



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY (360) 586-8203

July 25, 2016

Steven V. King, Executive Director and Secretary
Utilities and Transportation Commission
1300 S. Evergreen Park Dr. SW
P.O. Box 47250
Olympia, WA 98504-7250

RE: *Washington Utilities and Transportation Commission v. Graebel/Quality Movers, LLC*

Commission Staff's Response to Application for Mitigation of Penalties TV-160621

Dear Mr. King:

On June 28, 2016, the Utilities and Transportation Commission issued a \$1,000 Penalty Assessment in Docket TV-160621 against Graebel/Quality Movers, LLC for 10 violations of Washington Administrative Code (WAC 480-15-480), which requires household good moving companies to furnish annual reports and the regulatory fee to the commission no later than May 1 each year, or in this case, May 2 as May 1 was a Sunday.

On July 8, 2016 I wrote the commission requesting mitigation of penalties. In its mitigation request, Graebel/Quality Movers, LLC does not dispute the violation occurred. The company states, "...Graebel did not receive the report mailed on February 29, 2016 due to an address change. Graebel has provided notice of the new address on the 2015 HHG report. Graebel obtained a report and completed the information following the previous year's format. Graebel's fee and report was received by the WUTC on May 3rd, within one day of the May 2nd due date. Unfortunately, the email that was sent on May 10th to my e-mail address from the WUTC went grouped as junk mail by Microsoft Outlook and being new with the company I did not realize that it was sent there until our CFO David Allen received an email. Once aware of the email I promptly provided the intrastate mileage and paid the invoice for an additional penalty of \$44.44."

It is the company's responsibility to ensure that the regulatory fee is paid and the annual report is filed by the May 1 deadline, or in this case, May 2 as May 1 was a Sunday. On February 29, 2016, Annual Report packets were mailed to all regulated household good moving companies. The instruction page informs the regulated company that it must complete the annual report form, provide the supporting financial reporting documents and pay the regulatory fees, and return the materials by May 2, 2016, to avoid enforcement action.

On May 6, 2016, Graebel/Quality Movers, LLC filed an incomplete annual report and paid the regulatory fees owed. The annual report envelope was post-marked May 3 and commission staff made a one-time exception by treating this as received on May 3. On May 10, commission staff emailed Graebel/Quality Movers, LLC and advised the company that the annual report was incomplete as the Interstate and Intrastate operating miles were marked "N/A". Graebel/Quality Movers, LLC provided the missing information via email on July 8.

Graebel/Quality Movers, LLC (and its successors) became an active company in 1991 and during this time they had zero violations of WAC 480-15-480. It is Graebel/Quality Movers, LLC's responsibility to provide a complete and accurate annual report by the deadline. However, in consideration of the company's long running compliance, the company's new address, and a new employee taking over the responsibility of the annual report, it is staff's recommendation that the penalty be waived.

If you have any questions regarding this recommendation, please contact Sean Bennett, Regulatory Analyst, at (360) 664-1157, or sbennett@utc.wa.gov.

Sincerely,



Sondra Walsh, Director
Administrative Services