

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

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

ROBERTO YAM YWAMOTO d/b/a REAL
PRO MOVING

DOCKET TV-200473

DECLARATION OF
ROBERT HARTFORD

I, Robert Hartford, under penalty of perjury under the laws of the State of Washington, declare 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 Nov. 1, 2019, Commission staff found advertisements on Thumbtack for Real Pro Moving, which identified itself as a household goods moving company. The advertisement offered to provide household goods moving services in the area of Seattle, Washington. The advertisement also provided a company contact name of Roberto Ywamoto.¹
3. On Nov. 1, 2019, Commission Staff searched Commission records and verified that neither Real Pro Moving nor Roberto Yam Ywamoto is a permitted household goods carrier.
4. On Nov. 4, 2019, the Commission sent a compliance letter to notify Roberto Ywamoto that Real Pro Moving must cease and desist operations as a household goods carrier in Washington until the company obtains the required household goods carrier permit from the Commission.²
5. On Nov. 6, 2020, I found advertisements on Thumbtack for Real Pro Moving, which identified itself as a household goods moving company. The advertisement offered to provide household goods moving services in the area of Seattle, Washington.³

¹ See Attachment A, for a copy of the Thumbtack ad, captured on Nov. 1, 2019.

² See Attachment B, for a copy of the compliance letter, dated Nov. 4, 2019.

³ See Attachment C, for a copy of the Thumbtack ad, captured on Nov 6, 2020.

6. On Nov. 6, 2020, I searched Commission records and verified that neither Real Pro Moving nor Roberto Yam Ywamoto is a permitted household goods carrier.
7. On Nov. 24, 2020, I searched the Washington State Department of Revenue's website. The results produced a company name of Roberto Yam Ywamoto d/b/a Real Pro Moving (Real Pro Moving), governing person Roberto Yam Ywamoto, a UBI number of 604-409-648, and an address of 6707 196th St. SW, Apt. 405, Lynnwood, WA, 98036-5993.⁴
8. On Dec. 15, 2020, I sent a text message to the phone number listed on Real Pro Moving's Thumbtack ad, (206) 474-0266, and requested a move from Kirkland to Bellevue, Washington. I received a reply from an unidentified representative of Real Pro Moving stating that they provide a 16' box truck, two movers at a rate of \$100 per hour with a two-hour minimum, a travel fee of \$50, and an estimated time of three to five hours.⁵
9. On Jan. 14, 2021, I checked Commission records and verified that neither Real Pro Moving nor Roberto Yam Ywamoto is a permitted household goods carrier.⁶

DATED this 15th day of January, 2021, at Lacey, Washington.

/s/ Robert Hartford

ROBERT HARTFORD

⁴ See Attachment D, for a copy of Department of Revenue record, captured on Nov. 24, 2020.

⁵ See Attachment E, for a copy of the text messages, sent Dec. 15, 2020.

⁶ See Attachment F, for a copy of the Commission's Companies database, captured Jan. 14, 2021.