

**BEFORE THE WASHINGTON STATE  
UTILITIES AND TRANSPORTATION COMMISSION**

**In re Application of**

**DOLLY, INC.**

**For a Permit to Operate as a Motor Carrier  
of Household Goods and a Permit to  
Operate as a Motor Freight Common  
Carrier**

**Docket No: TV-180605**

**CROSS EXAMINATION EXHIBIT  
TO TESTIMONY OF**

**Susie Paul**

**STAFF OF  
WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION**

*Email string between staff, Air Van Moving, and WMC*

**December 13, 2018**

**Barnett, Donna L. (BEL)**

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**From:** King, Steve (UTC)  
**Sent:** Wednesday, September 02, 2015 11:43 AM  
**To:** Steve Galvagno  
**Cc:** Jim Tutton; Pearson, Rayne (UTC); Greg Russell; Sharon Wallace (SWallace@utc.wa.gov)  
**Subject:** RE: Household Goods Enforcement and Ghost Truck

Mr. Galvagno:

Commission consumer staff are aware of both Ghostruck and Dolly and have investigated and been in contact with each. Ghostruck was initially investigated, and subsequently contacted, in July 2014; Dolly in March 2015.

Staff has informed both companies that any company or person providing household goods moves within Washington must have a household goods permit. In addition, staff also informed them that, if they contract with a moving company, the contracted company must hold a household goods permit or it would face a potential penalty of up to \$5,000 per violation. Ghostruck, through its affiliated moving company, Empty Truck Co., had a household goods permit from the commission from Sept. 22, 2014, until Dec. 22, 2014, and now holds a common carrier broker permit.

In addition, during our investigations of Ghostruck, the company has continued to assert that it no longer provides any moves itself. In communications with our undercover investigators, including one as recent as July 2015, Ghostruck, their staff consistently asserts that all moves will be performed by permitted household goods companies.

We continue to monitor these companies, as well as other similar companies, to ensure compliance with the rules.

If you have evidence that either is not in compliance with our rules or would like to discuss this matter further, please contact Sharon Wallace Assistant Director for Consumer Protection and Communications. She is the person that is most knowledgeable about our permit enforcement activities. I've included Ms. Wallace on this email and her telephone number is 360-664-1143.

Regards

Steven King  
Executive Director  
360-664-1115 (office)  
360-359-3883 (mobile)  
[sking@utc.wa.gov](mailto:sking@utc.wa.gov)

Utilities and Transportation Commission  
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-----Original Message-----

From: Steve Galvagno [<mailto:sgalvagno@airvan.net>]  
Sent: Tuesday, September 01, 2015 11:41 AM  
To: King, Steve (UTC) <[sking@utc.wa.gov](mailto:sking@utc.wa.gov)>  
Cc: Jim Tutton <[jim@watrucking.org](mailto:jim@watrucking.org)>; Pearson, Rayne (UTC) <[rpearson@utc.wa.gov](mailto:rpearson@utc.wa.gov)>; Greg Russell <[grussell@prklaw.com](mailto:grussell@prklaw.com)>  
Subject: Household Goods Enforcement and Ghost Truck

Mr. King:

Earlier this year during my unsuccessful appeal, you assured me that with regards to unlicensed, non-permitted and illegal movers; the commission will pursue them when they find them. I found this one in the Seattle Times business section. According to the attached article, Ghost Truck has been operating in Seattle for over a year, offers flat rate moves, provides no formal estimates or required bills. The article also mentions another unregulated start up, Dolly. We are fined \$1000 for not dotting an "i" in a required report and Ghost Truck is able to raise \$2m in funding because they ignore the requirements all together.

Thank you for looking in to this and I look forward to hearing back from you directly or through the Movers Conference.

Regards,

Steven M Galvagno  
President & CEO  
Air Van Moving  
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-----Original Message-----

From: [noreply@airvan.net](mailto:noreply@airvan.net) [<mailto:noreply@airvan.net>]  
Sent: Tuesday, September 01, 2015 11:20 AM  
To: Steve G  
Subject: Message from "Ricoh4501"

This E-mail was sent from "Ricoh4501" (Aficio MP C4501).

Scan Date: 09.01.2015 11:19:31 (-0700)  
Queries to: [noreply@airvan.net](mailto:noreply@airvan.net)