

**Docket No. TV-200820 - Vol. I**

**WUTC v. Super Friends Moving, L.L.C. d/b/a Super  
Friends Moving**

**October 22, 2020**



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<p style="text-align: center;">BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION</p> <hr/> <p>WASHINGTON UTILITIES AND ) DOCKET: TV-200820 TRANSPORTATION COMMISSION, )</p> <p style="padding-left: 40px;">Complainant, ) vs. ) SUPER FRIENDS MOVING L.L.C., ) D/B/A SUPER FRIENDS MOVING, )</p> <p style="padding-left: 40px;">Respondent. )</p> <hr/> <p style="text-align: center;">TELEPHONIC PREHEARING CONFERENCE, VOLUME I</p> <p style="text-align: center;">Pages 1-17</p> <p style="text-align: center;">ADMINISTRATIVE LAW JUDGE SAMANTHA DOYLE</p> <hr/> <p style="text-align: center;">October 22, 2020</p> <p style="text-align: center;">9:37 a.m.</p> <p style="text-align: center;">Washington Utilities and Transportation Commission 621 Woodland Square Loop Southeast Lacey, Washington 98503</p> <p>REPORTED BY: TAYLER GARLINGHOUSE, CCR 3358</p> <p>Buell Realtime Reporting, LLC 1325 Fourth Avenue, Suite 1840 Seattle, Washington 98101 (206) 287-9066   Seattle (360) 534-9066   Olympia (800) 846-6989   National www.buellrealtime.com</p>	<p style="text-align: center;">EXAMINATION INDEX</p> <p>JACQUE HAWKINS-JONES PAGE</p> <p>By Mr. Roberson. . . . . 8</p> <p>By Ms. Gafken. . . . . 14</p> <p style="text-align: center;">EXHIBIT INDEX</p> <p>EXHIBITS FOR ADMISSION PAGE</p> <p>JHJ-1 Pages 9 and 10 of Ms. Hawkins-Jones' Declaration 12</p> <p>JHJ-2 Pages 7 and 8 of Ms. Hawkins-Jones' Declaration 13</p>
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<p style="text-align: center;">A P P E A R A N C E S</p> <p>ADMINISTRATIVE LAW JUDGE:</p> <p style="text-align: center;">SAMANTHA DOYLE</p> <p>FOR COMMISSION STAFF:</p> <p>JEFF ROBERSON Assistant Attorney General Office of the Attorney General P.O. Box 40128 Olympia, Washington 98504 (360) 664-1188 jeff.roberson@utc.wa.gov</p> <p>FOR PUBLIC COUNSEL:</p> <p>LISA GAFKEN Assistant Attorney General Office of the Attorney General 800 - 5th Avenue, Suite 2000 Seattle, Washington 98101 (206) 464-6595 lisa.gafken@atg.wa.gov</p> <p>ALSO PRESENT:</p> <p>JACQUE HAWKINS-JONES Staff Witness</p>	<p style="text-align: center;">LACEY, WASHINGTON; OCTOBER 22, 2020 9:37 A.M. --o0o--</p> <p style="text-align: center;">P R O C E E D I N G S</p> <p>JUDGE DOYLE: Let's be on the record. Good morning. This is Docket TV-200820, which is a formal complaint for penalties against Super Friends Moving, LLC, doing business as Super Friends Moving. The complaint alleges that Super Friends operated without a permit in violation of RCW 81.80.075(1) and the cease and desist order entered against Supper Friends by the Commission in Order 2 in Docket TV-170206.</p> <p>My name is Samantha Doyle, and I'm the administrative law judge presiding over today's prehearing conference.</p> <p>Today is Thursday, October 22nd, 2020, and the time is approximately 9:37.</p> <p>This prehearing conference is going to be a chance for the parties to discuss a procedural schedule. Let's take short appearances, and Commission Staff?</p> <p>MR. ROBERSON: Good morning, Judge Doyle. My name is Jeff Roberson, Assistant Attorney General. I represent Staff. With me at counsel table are Staff's</p>

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1 investigator, Jacque Hawkins-Jones, and Bridget Feaser,  
 2 the assistant director of consumer protection.  
 3 JUDGE DOYLE: Thank you.  
 4 And Public Counsel?  
 5 MS. GAFKEN: Good morning, Judge Doyle. My  
 6 name is Lisa Gafken, Assistant Attorney General,  
 7 appearing on behalf of Public Counsel. On the line with  
 8 me is our regulatory analyst, Stephanie Chase.  
 9 JUDGE DOYLE: Great, thank you.  
 10 And I can see that we have yet to have  
 11 anyone else join us, so we're going to take a break  
 12 until 9:45 to give the company an opportunity to arrive,  
 13 and should they not arrive at 9:45, I will entertain a  
 14 motion for default. Thank you so much.  
 15 (A break was taken from  
 16 9:40 a.m. to 9:45 a.m.)  
 17 JUDGE DOYLE: Let's be back on the record.  
 18 It is 9:45 and it appears that the company has not  
 19 joined us. I will now entertain a motion for default if  
 20 there is one.  
 21 MR. ROBERSON: Good morning, Your Honor.  
 22 Once again, Jeff Roberson for Staff. RCW 34.05.440  
 23 Administrative Procedure Act authorizes default in  
 24 agency proceedings. The Commission's rules at RCW  
 25 480.07.450 I believe authorizes the Commission to enter

