

**Exhibit No. \_\_\_ (TY-16)**  
**Docket UW-101818**  
**Witness: Travis Yonker**

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,**

**DOCKET UW-101818**

**Complainant,**  
**v.**

**MARIA K. LINDBERG,**

**Respondent.**

**EXHIBIT TO**  
**DIRECT TESTIMONY OF**  
**Travis Yonker**  
**STAFF OF**  
**WASHINGTON UTILITIES AND**  
**TRANSPORTATION COMMISSION**

*Maria Lindberg's Supplemental Response to UTC Staff  
Supplemental Data Request No. 12*

**June 23, 2011**

Docket UW-101818  
Supplemental Responses to UTC Staff Data Request Nos. 10 and 12 to Maria Lindberg  
June 9, 2011  
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***Re: Form of Bills***

**UTC STAFF DATA REQUEST NO. 12:**

Please provide an example of each form correspondence the Company sends to customers, including any type of statement and bill. For each example provided, please identify the title of the form and provide a brief description of the purpose for which the Company uses that form.

RESPONSE: See attached.

**SUPPLEMENTAL UTC STAFF DATA REQUEST NO. 12:**

I have reviewed the company's response to our data request and I note that for Data Request #12, which requested examples of all types of bills that the company sends to customers, the company sent a "disconnect notice" and a "statement," suggesting that these are the only two types of correspondence or bills sent out to customers. In November, 2010, Terryl Cooper sent me 10 "invoices" that appear to be a slightly different form than the "statement." If an "invoice" is an additional form of correspondence sent to customers, the company should provide an example of that correspondence, and an explanation of the purpose of that form.

SUPPLEMENTAL RESPONSE: I had no idea Ms. Cooper was sending Mr. Yonker information and that we were under investigation until later. This is what I believe happened - Mr. Yonker asked for an invoice, so she went to the computer and ran invoices to send to Mr. Yonker. We have never sent invoices to customers to my knowledge. We have always sent Bill/Statements. Customers need the detailed information on their bill or our phone goes crazy. There is not enough information on the Quickbooks Invoices to work. Therefore, we send the Bill/Statements to them every month.

Person preparing: Maria Lindberg  
Witness: Maria Lindberg  
Telephone Number: 360-296-7321  
Date: 06/09/2011