



STATE OF WASHINGTON
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

February 28, 2012

David W. Danner, Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. SW
P. O. Box 47250
Olympia, Washington 98504-7250

RE: *Washington Utilities and Transportation Commission v. Access Gentle Moving Corp.*
Commission Staff's Response to Application for Mitigation of Penalties
Docket TV-112118

Dear Mr. Danner:

On February 1, 2012, the Washington Utilities and Transportation Commission (commission) assessed a \$500 penalty against Access Gentle Moving Corp. for violations of WAC 480-15-630, which requires that household goods carriers provide estimates to every customer prior to conducting a move.

On February 22, 2012, Access Gentle Moving Corp. filed an Application for Mitigation of Penalties waiving a hearing, admitting that the violations occurred, and requesting payment arrangements for the \$500 penalty. Staff supports allowing Access Gentle Moving Corp. to make payment arrangements, subject to conditions, and proposes the following payment schedule:

- First payment of \$125 due no later than close of business on Thursday, March 15, 2012
- Second payment of \$125 due no later than close of business on Monday, April 16, 2012
- Third payment of \$125 due no later than close of business on Tuesday, May 15, 2012
- Final payment of \$125 due no later than close of business on Friday, June 15, 2012

Staff conditions its recommendation on Access Gentle Moving Corp. submitting, in writing, a compliance plan addressing each of the issues in staff's investigation report. This includes providing staff with copies of revised, properly formatted estimate and bill of lading forms. The compliance plan and revised forms must be submitted no later than Friday, March 9, 2012 at 5:00 p.m.



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Provided these conditions are met, Staff supports Access Gentle Moving Corp.'s request for mitigation.

Sincerely,

A handwritten signature in cursive script that reads "SWallace". The signature is written in black ink and is positioned above the typed name.

Sharon Wallace, Assistant Director
Consumer Protection and Communications