



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

January 23, 2018

Bui, Cuong T.  
d/b/a Ben's Moving Services  
7204 Marshall Ave SE #102  
Auburn, WA 98092

Re: TV-180040– Granting Temporary Household Goods Authority, Subject to Conditions,  
Pending Decision on Permanent Authority - THG068008

Dear Bui, Cuong T.:

On January 10, 2018, Bui, Cuong T., d/b/a Ben's Moving Services, filed an application with the Washington Utilities and Transportation Commission (Commission) to provide residential household goods transportation services in the state of Washington. The Commission provisionally grants your application. Bui, Cuong T. is now authorized to operate on a **temporary** basis.

The Commission will evaluate whether Bui, Cuong T. qualifies for permanent authority. To qualify for permanent authority, your company must satisfy the following requirements:

1. Operate for at least six months.
2. Personnel responsible for company management and operations **must** attend a Commission-sponsored training class to learn about the consumer protection rules, safety regulations, and industry-wide tariff provisions that apply to your business. The next training is February 15, 2018 at the UTC headquarters in Olympia. To sign up for training contact Jason Hoxit at [Jason.hoxit@utc.wa.gov](mailto:Jason.hoxit@utc.wa.gov).
3. Allow the Commission to review your business operations and records. Commission staff will review records and inspect vehicle(s), and you must receive a satisfactory safety rating as a result of that review.
4. Complete a criminal background check on each person Bui, Cuong T. employs or intends to employ. The Commission will not grant permanent authority if any company employee has been convicted of any crime within the past five years involving theft, burglary, assault, sexual misconduct, identity theft, fraud, false statements, or the manufacture, sale, or distribution of a controlled substance. Even if a conviction for any of these

offenses is more than five years old, the Commission will not grant permanent authority if it determines that the nature or extent of the crime(s) will likely interfere with the proper operation of a household goods moving company.

5. Pay any outstanding monetary penalty or fee owed to the Commission.
6. Resolve all consumer complaints pending with the Commission.

Enclosed with this letter are copies of Bui, Cuong T.'s provisional permit, Tariff 15-C, and the Commission rules governing residential household goods carriers. Please review these documents carefully. The Commission may cancel your provisional authority if you violate any applicable state law, Commission rule, or tariff provision.

Also enclosed is a consumer survey to assist the Commission in evaluating Bui, Cuong T.'s application. Please provide a copy of this survey with return postage to each of the company's customers.

If you have any questions, please contact Licensing Services at 360-664-1222 or by email at [transportation@utc.wa.gov](mailto:transportation@utc.wa.gov).

Sincerely,



Suzanne Stillwell  
Licensing Services Manager

Enclosures:

- Provisional permit
- Tariff 15-C
- Rules governing residential household goods carriers (WAC 480-15)
- Safety Manual
- Customer Survey forms

**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. Email your request to Steven V. King, Secretary, at [records@utc.wa.gov](mailto:records@utc.wa.gov). You may also mail your request to 1300 S. Evergreen Park Drive. SW, PO Box 47250, Olympia, WA 98504-7250. You must file a request for Commission review no later than 14 days after the date of this letter.