



**STATE OF WASHINGTON**  
**UTILITIES AND TRANSPORTATION COMMISSION**

**621 Woodland Square Loop S.E. • Lacey, Washington 98503**

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November 6, 2020

**NOTICE OF CHANGES TO TAIRFF 15-C TO CODIFY PREVIOUS GUIDANCE  
REGARDING VIRTUAL ESTIMATES, CLARIFICATION OF SHUTTLE SERVICE  
AND CORRECTING RATE ERRORS IN ITEM 62 AND ITEM 195**

*RE: In the Matter of Amending Washington Utilities and Transportation Commission  
Tariff 15-C, Relating to Intrastate Transportation of Household Goods, Docket TV-200809*

TO ALL PARTIES:

On October 29, 2020, the Washington Utilities and Transportation Commission (Commission) approved clarifications to:

1. Item 85: Estimates
2. Item 15: Refusal to Provide Service, Pick Up Shipment or Deliver Shipment
3. Item 62: Appliance Service
4. Item 195: Packing Charges

**The Commission updated Item 85 (Estimates) to clarify mobile applications and digital platforms may be used to conduct estimates. Methods include, but are not limited to Skype, Zoom, Teams, and Facetime.** The Commission does not require a specific technology platform. Whatever platform carriers use must allow for real time interaction between the carrier and the consumer. Carriers must complete all estimates in accordance with WAC 480-15-630.

**The Commission updated the title of Item 15 to “Shuttle Service and Refusal to Provide Service, Pick Up Shipment or Deliver Shipment,” and clarified how to appropriately charge for these activities.** It was not apparent from the previous title that Item 15 also addressed alternative pick up or delivery options. Updating the title and reorganizing the rule clarifies that in certain conditions, the use of smaller vehicles is permitted to shuttle shipments between the point of origin, the destination and the carrier’s vehicle to complete household goods moves. In addition, language was added clarifying that hourly rates listed in Item 230 apply to this service.

**The Commission corrected two rate errors.** In Item 62 (Appliance Service), the maximum rate for appliance re-servicing was lower than the minimum rate. The maximum rate was corrected

and is in line with the other services listed. In Item 195 (Container Prices), the rate for “King mattress single-use cover” was lower than the rate for the queen mattress cover. The King mattress single-use cover rate has been increased to maintain correct ratio between the different sized container rates.

The updated version of Tariff 15-C, Household Goods, can be found at:

<https://www.utc.wa.gov/regulatedIndustries/transportation/householdGoods/Pages/default.aspx>

If you have any questions about this Notice or Tariff 15-C, please contact Andrew Roberts, Regulatory Analyst, at (360) 664-1101.

Sincerely,



Bridgit Feeser  
Consumer Protection Assistant Director