

**BEFORE THE WASHINGTON
UTILITIES & TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION,

Complainant,

v.

THE CENTRUYLINK COMPANIES - QWEST CORPORATION; CENTURYTEL OF
WASHINGTON; CENTURYTEL OF INTERISLAND; CENTURYTEL OF
COWICHE; AND UNITED TELEPHONE COMPANY OF THE NORTHWEST

Respondent.

DOCKET UT-240029

**CROSS-EXAMINATION EXHIBIT OF SEAN BENNETT
ON BEHALF OF THE
WASHINGTON STATE OFFICE OF THE ATTORNEY GENERAL
PUBLIC COUNSEL UNIT**

EXHIBIT SB-__X

Public Comment Hearing Transcript Excerpt of Richard Johnson, *WUTC v. CenturyLink*,
Docket UT-240029

July 15, 2024

1 change, had I known.

2 I don't text. I used the cell during COVID to advise Fred
3 Meyer when I was ready to pick up groceries. I take it in
4 the car in case of some kind of mishap. That's about it.

5 Evidently CL intends to stop providing landline service if
6 you let them. I object to this. Where is my alternative?
7 Why do these companies -- these slick companies get to
8 function without any regulations? Is your interest in their
9 profit or in customers' needs?

10 Thank you for this opportunity to speak.

11 CHAIR DANNER: All right. Thank you very much for your
12 comments tonight.

13 Richard Johnson, are you there?

14 RICHARD JOHNSON: Yes, I'm here.

15 CHAIR DANNER: Yes, go right ahead.

16 RICHARD JOHNSON: Hello. My name is Richard Johnson. And
17 my wife and I we live in Okanogan County, south of the town
18 of Okanogan. My wife Mary and I are in our 70s.

19 When electricity goes out, the telephone landline is the
20 only way we have to contact the PUD. It is the only means
21 we have of contacting a doctor or the hospital in case of
22 emergencies. In short, it is our only contact with the
23 outside world.

24 Our electricity goes out when the snow is very wet and/or
25 when there is a strong wind or fire in the area. Two years

1 ago, it began snowing in early November and did not melt
2 until late April. During this time, when the wind came up,
3 it drifted snow across the driveways and roads, and we
4 experienced loss of electricity each time, but we always had
5 our phone, our landline.

6 Without our landline, we could be stranded under several
7 different conditions.

8 And that's all I have. And I want to thank you very much
9 for your time.

10 CHAIR DANNER: All right. Thank you so much for
11 participating tonight.

12 Let me go back and see if Nora Sheridan has joined us?
13 Nora Sheridan, are you there?

14 And Norma Fried, are you there?

15 Dorn Campbell, are you there?

16 All right. Beatrice Lackaff, are you there?

17 MS. LACKAFF: Yes, I am.

18 CHAIR DANNER: All right.

19 MS. LACKAFF: Can you hear me?

20 CHAIR DANNER: Yes.

21 MS. LACKAFF: Let's see. Thank you. I want to thank you,
22 the UTC, for hearing us. I believe that you're a publicly
23 funded agency whose purpose is protect the citizenry from
24 unregulated capitalism and -- among other purposes that you
25 might have. And this is a situation where we, the people,