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METROPOLITAN MOVERS, INC.

5-16-12

Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. S.W.
P.O. Box 47250
Olympia, WA 98504-7250
360-664-1160

Re: Metropolitan Movers, Inc. d/b/a The Family Movers, Request for Mitigation of Penalty Assessment,
Docket TV-120113

Dear Commission,

Per Commission request, Metropolitan Movers would like to submit a brief statement of the reasons we believe would justify a reduction in the penalties assessed in Penalty Assessment No. TV-120113. Thank you in advance for your consideration.

1. Metropolitan Movers has worked with the Commission, and will continue to work with the Commission, to come into compliance – as noted in the Investigation Report (pg. 4, Executive Summary).
2. Metropolitan Movers met with our staff, reviewed the Investigation Report, reviewed rules and tariff with staff, and reviewed our internal policies and procedures. We believe that we have addressed and corrected all items previously out of compliance as noted in the Investigation Report.
3. Regarding mattress cover charges, we would like to explain that in several instances, although charges were made for a king mattress cover (example: \$30) that exceeded authorized rates, the charge also included two king box spring cartons but was simply not documented correctly. Nonetheless, we have corrected this matter.
4. Regarding unauthorized “additional van” fee, we would like to explain that in all six instances noted in the report, an additional driver and van was indeed used, but was incorrectly documented as separate items.
5. We would like the Commission to please consider our absolute ongoing commitment to excellent customer service and performance, as evidenced by the fact that we have no consumer complaints before the Commission. We believe that we can and should perform just as well in all other areas of documentation and compliance.

Thank you again for your consideration,

Sincerely,

Ron Cronkhite / CEO

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