

**Exhibit No. ____ (TY-18)
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**

November 19, 2010, Email from Terryl Cooper to Travis Yonker

June 23, 2011

Yonker, Travis (UTC)

From: Terry Cooper [terrylatlindberg@gmail.com]
Sent: Friday, November 19, 2010 1:28 PM
To: Yonker, Travis (UTC)
Subject: Re: Additional documents

Hey Travis;

I do not know why those discounts and credits were issued. That was done before my time. for #1029; I did not see any discounts at all. In fact I have checked the entire account and there has never been any discounts issued. Maybe a different account number?

I will ask Maria about the Van Kirk accounts. I have no info on that. I will send you copies of disconnect letters next week. There has been no disconnections. Most everyone has called to make payment arrangements.

Terryl

On Tue, Nov 16, 2010 at 2:12 PM, Yonker, Travis (UTC) <Tyonker@utc.wa.gov> wrote:

Terryl. Thanks for getting me these documents so quickly. I do have a few more questions.

First issue: in reviewing the billing history for Cristalina customers, I found some additional “discounts” and “credit memos” for which I need more information. They are listed by account number:

1029 – multiple discounts in August 2009, and then handwritten next to the account is a statement that “company wrote off debt.” Was the debt forgiven, or sent to collections? What ultimately happened to the amount owed?

1014 – discount for \$100 on 9/7/09. Why?

1049 – discount for \$5.31 on 10/23/09. Why?

1072 – discount for \$15 on 6/15/09. Why?

1074 – credit memo of \$115 on 1/13/10. Why?

Many accounts – there was a credit memo of \$1 on many (but not all accounts) on 9/30/10. I see there is an invoice in all cases (I think) just before this date for \$1. Was this a company error?

1061 – credit memo of \$57 on 5/3/10. Why?

Out of curiosity what is the difference between a “discount” and a “credit memo”?

Second issue: I have an Offer of Settlement for the Mr. and Mrs. Van Kirk for \$4,500 to satisfy the overdue amount. I see in the billing history that there are now two Van Kirk accounts, one for the husband and one for the wife. The wife's account now shows none of the overdue amount from before, however, the husband's account still shows the amount as if he still owes it. I see that they both signed the release to settle on \$4,500, but I am wondering if that is what the company ultimately decided to do. I don't find any authority supporting your attorney's position that the company can settle the account for less than is owed. Could you check into this and let me know what happened?

Third issue: I know that Rachel Stark is currently investigating a couple consumer complaints of disconnect notices. I need to get some additional information on your disconnects. Please give me a chart showing who has received disconnect notices for nonpayment, the dates of each disconnect notice, and the date of the ultimate disconnection (if any). If there are not very many, please send me electronic copies of each disconnect notice.

As always, if you have questions, do not hesitate to call me. Thank you for your cooperation,

Travis Yonker

Compliance Investigator

Consumer Protection and Communications

Washington Utilities and Transportation Commission

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From: Terry Cooper [mailto:terrylatlindberg@gmail.com]
Sent: Friday, November 12, 2010 11:58 AM
To: Yonker, Travis (UTC)
Cc: Maria Lindberg
Subject: Re: Additional documents

Here you go. Let me know if you need anything else.

Terryl

On Fri, Nov 12, 2010 at 11:02 AM, Yonker, Travis (UTC) <Tyonker@utc.wa.gov> wrote:

Thanks, Terryl.

From: Terryl Cooper [mailto:terrylatlindberg@gmail.com]
Sent: Friday, November 12, 2010 9:01 AM
To: Yonker, Travis (UTC)
Subject: Re: Additional documents

I will try to have that to you this afternoon.

On Wed, Nov 10, 2010 at 8:39 AM, Yonker, Travis (UTC) <Tyonker@utc.wa.gov> wrote:

Terryl,

I know we have not corresponded in a few weeks, but I am continuing to work on my investigation. I need a couple more things before I can finish, and I am hoping that you can email these things to me fairly quickly. First, I have the Customer Balance Detail records through March 31, 2010, but I need to expand that time period to go from March 31, 2010, through September 30, 2010. Since there is an issue with the amount regularly billed not matching with the tariff, I need this information to confirm if the issue persists. Second, I need to see a sample of the current billing invoice form that goes out to all customers. I would like to receive 10 current invoices (it doesn't matter what customers), from the most recent billing cycle.

Please let me know how soon I could receive these items. If you need to send them through the regular mail instead of email, I understand, but if possible, it would be great, and save time to get these things electronically. If you have any questions, please let me know.

Thanks for your cooperation,

Travis Yonker

Compliance Investigator

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