
SUBSTITUTE HOUSE BILL 3144

State of Washington

60th Legislature

2008 Regular Session

By House Technology, Energy & Communications (originally sponsored by Representatives Liiias, Loomis, Hunt, Miloscia, Rolfes, Upthegrove, Linville, Green, VanDeWege, Morrell, Conway, Kelley, Nelson, Santos, and Ormsby)

READ FIRST TIME 02/01/08.

1 AN ACT Relating to improving outreach to consumers through creation
2 of a consumer protection web site and information line; adding a new
3 section to chapter 43.105 RCW; and creating a new section.

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

5 NEW SECTION. **Sec. 1.** The legislature finds that in an era of
6 consumer product recalls, increasing state emphasis on quality ratings
7 and accountability, and decreasing resources at the federal level for
8 consumer protection, there may be a gap in outreach to consumers in the
9 state. The legislature further finds that many state agencies provide
10 helpful information to consumers, but consumers may not always know
11 where to look to find such information. To remedy this potential
12 information gap, the legislature declares that a "one-stop" consumer
13 protection web site should be created so that consumers in Washington
14 state have access to clear and appropriate information regarding
15 consumer services that are available to them across state government.

16 NEW SECTION. **Sec. 2.** A new section is added to chapter 43.105 RCW
17 to read as follows:

18 (1) The department shall coordinate among state agencies to develop

1 a consumer protection web site. The web site shall serve as a one-stop
2 web site for consumer information. At a minimum, the web site must
3 provide links to information on:

4 (a) Insurance information provided by the office of the insurance
5 commissioner, including information on how to file consumer complaints
6 against insurance companies, how to look up authorized insurers, and
7 how to learn more about health insurance benefits;

8 (b) Child care information provided by the department of early
9 learning, including how to select a child care provider, how child care
10 providers are rated, and information about product recalls;

11 (c) Financial information provided by the department of financial
12 institutions, including consumer information on financial fraud,
13 investing, credit, and enforcement actions;

14 (d) Health care information provided by the department of health,
15 including health care provider listings and quality assurance
16 information;

17 (e) Home care information provided by the home care quality
18 authority, including information to assist consumers in finding an in-
19 home provider;

20 (f) Licensing information provided by the department of licensing,
21 including information regarding business, vehicle, and professional
22 licensing; and

23 (g) Other information available on existing state agency web sites
24 that could be a helpful resource for consumers.

25 (2) By July 1, 2008, state agencies shall report to the department
26 on whether they maintain resources for consumers that could be made
27 available through the consumer protection web site.

28 (3) By September 1, 2008, the department shall make the consumer
29 protection web site available to the public.

30 (4) After September 1, 2008, the department, in coordination with
31 other state agencies, shall develop a plan on how to build upon the
32 consumer protection web site to create a consumer protection portal.
33 The plan must also include an examination of the feasibility of
34 developing a toll-free information line to support the consumer
35 protection portal. The plan must be submitted to the governor and the
36 appropriate committees of the legislature by December 1, 2008.

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