



TWO MEN AND A TRUCK®

Each franchise independently owned and operated

9930 Evergreen Way
Suite X-105B
Everett WA 98204

“Movers Who Care®”

(425) 332-6200

www.twomenandatruck.com

Sep. 16, 2019

Washington Utilities and Transportation Commission
621 Woodland Square Loop SE
Lacey, WA 98504-7250

Reference: Docket TV-190664

Subject: Rates set by the UTC / Operating a HHG company today

Dear Sirs / Madams,

We operate two companies: Here2There, Inc and Relo6 LLC both D/b/a TWO MEN AND A TRUCK. We have been in operation since 2006, 13 years, and have always had very high scores for customer service, this year (4.83 out of 5.0) and referral rates (97.25%). I point this out because we have always strived to provide an excellent service to our customers and follow UTC requirements.

However, we have found that in the last two years our business opportunity has changed. For the first 10 years our finances worked out well. Now, it is not so. The reason for this is the hiring difficulty we have had which has reduced our ability to accept customer moves. Our sales have gone down a lot due to lack of having enough movers and drivers. Meanwhile, in trying to attract new hires we increased healthcare, dental and vision benefits and the base starting wages a couple of times. Also, our truck insurance, L&I, lease costs and other costs of doing business have gone up. Trucks cost more. They used to be about \$ 65,000 each new and are now over \$ 95,000 each.

All this has been happening with no rate changes. Both the hourly and long distance rates need to be increased just for us to operate comfortably and for long term survival. Especially the long distance moves. We use the maximums and this is just not workable. I think both the minimums and maximums need to be increased statewide for all moves. I don't see any "regional" variations to be feasible for moving companies or our customers. This would just add complexity to an already difficult system.

I am hoping for a positive response very soon, Thank you.

Rick Clendenen – Owner

Here2There, Inc. D/b/a TWO MEN AND A TRUCK - HG#62423

Relo6 LLC – D/b/a TWO MEN AND A TRUCK - HG#67469

Submitted via web portal: www.utc.wa.gov/e-filing

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