BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

Washington Utilities and Transportation Commission,	))	
Complainant,	))	Docket No. UW-001029
vs.	)))	ORDER INSTITUTING
Iliad Water Service, Inc.,	)))	INVESTIGATION
Respondent,	))	
. . . .	)	

On April 7, 1998, Commission staff opened an informal investigation into the billing and business practices of Iliad Water services, Inc. (Iliad). The investigation was based on a consumer complaint that Iliad had charge a service connection fee that was not in Iliad's approved tariff.

On May 5, 2000, staff informed Iliad by letter that it had made an initial determination that the connection fee in question exceeded rates specified in the tariff and that the respondent should issue a refund to the consumer, plus interest. Iliad has not responded to staff's letter nor has it issued a refund to the consumer.

RCW 80.04.230 requires an investigation and determination by the commission when a complaint has been made that a public service company has charged an amount for any service rendered in excess of the lawful rate in force at the time the charge was made. In addition, RCW 80.04.070 authorizes the commission and staff to inspect the accounts, books, papers, and documents of any public service company.

The Commission deems it necessary to conduct an investigation under these statutes, in order to carry out the duties imposed on it by law, to investigate the books, accounts, practices, and activities of respondent.

O R D E R

IT IS THEREFORE ORDERED:

1)   An investigation is instituted by the Commission on its own motion.

2)   Respondent may be required to pay the expenses reasonably attributable and allocable to such investigation to the extent the requirement for such payment may be in accordance with the provisions of chapter 80.20 RCW.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

DATED at Olympia, Washington this 14ᵗʰ day of July, 2000.

MARILYN SHOWALTER, Chairwoman

RICHARD HEMSTAD, Commissioner

WILLIAM GILLIS, Commissioner