

**BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of Determining the Proper  
Carrier Classification of, and Complaint  
for Penalties Against:

PAULINO JOSE GONZALEZ AND  
VERONICA LUNA D/B/A UNIVERSAL  
MOVING

DOCKET TG-190490

DECLARATION OF  
KATHRYN MCPHERSON

Kathryn McPherson, 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 an investigator in the Solid Waste Enforcement program within the Transportation Safety Division. As an investigator, my responsibilities include conducting investigations regarding the business practices of transportation companies. As part of those duties, I investigate transportation companies that may be operating without the required Commission-issued certificate.
2. On February 6, 2019, I found that Paulino Jose Gonzalez and Veronica M. Luna, owners of Universal Moving (Universal Moving or Company), advertised on Facebook and Craigslist as a solid waste carrier and household goods mover.<sup>1</sup> The Company's telephone number listed on Craigslist is (360) 972-1348.
3. On February 6, 2019, a search of Washington State Department of Revenue (DOR) records shows Universal Moving location as closed.<sup>2</sup> DOR records indicate that Universal Moving's business address is 820 Fir Street NE, Olympia, Washington, 98506.
4. On February 6, 2019, I reviewed Commission records to determine if Universal Moving had authority to operate as a solid waste carrier in the state of Washington. I learned that the Commission has no record of the Company.
5. On April 4, 2019, Commission staff sent a letter to Mr. Gonzalez and Ms. Luna stating that it believed their business was in violation of Commission rules by operating as a solid waste hauler and household goods mover without the required certificate or permit.<sup>3</sup> Mr. Gonzalez and Ms. Luna were required to respond by April 19, 2019, by either submitting a completed application for household goods moving permit and solid waste

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<sup>1</sup> See Attachment A for copies of online advertising on Craigslist and Facebook Business Page.

<sup>2</sup> See Attachment B for copy of Washington State Department of Revenue Online.

<sup>3</sup> See Attachment C for a copy of the compliance letter sent to Universal Moving, dated April 4, 2019.

hauling certificate, or by explaining in writing why the business does not require a solid waste certificate.

6. On April 5, 2019, I received a telephone call at 3:45 p.m. from Ms. Luna. She explained that she had received the compliance letter. Ms. Luna inquired about what the Company needed to do to show it had ceased operating as a solid waste or household goods company. Ms. Luna stated that Mr. Gonzalez had sold the trucks used for the business. Ms. Luna stated that Universal Moving was Mr. Gonzalez's business. I informed Ms. Luna that she could have Mr. Gonzalez respond in writing with details of how the business was closed.
7. On April 12, 2019, I received a letter from Mr. Gonzalez. The letter, written in Spanish, was dated April 9, 2019.<sup>4</sup> I sent Mr. Gonzalez's letter for translation to Dynamic Language. The letter was translated and returned to me April 23, 2019, via email.<sup>5</sup>
8. I reviewed online advertising by Universal Moving again on April 15, 2019. The Company continued to advertise on Craigslist.<sup>6</sup> The advertising details services offered by Universal Moving, including hauling, trash removal, moving, one box truck, and two movers.
9. On April 16, 2019 using an assumed name on Facebook Messenger, I messaged Universal Moving between 8:19 a.m. and 9:47 a.m. Universal Moving responded to my messenger post, but did not commit to hauling services. I received a message request from Paulino Jose Gonzalez, after he requested to be "friends" on Facebook. After text messages were exchanged with Mr. Gonzalez between 8:29 a.m. and 10:23 a.m., Mr. Gonzalez agreed to transport solid waste to the landfill for a cost of \$75, plus the landfill fee.<sup>7</sup>

DATED this 9th day of July, 2019, at Lacey, Washington.

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Kathryn McPherson

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<sup>4</sup> See Attachment D for a copy of response letter from Mr. Gonzalez, dated April 9, 2019.

<sup>5</sup> See Attachment F for a copy of English translation of Mr. Gonzalez's response, dated April 23, 2019.

