Service Date: September 14, 2017

## BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of Determining the Proper Carrier Classification of, and Complaint for Penalties against: JAMES MOSELEY d/b/a YOU GOT IT MOVERS **DOCKET TV- 170812** 

DECLARATION OF RACHEL JONES

Rachel Jones, under penalty of perjury under the laws of the State of Washington, declares as follows:

- 1. I am employed by the Washington Utilities and Transportation Commission (Commission) as a Compliance Investigator in the Consumer Protection Section. As a Compliance Investigator, my responsibilities include conducting investigations regarding the business practices of regulated utility and transportation companies. As part of those duties, I investigate household goods carriers that may be operating without the required Commission permit.
- 2. On Oct. 24, 2016, a compliance letter was sent to James Moseley d/b/a You Got It Movers requiring Mr. Moseley to cease and desist operations as a household goods carrier because his provisional household goods permit (THG-065960) was canceled for insufficient proof of insurance.<sup>1</sup>
- 3. On June 13, 2017, I received a tip that You Got It Movers was still operating as a household goods carrier, despite having his permit canceled six months prior.<sup>2</sup>
- 4. On June 13, 2017, an internet search produced an advertisement for You Got It Movers on www.yelp.com.<sup>3</sup>
- 5. On July 14, 2017, I called You Got It Movers at (425) 268-2568 under an assumed name and received a voice mail. I left a detailed message that stated I was looking for someone to help me move out of a two-bedroom apartment to a three-bedroom apartment. I stated I would have everything packed up and I just need help with loading, unloading, and a truck. I left my name, number, and requested a call back.

<sup>&</sup>lt;sup>1</sup> See Attachment A for copy of compliance letter, dated on Oct. 24, 2016.

<sup>&</sup>lt;sup>2</sup> See Attachment B for copy of email, dated on June 13, 2017.

<sup>&</sup>lt;sup>3</sup> See Attachment C for a copy of Yelp advertisement, printed on June 13, 2017.

6.	On July 14, 2017, I received a voicemail from a man who identified himself as Allen
	from You Got It Movers. Allen apologized for missing my call and requested I call
	him back at (425) 268-2568.

7. On July 17, 2017, I called (425) 268-2568 under an assumed name. A man answered the phone and I asked what moving company is this because I had called so many and someone left me a voice message requesting a call back. He stated it was You Got It Movers. I stated that I was looking for a moving quote for someone to help me load, unload, and who has a truck. He asked me how far the two places apart were. I told him under 10 miles. He asked me when would I need help. I stated at the end of the month. He stated that he would be available on July 26, 2017, and asked me if that would be a good date for me. I stated yes, that would be good. He stated that it would be \$75 per hour, which would include two workers and a 16 foot truck. I told him I would get back to him if I decide to use his moving company.

DATED this 18th day of July, 2017, at Olympia, Washington.

**RACHEL JONES** 

#### Attachment A



#### 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

October 24, 2016

Moseley, James d/b/a You Got It Movers 505 Wood Pl Apt 1301 Everett, WA 98203

TV161158 - Cancellation of Provisional Household Goods Permit THG065960 Due To Insufficient Proof of Insurance

Dear Moseley, James:

On September 19, 2016, the Washington Utilities and Transportation Commission (Commission) notified you that your transportation permit would be canceled unless you submitted acceptable proof of insurance by October 23, 2016. Our records show that you failed to submit acceptable proof of insurance by that deadline. As a consequence, the Commission has CANCELED your provisional permit and dismissed your application for permanent household goods authority. You must immediately CEASE all operations associated with this permit.

You have the right to a hearing. If you believe the Commission should not have canceled your permit, you may ask the Commission to schedule a hearing before an administrative law judge. At the hearing the only issue the Commission will address is whether you had proof of insurance on file to avoid cancellation. Your request should be addressed to Steven V. King, Secretary, 1300 S. Evergreen Park Dr. SW, P.O. Box 47250, Olympia, WA 98504-7250. You may also email your request to records@utc.wa.gov. The Commission must receive your request within 14 days after the date of this letter.

You may apply to reinstate your permit. Download the reinstatement application at <a href="www.utc.wa.gov">www.utc.wa.gov</a>. To locate the application, go to Quick Links on the front page, select "Transportation Permit Applications" and the appropriate industry application.

If you have questions about this notice, please contact Licensing Services at (360) 664-1222. You may also email us at transportation@utc.wa.gov.

Sincerely,

Suzanne Stillwell

Licensing Services Manager

Respect. Professionalism. Integrity. Accountability.

