

CERTIFICATION OF ENROLLMENT

**SUBSTITUTE HOUSE BILL 3144**

60th Legislature  
2008 Regular Session

Passed by the House March 10, 2008  
Yeas 94 Nays 0

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**Speaker of the House of Representatives**

Passed by the Senate March 7, 2008  
Yeas 49 Nays 0

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**President of the Senate**

Approved

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**Governor of the State of Washington**

CERTIFICATE

I, Barbara Baker, Chief Clerk of the House of Representatives of the State of Washington, do hereby certify that the attached is **SUBSTITUTE HOUSE BILL 3144** as passed by the House of Representatives and the Senate on the dates hereon set forth.

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**Chief Clerk**

FILED

**Secretary of State  
State of Washington**

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**SUBSTITUTE HOUSE BILL 3144**

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AS AMENDED BY THE SENATE

Passed Legislature - 2008 Regular Session

**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; creating new sections; and providing an  
4 expiration date.

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

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

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

1 (1) The department shall coordinate among state agencies to develop  
2 a consumer protection web site. The web site shall serve as a one-stop  
3 web site for consumer information. At a minimum, the web site must  
4 provide links to information on:

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

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

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

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

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

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

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

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

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

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

1        NEW SECTION.   **Sec. 3.**   (1) Within existing funds, the attorney  
2 general shall conduct a study to:

3        (a) Determine the percentage of consumer complaints of possible  
4 consumer protection act violations received by its consumer resource  
5 centers that are resolved to the consumer's satisfaction; and

6        (b) Develop possible sanctions that the attorney general may use if  
7 it determines that a consumer's complaint is legitimate and the  
8 business fails to provide the consumer with an adequate remedy or  
9 response.

10       (2) The attorney general shall report its findings to the  
11 legislature by December 1, 2008.

12       NEW SECTION.   **Sec. 4.**   Section 3 of this act expires December 31,  
13 2008.

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