<sup>6</sup> See Attachment E for a copy of Craigslist advertisement dated, April 15, 2019.

<sup>7</sup> See Attachment G for a copy of Facebook Messenger agreement to transport solid waste.

# Attachment A

2/6/2019

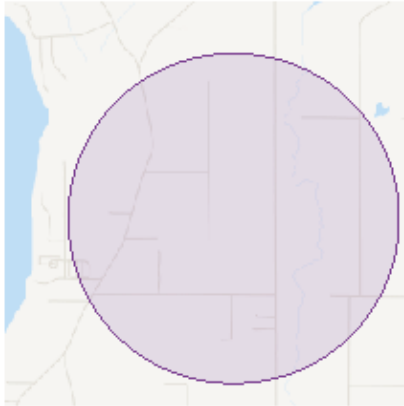
WHAT DO YOU NEED? HOW I CAN HELP YOU ? JUNK REMOVAL AND MOVING - labor / hauling / moving



seattle > olympia > services > labor / hauling / moving

Contact Information:

## WHAT DO YOU NEED? HOW I CAN HELP YOU ? JUNK REMOVAL AND MOVING (Olympia)



moving  
truck  
movers call now or text 360-972-1348

moving furniture  
pickups or deliveries  
truck loading or unloading  
garage cleanup run to dump  
hauling

- Trash Removal
- Construction Clean up
- Property Clean Up
- Furniture Removal
- Appliance Recycling
- Donations Pick up
- labor
- Estate Cleanout

much more.

common junk or rubbish that we haul away

carpet Appliance Mattress  
computer monitor Television  
furniture Renovations debris

WE DO ROOF CLEANING AND GUTTERS CLEANING

CALL OR TEXT 360-972-1348

HAVE REFERENCES

HAVE GREAT DAY

QR Code Link to This Post



Universal moving and Junk Removal

Kelley Home Find Friends



Universal moving and Junk Removal

- Home
- Posts
- Reviews
- Photos
- about**
- Community
- Info and Ads
- Create a Page



Like Follow Share

Send Message

about

Suggest Edits

FIND US

820 1st St ne  
Olympia, Washington

Get Directions

m.me/418097888544611

Call (360) 972-1348



HOURS

open Now 10:00 AM - 4:00 PM

Business Service

Chat

**Page History**

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**Changed name to Universal moving and Junk Removal**  
September 14, 2018

---

**Changed name to The universal moving**  
September 2, 2018

---

**Changed name to Junk Removal And moving service**  
April 7, 2018

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**Page created - All Junk Removal And Janitorial Services**  
April 13, 2017

[Close](#)

Universal moving and Junk Removal

Kalley Home Find Friends



Universal moving and Junk Removal

Home

Posts

Reviews

Photos

About

Community

Info and Ads

Create a Page



Like Follow Share

Send Message

5.0

5 out of 5

Based on the opinion of 1 person

Do you recommend Universal moving and Junk Removal?

Yes

No

Ratings and reviews have changed  
Now it's easier to find great businesses with recommendations

Learn More

Recommended by 1 person

MOST HELPFUL

MOST RECENT



Samuel Penn recommends Universal moving and Junk Removal.

September 16, 2019

I made an appointment to have some old furniture picked up. We made arrangements to have the items picked up the following day. I gave my address & the following day I received a text that says he's on his way. Just before our scheduled removal time, I got a call that said he was in my apartment complex. I told him what was to be picked up & was quoted a price & it was promptly removed. Thanks so much, handicapped & elderly customer!!

1 Comment

Like

Comment

Share



Jose P. Gonzalez Thanks Samuel Penn  
god bless you

Like · Reply · 20w



Write a comment...

