



**ACGI Shipping Inc.**  
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Monday, February 03, 2020

Washington Utilities and Transportation Commission  
Attn: Mr. Mark Johnson, Executive Director and Secretary  
P.O. Box 47250  
Olympia, WA 98503

RE: Arrow Launch Service, Inc. rate adjustment / TS-200065

Dear Mr. Johnson:

We have been utilizing Arrow Launch Service for more than 15 years and are writing in support of their current rate increase proposal. Although the international shipping industry is currently in some financial straits due to the trade conflicts and other market restricting conditions, we recognize the need for a business to adjust its rates in order to continue to provide the reliable and professional service we have come to expect from Arrow Launch Service.

We agree that a cost increase from a vendor is always difficult. However, we also know their cost for equipment, maintenance and personnel alone has necessitated a rate increase since the last tariff adjustment. Although as often as possible we schedule launch services in advance, often we find the need for immediate last minute service associated with crew changes, doctors' appointments and urgent ship spares.

We understand rate increases are necessary to cover increasing costs of maintaining equipment and personnel availability for 24 hour per day, 365 days a year business. We are based in Seattle and deal with many vendors in Puget Sound and have always found Arrow to be professional, safe and responsive to our requests and our vessel's needs.

We support their request because they provide the level of service required to facilitate our 24 hour service needs.

Should you have any questions, please feel free to contact me at [rclick@acgishipping.com](mailto:rclick@acgishipping.com) or on my direct line 503-367-6697.

Sincerely,

A handwritten signature in blue ink, appearing to read "Randy Click", is written over the typed name.

Randy Click  
Vice President U.S. Operations  
ACGI Shipping Inc.