



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY (360) 586-8203

May 9, 2018

I Heart Movers, LLC  
8738 Rainier Ave S  
Seattle, WA 98118

Re: TV-180270– Granting Temporary Household Goods Authority, Subject to Conditions,  
Pending Decision on Permanent Authority - THG068176

Dear I Heart Movers, LLC:

On March 30, 2018, I Heart Movers, LLC filed an application with the Washington Utilities and Transportation Commission (Commission) to provide residential household goods transportation services in the state of Washington. The Commission provisionally grants your application. I Heart Movers, LLC is now authorized to operate on a **temporary** basis.

The Commission will evaluate whether I Heart Movers, LLC qualifies for permanent authority. To qualify for permanent authority, your company must satisfy the following requirements:

1. Personnel responsible for company management and operations **must** attend one of the following free Commission-sponsored training classes to learn about consumer protection rules, safety regulations and industry-wide tariff provisions that apply to your business. You should consider registering soon since there is a limited number of registrations accepted for each class. Sign up by contacting Jason Hoxit at [jason.hoxit@utc.wa.gov](mailto:jason.hoxit@utc.wa.gov) or 360-664-1320.
  - Wednesday, May 16 at EWU, Digital Archives Building in Cheney
  - Wednesday, August 15 at UTC Headquarters in Olympia
  - Wednesday, November 7 at UTC Headquarters in Olympia

Failure to attend the training may result in denial of your permanent authority.

2. Operate for at least six months.
3. Allow the Commission to review your business operations and records. Commission staff will review records and inspect vehicle(s), and you must receive a satisfactory safety rating as a result of that review.
4. Complete a criminal background check on each person I Heart Movers, LLC employs or intends to employ. The Commission will not grant permanent authority if any company employee has been convicted of any crime within the past five years involving theft, burglary, assault, sexual misconduct, identity theft, fraud, false statements, or the

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manufacture, sale, or distribution of a controlled substance. Even if a conviction for any of these offenses is more than five years old, the Commission will not grant permanent authority if it determines that the nature or extent of the crime(s) will likely interfere with the proper operation of a household goods moving company.

5. Pay any outstanding monetary penalty or fee owed to the Commission.
6. Resolve all consumer complaints pending with the Commission.

Enclosed with this letter are copies of I Heart Movers, LLC's provisional permit, Tariff 15-C, and the Commission rules governing residential household goods carriers. Please review these documents carefully. The Commission may cancel your provisional authority if you violate any applicable state law, Commission rule or tariff provision.

Also enclosed are 10 copies of a self-addressed consumer survey to assist the Commission in evaluating I Heart Movers, LLC's application. Please provide a copy of this survey to your first 10 customers and ask them to complete and mail it to the Commission at the address on the reverse side.

If you have any questions, please contact Licensing Services at 360-664-1222 or by email at [transportation@utc.wa.gov](mailto:transportation@utc.wa.gov).

Sincerely,



Suzanne Stillwell  
Licensing Services Manager

Enclosures:

- Provisional permit
- Tariff 15-C
- Rules governing residential household goods carriers (WAC 480-15)
- Safety Manual
- Customer Survey forms

**NOTICE:** This action is delegated to the Secretary, or the Secretary's delegate, for decision. In addition to serving you this letter, the Commission will post on its website for at least 14 days a list of all matters delegated to the Secretary for decision. You may seek Commission review of this decision. Email your request to Steven V. King, Secretary, at [records@utc.wa.gov](mailto:records@utc.wa.gov). You may also mail your request to 1300 S. Evergreen Park Drive. SW, PO Box 47250, Olympia, WA 98504-7250. You must file a request for Commission review no later than 14 days after the date of this letter.