NOTICE: This action is delegated to the Secretary, or the Secretary's delegate, for decision. In addition to serving you this letter, the Commission will post on its website for at least 14 days a list of all matters delegated to the Secretary for decision. You may seek Commission review of this decision. Your request should be addressed to Steven V. King, Secretary, 1300 S. Evergreen Park Drive. SW, POI Box 47250, Olympia, WA 98504-7250. You may also email your request to <a href="records@utc.wa.gov">records@utc.wa.gov</a>. You must file a request for Commission review no later than 14 days after the date of this letter.

# **Attachment B**

# Jones, Rachel (UTC)

From:

Dotson, Michael (UTC)

Sent:

Tuesday, June 13, 2017 12:22 PM

To:

Jones, Rachel (UTC)

Subject:

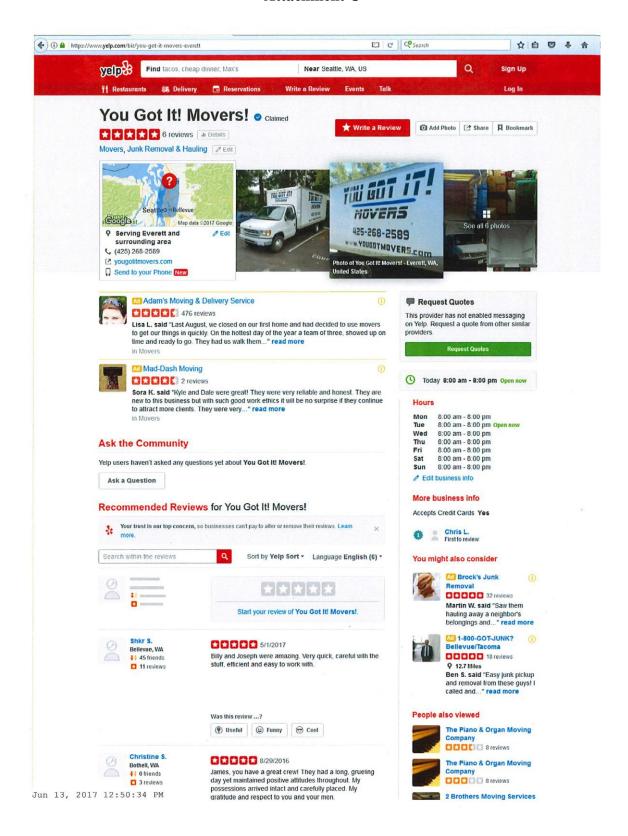
James Moseley d/b/a You Got it Movers

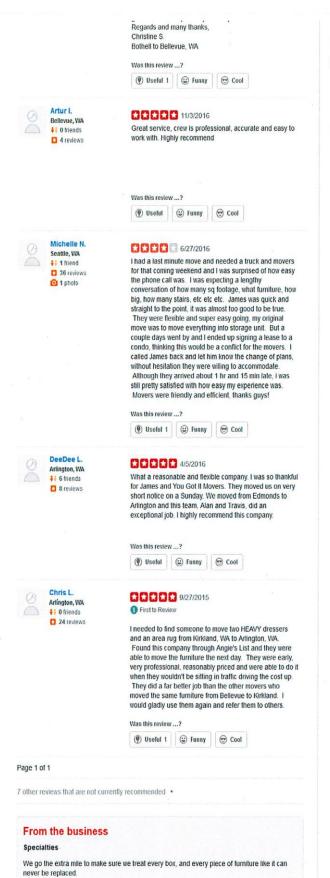
Hi Rachel, just got a call from someone asking if You Got it Movers had a permit, so he is apparently still operating despite being cancelled about 6 months ago if anyone wants to look into it.

Thanks

Mike

#### Attachment C



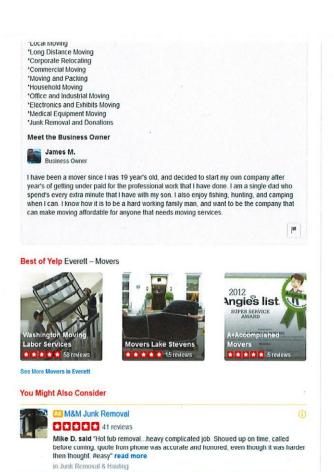




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Jun 13, 2017 12:50:34 PM



2 2 2 3 reviews

MI Clock Tower Self Storage - Mill Creek

Q 6.6 miles away from You Got II! Movers!

Sarah B. said "This company could teach all other companies about customer service. Could not recommend them more. They care about their customers and go above and beyond. (This probably sounds like someone from the..." read more

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