Press Enter to post

About Create Ad Create Page Developers Careers Privacy Cookies Ad Choices Terms Account Security Login Help

Facebook © 2019

English (US) Español Français (France) 中文(台灣) العربية Portuguese (Brazil) Italiano 한국어 Deutsch 日本語 日本語

Chat

# Attachment B

## Washington State Department of Revenue

[Services](#) [Business Lookup](#) [UNIVERSAL MOVING](#)

### License Information:

[New search](#) [Back to results](#)

**Entity name:** UNIVERSAL MOVING  
**Business name:** UNIVERSAL MOVING  
**Entity type:** [Partnership](#)  
**UBI #:** 604-330-807    **Business ID:** 001    **Location ID:** 0001  
**Location:** Closed  
**Location address:** 820 FIR ST NE  
OFC  
OLYMPIA WA 98506-4616 USA  
**Mailing address:** 820 FIR ST NE  
OFC  
OLYMPIA WA 98506-4616 USA  
**Excise tax account and reseller permit status:** None

### Governing People May include governing people not registered with Secretary of State

Governing people	Title
GONZALEZ PAULINO JOSE	Partners
LUNA M VERONICA	Partners

2 Rows

The Business Lookup information is updated nightly.  
Search date and time: 2/6/2019 8:09:33 AM

*Working together to fund Washington's future*

## Attachment C



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

April 4, 2019

Paulino Gonzalez  
Veronica Luna  
Universal Moving  
820 Fir Street NE  
Olympia, WA 98506

Dear Mr. Gonzalez and Ms. Luna:

The Washington Utilities and Transportation Commission (commission) believes you are engaged in services that require a permit from the commission. The purpose of this letter is to provide technical assistance to you with respect to Washington's household goods moving and solid waste hauling requirements.

Operating as a household goods mover without the required permit is illegal and subject to a penalty of \$5,000 per violation.<sup>1</sup> Under the law, advertising of moving services is evidence of operating as a mover. Until you obtain a household goods moving permit, you must immediately cease and desist from operating or advertising as a household goods mover in Washington State.

Operating or advertising as a solid waste hauler without the required permit also is illegal, and subject to a penalty of \$1,000 per violation.<sup>2</sup> Under the law, advertising of solid waste collection services is evidence of operating as a solid waste hauler. Solid waste collection includes residential and commercial garbage, residential recycling, yard waste, and drop box service. Until you obtain a solid waste hauling permit, you must immediately cease and desist from operating or advertising as a solid waste hauler in Washington State.

To avoid enforcement action by the commission, by April 19, 2019, you must either:

- a) Submit completed applications (enclosed) for household goods moving and solid waste hauling permits, along with the required fees, proof of insurance, and supporting documents,

or,

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<sup>1</sup> RCW 81.80.075

<sup>2</sup> RCW 81.04.380



April 3, 2019  
Paulino Gonzalez  
Veronica Luna  
Page 2

- b) Explain in writing why you believe your operations do not require such permits from the commission. Please explain your operations in detail, in writing.

Please direct your written response, to [Kathryn.McPherson@utc.wa.gov](mailto:Kathryn.McPherson@utc.wa.gov) or by US Mail to PO Box 47250, Olympia, WA 98504. You may also reach Ms. McPherson at 360-664-1108.

Sincerely,

A handwritten signature in black ink, appearing to read "Mike Turcott", with a long horizontal flourish extending to the right.

Mike Turcott  
Compliance Investigations Supervisor

Enclosures (3)

Attachment D

Abril 9, 2019

Para Ms. Pherson

Saludos, mi nombre es José González residente de Olympia, recibí la notificación acerca de mi anuncio en internet de la compañía Universal Moving, la cual no está ya en función, hace dos meses intente comenzar mi propio negocio, durante el tiempo de nieve me quede sin empleo y la necesidad me obligo a buscar algo en que trabajar y no encontraba trabajo así que decidí empezar un negocio sin conocer muy bien el reglamento, ahora entiendo que fue un error, pero gracias a Dios pronto encontré un empleo estable y deje a un lado lo de la compañía de mudanza la cual tampoco funciono.

