

**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:** Banks, Megan (UTC)  
**Sent:** Tuesday, September 01, 2015 3:00 PM  
**To:** Wallace, Sharon (UTC)  
**Subject:** RE: Household Goods Enforcement and Ghost Truck

Updated information: Please let me know if you need additional information.

We are aware of the companies, Ghostruck and Dolly. We have been in contact with both companies, Ghostruck was initially contacted in July 2014, and Dolly was initially contacted in March 2015. Both companies were informed that any companies or persons providing household goods moves within Washington must have a household goods permit. In addition, we made it clear to both companies that any moving company with which the companies contract must have a household goods permit or will face a potential penalty of up to \$5,000 per violation. In addition, 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 the company, Ghostruck continues to communicate that it no longer provides any moves itself. In communications with our undercover investigators, including communications as recently as July 2015, Ghostruck support 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.

Thank you,

Megan Banks, Compliance Investigator  
Consumer Protection and Communications  
Washington Utilities and Transportation Commission  
(360) 664-1129  
mbanks@utc.wa.gov

-----Original Message-----

From: Wallace, Sharon (UTC)  
Sent: Tuesday, September 01, 2015 2:43 PM  
To: Banks, Megan (UTC)  
Subject: RE: Household Goods Enforcement and Ghost Truck

I'm not sure this is sufficient. Are they currently providing unpermitted moves?

-----Original Message-----

From: Banks, Megan (UTC)  
Sent: Tuesday, September 1, 2015 2:08 PM  
To: Wallace, Sharon (UTC) <swallace@utc.wa.gov>  
Subject: RE: Household Goods Enforcement and Ghost Truck

Hi Sharon, Here is a draft email. I can add in more details if you would like, like the fact that Ghostruck was temporarily permitted and has attended training (at least a partial training). Ghostruck was initially contacted in July 2014, and Dolly was initially contacted in March 2015. Thanks! Megan

Hello Mr. Galvagno,

Thank you for your email. We are aware of the companies, Ghostruck and Dolly. We have been in contact with both companies and the companies are aware that any companies or persons providing household goods moves within Washington must have a household goods permit. In addition, we have made it clear to both companies that any moving company with which the companies contract must have a household goods permit or will face a potential penalty of up to \$5,000 per violation. We are continuing to investigate these companies, as well as others like them, to ensure compliance with the rules.

Thank you,

Megan Banks, Compliance Investigator  
Consumer Protection and Communications  
Washington Utilities and Transportation Commission  
(360) 664-1129  
mbanks@utc.wa.gov

-----Original Message-----

From: Wallace, Sharon (UTC)  
Sent: Tuesday, September 01, 2015 1:43 PM  
To: Banks, Megan (UTC)  
Subject: FW: Household Goods Enforcement and Ghost Truck

Can you please quickly draft me a response for this? Thx!

-----Original Message-----

From: King, Steve (UTC)  
Sent: Tuesday, September 1, 2015 1:33 PM  
To: Wallace, Sharon (UTC) <swallace@utc.wa.gov>  
Subject: FW: Household Goods Enforcement and Ghost Truck

Please look this over and give me a call. Thank you. sk

-----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>  
Cc: Jim Tutton <jim@watrucking.org>; Pearson, Rayne (UTC) <rpearson@utc.wa.gov>; Greg Russell <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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425.629.4120 (f)  
www.airvanmoving.com  
A Moving2Green Company

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-----Original Message-----

From: 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