

**Exh. MY-7
UW-240079/UW-230598
Witness: Mike Young**

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

**WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,**

Complainant,

v.

**WASHINGTON WATER SUPPLY,
INC.,**

Respondent.

**DOCKETS UW-240079 and
UW-230598 (Consolidated)**

In the Matter of the Request of

**WASHINGTON WATER SUPPLY,
INC.,**

**To Approve Tariff Revisions Regarding
a Temporary Surcharge for Recovery of
Purchased Water Expenses**

EXHIBIT TO TESTIMONY OF

MIKE YOUNG

**STAFF OF
WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION**

Washington Water Response to Staff Data Request No. 13

August 27, 2024

Dockets UW-240079 and UW-230598
WWS Responses to
UTC Staff Data Request Nos. 13-15
August 23, 2024
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UTC STAFF DATA REQUEST NO. 13:

Please describe the Company's process for communicating with customers regarding Boil Water Advisories, outages, water pressure issues, and other problems with water supply.

WWS Response to Data Request No. 13:

Boil water advisories – WWS communicates with customers via email.

Outages – WWS communicates with customers verbally.

Water pressure issues – WWS communicates with customers verbally or by email.

Other problems – WWS communicates with customers verbally or by email.

WAC 480-07-405(7)(a)(iii) Requirements:

- **Response produced August 23, 2024.**
- **Response prepared by Alysa M. Grimes and John Poppe for WWS.**
- **John Poppe can testify on behalf of WWS regarding this information.**