Quiero disculparme sinceramente por mi falta y dejar en claro que he eliminado todos los anuncios y paginas relacionadas con el negocio de Universal Moving, en estos momentos ya no tengo bajo mis pertenencias el camión que quise usar para el negocio, de igual manera dejé de anunciar lo de Junk Removal, ya no están mas en el internet. Y por el momento por cuestiones personales no puedo comenzar mi negocio por ahora, tal vez en el futuro aplicare para los permisos si cuento con lo necesario para reabrir mi negocio. Mientras tanto pido disculpas por mi ignorancia al no saber todo el reglamento acerca del negocio de mudanzas.

Pueden contactar a mi esposa para cualquier pregunta o duda, ella tiene más disponibilidad de tiempo y sabe mas ingles que yo para estos asuntos. Y dejo en claro que ella no es responsable de nada, ella ha sido mi ayuda emocional y como esposa me ha apoyado, pero no participo en mis ideas.

Su nombre es Veronica Luna y su numero de contacto es 360-972-8688

RECEIVED  
APR 12 2019  
WASH. UT. & TR. COMM

Jose Gonzalez  
Jose Gonzalez  
04-09-19.

RECEIVED  
APR 12 2019  
WASH. UT. & TR. COMM

This Letter Needs Translation  
Has been wrote in Spanish

Jose Gonzalez  
820 FIR ST NE  
Olympia, WA 98506

OLYMPIA  
WA 98506  
11 APR 19  
PM 11

FIRST CLASS



MS. Pherson  
P.O. BOX 47250  
Olympia WA 98504

98504-



# Attachment E

4/15/2019

JUNK REMOVAL AND MOVING DEMOLITION- ROOF CLEANING YARD WORK MOWER - labor / hauling / moving

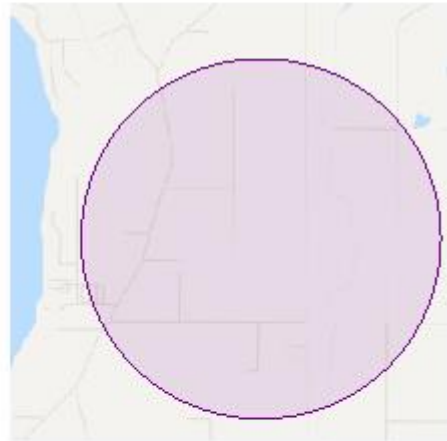


seattle > olympia > services >

labor / hauling / moving

Contact Information:

## JUNK REMOVAL AND MOVING DEMOLITION- ROOF CLEANING YARD WORK MOWER (Olympia)



RELAX WE GET THIS 

Moving

1 box truck

2 movers call now or text

360-972-1348

YARD WORK MOWER

Small tree removal

branches removal

ROOF CLEANING - JUNK REMOVAL - MOVING

Gutter cleaning

Moving furniture

Piano moving

Pickups or deliveries

Truck loading or unloading

Garage cleanup run to dump

Hauling.

- Trash Removal

- Construction Clean up

- Property Clean Up

- Furniture Removal

- Appliance Recycling

- Donations Pick up

<https://seattle.craigslist.org/oly1bs/d/olympia-junk-removal-and-moving/6866286936.html>

QR Code Link to This Post



4/15/2019

JUNK REMOVAL AND MOVING DEMOLITION- ROOF CLEANING YARD WORK MOWER - labor / hauling / moving

- labor

-Estate Cleanout

DEMOLITION ANY DEMOLITION

Much more.

Common junk or rubbish that I haul away

Carpet Appliance Mattress

Computer monitor Television

Furniture Renovations debris

I DO ROOF CLEANING AND GUTTERS CLEANING

PLEASE

CALL OR TEXT I RETURN THE CALL OR TEXT

SOON IS POSSIBLE

360-972-1348

I HAVE REFERENCES

HAVE GREAT DAY

## Attachment F

April 9, 2019

For Ms. Pherson

Hello, my name is Jose Gonzalez, I live in Olympia. I received the notice regarding my online ad for Universal Moving company, which is no longer in existence. Two months ago I tried to start my own business. In the winter I was unemployed, and this forced me to find some kind of work. As I couldn't find any, I decided to start a business without knowing much about the regulations. I now understand that it was a mistake, and thank God I quickly found stable employment and I put aside the moving company which was not operating anyway.

