# Mover News

Sept. 4, 2012 | Utilities and Transportation Commission | Volume 4 Issue 1

## Household Goods Questions?

**Permits**
(360) 664-1222

**Tariff and Rules**
(360) 664-1111

**Motor Carrier Safety**
(360) 664-1236

**Report an Illegal Mover**
(360) 664-1221

**Training**
(360) 664-1105

**UTC Main Line**
(360) 664-1160
www.utc.wa.gov
PO Box 47250
1300 S Evergreen Park Dr SW
Olympia WA 98504

**UTC Mission**
The UTC regulates the services of privately or investor-owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable and safe.

## Report Illegal Movers!

If you run into a non-permitted mover, let us know! Call (360) 664-1221 or e-mail reportillegalmovers@utc.wa.gov

## Need Forms or Information?

Go to the commission's website to get information or copies of documents such as laws, tariffs and rules. Also available online: Motor Carrier Safety Manual, consumer guide, bill of lading, estimate form, and cube sheet inventory form. Find everything at www.utc.wa.gov/movers.

## New Permits Issued June – August 2012

- A Better Moving Co. d/b/a A Better Co. L.L.C.
- Charles Bartlett d/b/a Affordable Haulers and Movers
- New World Van Lines of Washington, Inc.
- The One Logis, Inc. d/b/a Gawa Global

## UTC Adopts Tougher Entry Standards

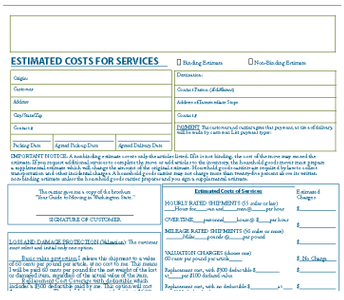
On July 9, the commission adopted stricter guidelines for new applicants seeking authority to provide residential moves in Washington. Some of the new requirements include: mandatory criminal background checks; no convictions for certain felonies within the previous five years; a valid Washington driver's license; enrollment in a drug and alcohol testing program; and owning or leasing proper equipment. The one-time permit application fee of $550 will remain the same. The changes were made to further protect the public from unfit, unsafe, and unscrupulous moving companies, while allowing companies who are in good-standing with the commission to operate throughout the state.

## Jay the Mover Denied Permanent Authority

On Aug. 8, the commission denied Edmonds-based Jay the Mover's application for permanent authority following a suspension of his temporary permit after he threatened a customer and held her belongings hostage. The company's owner, Jason Smith, also was penalized $2,000 for failing to disclose multiple criminal convictions on his permit application. Mr. Smith did not request a hearing contesting the suspension and permit denial. The commission entered a cease and desist order against Mr. Smith when his permit was suspended. He is no longer allowed to operate as a residential mover in the state.

## Electronic Estimates Now OK Under Tariff 15-C

Changes to Tariff 15-C allowing the moving companies to use electronic estimates went into effect on July 13. Carriers may now use electronic devices to generate estimates for customers, provided all of the elements in Tariff 15-C, Item 85 are included in the software application. The elements applicable to a particular move, however, must appear on the final estimate form. This allows carriers to customize estimates for each customer, while still complying with commission rules and Tariff 15-C.



ESTIMATED COSTS FOR SERVICES

☐ Binding Estimate ☐ Non-Binding Estimate

| | |
|---|---|
| Origin: | Destination: |
| Customer | Contact Person (if different) |
| Address | Address if known where Dept |
| City/State/Zip | Contact # |
| Contact # | PAYMENT: Pay varies and only entities pay payment at time of delivery. Will be made by cash or cert. List payment type: |
| Packing Date / Agreed Pickup Date / Agreed Delivery Date | |

IMPORTANT NOTICE: A binding estimate covers only the articles listed. This is not binding, the cost of the move may exceed the estimate. If you request additional services complete the move, or add articles to the inventory, the household goods mover must prepare a supplemental estimate which will change the amount of the original estimate. Household goods carriers are required by law to collect transportation and other incidental charges. A household goods carrier may not charge more than twenty-five percent above its written non-binding estimate unless the household goods carrier prepares and you sign a supplemental estimate.

"The carrier gave me a copy of the brochure "How Guide to Moving in Washington State."

SIGNATURE OF CUSTOMER

LOST AND DAMAGE PROTECTION (Valuation): The customer must select and initial only one option.

☐ Basic rates and options: I release the shipment to a water carrier or motor carrier at a rate of 60 cents per pound for the net weight of the lost or damaged item, regardless of the actual value of the item.

☐ Enhanced Cost Coverage with deductible, which includes a $500 deductible paid by me. This option will cost

| Estimated Costs of Services: | Estimated Charges |
|---|---|
| HOURLY RATED SHIPMENTS (51 cubic or less) ____Hour for____ cu. cuft.____rate/h____per hour | $ |
| OVERTIME____ per crew_____hours @ $____per hour | $ |
| MILEAGE RATED SHIPMENTS (51 cubic or more) ____Miles____ rate $____per pound | $ |
| VALUATION CHARGES (choose one) 60 cents per pound per which_____ | $ 20. Charge |
| Replacement cost, with $500 deductible $_____ Ve_____ per $100 declared value | $ |
| Replacement cost, with no deductible $_____ x_____ | $ |

## Industry Proposes Changes to Tariff 15-C

On July 27, the Washington Movers Conference filed a petition to revise Tariff 15-C, proposing to incorporate language related to the use of electronic estimates, requiring use of a specific Table of Measurements form, and making changes to required contract language on the bill of lading. The changes will be considered at the commission's open meeting on Sept. 27 in Olympia.

## Upcoming Industry Training

The next free training for household goods moving companies is coming up soon. It is scheduled from 8:15 a.m. to 5 p.m. Wednesday, Oct. 10, in Olympia at the commission headquarters building. The course is required for carriers to receive permanent authority. To register online, click here. If you have questions, email Mat Perkinson or call him at (360) 664-1105.

## Illegal Carrier Actions

Commission staff recently investigated the following non-permitted carriers:

- AA Eagle Relocation Service
- Advanced Moving and Packing
- Affordable Haulers & Movers
- B & C Moving
- Brooks Professional Moving
- Budget Family Moving
- Delivery Service
- J & J Relocation
- Moving Man 08

## Motor Carrier Safety News

Last quarter, the commission's Motor Carrier Safety staff completed 10 household-goods carrier compliance reviews and inspected 13 vehicles. Five of the vehicles had defects, however, none were removed from service. Eight companies received a satisfactory rating.

## Are You on Facebook?

The commission is! Follow us on Facebook and stay up-to-date on commission actions against non-permitted movers. Click on the icon to the right to view the commission's page or visit www.facebook.com/wautc.