JUDGE CANFIELD: Right.

23 MR. STRUTZENBERG: We had a meeting about this
24 the other night, and they brought up this thing as far as
25 the social responsibility, and I don't really know where

Strutzenberg - Statement

1 I want to go with this, but to me, we are talking
2 something that's socially, I think we are entitled to.
3 We are entitled to essential services within a reasonable
4 distance without having to pay an extra charge or being
5 penalized because of where we live, and that's my biggest
6 point right now. If there is anything we want, you know,
7 I love Toledo. It's a nice town, but it don't offer a
8 whole lot as far as business or social needs. You have
9 to leave the community to get it, so if we want to do it
10 or want to make a reservation at a restaurant or whatever
11 it is, take our wife out to the movie, we don't know
12 what's going on there, you have to call the movie,
13 anything. We are being penalized because of where we
14 live, and I don't think asking for an extended calling
15 area is that much to ask.

16 Socially, we help finance welfare people or aid
17 to dependent children or whatever all over the place, and
18 all that. I am glad to give my share to help them out.
19 I think that we are entitled to be helped out in a little
20 area, as simple as it is, and if I want to take my wife
21 out tonight, I can call and make reservations and not
22 have to pay a long distance phone call. It sounds crazy,
23 but that's the right everybody else in a big community
24 has. They can call 10,000 different restaurants up
25 there in Seattle; I can call one in Toledo. And I just

Rice - Statement

1 want to be able to have the same right as somebody else
2 in the state. I am paying my fair share; let them pay
3 theirs.

4 JUDGE CANFIELD: Those additional comments by
5 Mr. Strutzenberg, then. All right?

6 MR. RICE: Can I make one statement without
7 going up there.

8 JUDGE CANFIELD: Well, it would be hard to --

9 MR. RICE: I was trying to save your clerk from
10 writing.

11 JUDGE CANFIELD: Well, that's not going to be
12 of any benefit. If you do have an additional comment, I
13 would request that you come up here and I am trying to
14 keep recidivists to a minimum, but if you have any
15 additional comment, I would ask that you do come up and
16 make it.

17 MR. RICE: Well, I have to come up for what I
18 want to say, but that's all right. My name is Irvin
19 Rice. All I would like to say is thank you gentlemen for
20 coming tonight, and you have done a very good job in
21 running this meeting, and that's all I wanted to say.

22 JUDGE CANFIELD: All right. Thank you, Mr.
23 Rice. We are scheduled for another session tomorrow
24 morning at 10 o'clock in this same facility, so --
25 someone else wishes to testify?

Burgin - Statement

1 MR. BURGIN: Yes.

2 JUDGE CANFIELD: I didn't know that. It's been
3 called to my attention that we do have an additional
4 witness, so we will go ahead and make sure he doesn't
5 have to come back tomorrow, then.

6 DENNIS BURGIN,
7 having been first duly sworn, was called as a witness
8 herein and was examined and testified as follows:

9 MR. BURGIN: My name is Dennis Burgin,
10 B-u-r-g-i-n. We are faced with a real dilemma in this
11 area. We have a very limited calling area but we also
12 face a problem of no real way of funding this proposal.
13 We have a knowledge that other areas have this extended
14 calling but we, ourselves, are not able to have that
15 because of really the state has not granted extended
16 service for small systems like our own, or there has been
17 other problems with regard to the state has not allowed a
18 uniform pay system for this, so we have a need but really
19 no way to satisfy that need.

20 Now, if we look at the problem, we either need
21 to have a more general phoning business such as Ma Bell
22 or another large organization taking care of our local
23 telephone system or we need to make our own telephone
24 system more effective to satisfy the needs of all the
25 people.

Burgin - By Judge Canfield

1 I would like to -- I have started a small
2 computer business, but I find it's impossible without the
3 extended phoning to really generate the business I would
4 like to create, so if we really look at the problem,
5 there is a need but there's really no way to satisfy the
6 need without the people in the area paying the \$16 or
7 more to cover the service.

8 Maybe we ought to look at more the effective
9 running of the local telephone phone company to have a
10 more wide expenditure of funds so that they could
11 generate the funds for this extended service.

12 Yes, I have business acquaintances both in
13 Longview and Chehalis, but I think that we need to
14 investigate the local telephone company to determine how
15 we can make that business more effective to provide the
16 basic services. Thank you very much.

17 JUDGE CANFIELD: All right. Questions for Mr.
18 Burgin?

19 MR. SMITH: No.

20 EXAMINATION

21 BY JUDGE CANFIELD:

22 Q Are you a residential customer of Toledo
23 Telephone?

24 A Yes, I live at 1678 Ridge Crest Road, Toledo,
25 Washington.

Burgin - By Judge Canfield

1 JUDGE CANFIELD: All right. I don't think that
2 was clarified at the outset. No more questions. All
3 right, thank you, Mr. Burgin.

4 (The witness was excused and withdrew from the
5 stand.)

6 JUDGE CANFIELD: Any additional people? Seeing
7 no hands, let the record reflect there are no additional
8 witnesses to testify tonight. We will be reconvening
9 tomorrow at 10 o'clock, as was indicated in the notice of
10 hearing, so this will be continued tomorrow, and I thank
11 you all for coming out tonight. It's been a pleasure.
12 This hearing is adjourned.

13 (The hearing was adjourned at 8 o'clock p.m.,
14 June 10, 1993.)

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C E R T I F I C A T E

As Court Reporter, I hereby certify that the foregoing transcript is true and accurate and contains all the facts, matters and proceedings of the hearing held on:

June 10, 1993

THOMAS E. ARCHER
CSR # ARCHETE732PN