I sincerely apologize for my error and want to make it clear that I have deleted all ads and pages related to Universal Moving. At this time I no longer have the truck I wanted to use for the business, and I also stopped advertising for junk removal; they are no longer online. And right now for personal reasons I cannot start my business now. Maybe in the future I'll apply for the permits if I have what is necessary to reopen my business. Until then, please excuse my ignorance for not knowing all the regulations for moving companies.

You can contact my wife for any questions or concerns, she has more availability and knows more English than I do for these matters. And I want to be clear that she is in no way responsible, she has been my emotional support and as a spouse she's supported me, but did not participate in my plans.

Her name is Veronica Luna and her number is 360-972-8688

[Stamp: RECEIVED  
APR 12 2019  
WASH. UT. & TP. COMM]

[signature]

Jose Gonzales

04 - 09 - 19

# Attachment G

Messenger

Page 1 of 1

Search

Kelley Home Find Friends Create

**Messenger**

Search Messenger

**Kelley - Roll off dro...** Thu  
You: hi. I have some t...

**Kelley - Dump L...** May 23  
Sean: Yeah absolutely!...

**Kelley - Drop b...** May 23  
You: dam. I needed a L...

**Jose P Gonzalez** Apr 17  
?

**Facebook User** Apr 16  
You: Is this a bad day?

**Kelley - Moving ,s...** Apr 1  
William: William sold...

**Kelley - Dump runs** Apr 1  
Dk: Awesome

**Kraken Tours** Mar 20  
Please feel free to rea...

**Facebook User**

Apr 16, 2019, 8:19 AM

hi do you do dump runs? I have some stuff I need taken from my house. its too much for the garbage for the garbage truck to take.

Options

- Search In Conversation
- Notifications

Messenger Link

<m.me/418097888544611>

Shared Photos

Thanks for messaging us. We'll get back to you as soon as we can. **JUNK REMOVAL MOVING FURNITURE AND PICKUPS AND DELIVERIES**

I just need it hauled away.

Good morning where are you located

on Union ave  
east olympia

Yes I can  
what time is best for you?

How does Saturday morning sound? How much will you charge?

Apr 16, 2019, 9:47 AM

Is this a bad day?

You cannot reply to this conversation.

Search

Kelley Home Find Friends Create

**Messenger** **Jose P Gonzalez** Active 34m ago

Search Messenger

**Kelley - Roll off dro...** Thu  
You: Hi I have some L...

**Kelley - Dump L...** May 23  
Sean: Yeah absolutely!...

**Kelley - Drop b...** May 23  
You: dam. I needed a L...

**Jose P Gonzalez** Apr 17  
?

**Facebook User** Apr 16  
You: Is this a bad day?

**Kelley - Moving ,s...** Apr 1  
William: William sold...

**Kelley - Dump runs** Apr 1  
Dk: Awesome

**Kraken Tours** Mar 20  
Please feel free to rea...

**Jose P Gonzalez**  
You're friends on Facebook  
at Business Owner  
Studied Computer Science and Technology at New Mexico State University  
Lives in Centella, Washington

APR 16, 2019, 8:28 AM  
Jose is waving at you!

Jose is waving at you!

Wave

This is Jose from universal moving  
I have issues with mi account Facebook

**What time Saturday**

APR 16, 2019, 10:23 AM

You missed a call from Jose.  
April 16, 2019 at 10:23 AM

Call Back

Im at work. cant answer. 10 am.? how much would that cost?

Labor to haul away cost 75  
Plus dump fees

**DUMP fees start at 20 less 300 pounds**

APR 17, 2019, 8:03 PM

?

Options

- Search in Conversation
- Edit Nicknames
- Change Color
- Change Emoji
- Notifications

Time a message