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1 an order of default where a person fails to appear at  
 2 the time and place set for hearing. Order 01 in this  
 3 matter, I believe it's at page 6, paragraph 38, orders  
 4 the parties to attend and notifies them that if they  
 5 fail to do so, will -- they can be held in default.  
 6 Super Friends has failed to appear at the time and place  
 7 designated for hearing and Staff asks that you enter an  
 8 order of default and also allow Staff to present its  
 9 witnesses so that you can dispose of this matter on the  
 10 merits.  
 11 JUDGE DOYLE: I will entertain -- or we will  
 12 continue with the matter on the merits.  
 13 MR. ROBERSON: Then Staff would call Jacque  
 14 Hawkins-Jones to the stand.  
 15 MS. HAWKINS-JONES: Good morning.  
 16 MR. ROBERSON: And actually, Your Honor,  
 17 before we do that, it might be easier since this is  
 18 being done virtually, I'm going to ask Ms. Hawkins-Jones  
 19 about the attachments that were filed with her  
 20 declaration. They are filed in this docket, which is  
 21 200820. I don't know if it's easier for people to just  
 22 pull those up so they can look at them. I don't have  
 23 copies that I can distribute. I mean, I guess download  
 24 them and email them to you if you prefer that.  
 25 JUDGE DOYLE: Go ahead and default. I'm

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1 also going to -- or I'm sorry, I'm going to grant the  
 2 default and go ahead and email them quickly.  
 3 And, Ms. Hawkins, I will swear you in.  
 4 MS. HAWKINS-JONES: Okay.  
 5 (Jacque Hawkins-Jones sworn.)  
 6 JUDGE DOYLE: Okay. Thank you.  
 7 And as soon as you've sent that email,  
 8 Mr. Roberson, we can begin.  
 9 MR. ROBERSON: One second, Your Honor.  
 10 JUDGE DOYLE: Okay. Thank you.  
 11 MS. GAFKEN: Judge Doyle? This is Lisa  
 12 Gafken. If I may, I just wanted to respond to the  
 13 default as well. Public Counsel doesn't necessarily  
 14 oppose the default, but I -- I would note that the  
 15 company did not appear at the last prehearing conference  
 16 for the last complaint case either, but did participate  
 17 in the proceeding going forward. So I think that really  
 18 it can go either way, and as I said, we don't oppose the  
 19 going down this path of default. But I did want to note  
 20 that -- that history as well.  
 21 JUDGE DOYLE: Great. Thank you for that  
 22 contribution. I appreciate it.  
 23 MR. ROBERSON: And hopefully those  
 24 attachments are in your inbox.  
 25 JUDGE DOYLE: I see them now. Thank you.

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1 And also, the -- to speak to Public Counsel,  
 2 the company can ask to vacate.  
 3 So go ahead, Mr. Roberson.  
 4 MR. ROBERSON: Staff calls Jacque  
 5 Hawkins-Jones to the stand, Your Honor. And I'm sorry,  
 6 I was downloading exhibits, did you already swear her  
 7 in? If so, I apologize.  
 8 JUDGE DOYLE: I was going to say yes, she is  
 9 sworn in. You may proceed. Thank you.  
 10  
 11 E X A M I N A T I O N  
 12 BY MR. ROBERSON:  
 13 **Q. Good morning. Could you state your name and**  
 14 **spell your last name for the record?**  
 15 A. My name is Jacque Hawkins-Jones. Last name  
 16 H-a-w-k-i-n-s, hyphen, J-o-n-e-s.  
 17 **Q. Who is your employer?**  
 18 A. My employer is the Washington State Utilities  
 19 and Transportation Commission.  
 20 **Q. In what capacity does the Commission employ you?**  
 21 A. I am a compliance investigator in the consumer  
 22 protection division.  
 23 **Q. How long have you been a compliance**  
 24 **investigator?**  
 25 A. I have been a compliance investigator with the

1 Commission for over one year.  
 2 **Q. What are your duties as a compliance**  
 3 **investigator?**  
 4 A. I investigate the business practices of  
 5 Commission-regulated utility and transportation  
 6 companies, including household goods carriers who may be  
 7 operating without a Commission-issued permit.  
 8 **Q. And could you briefly run down your educational**  
 9 **background and whatever trainings you've had to enable**  
 10 **you to carry out your duties?**  
 11 A. Sure, I have an associate's degree from Olympic  
 12 College and have over seven years' experience as a  
 13 certified investigator in the state of Washington. I  
 14 have also completed numerous trainings including  
 15 advanced courses in fraud training.  
 16 **Q. Are you familiar with a company called Super**  
 17 **Friends Moving?**  
 18 A. I am familiar with the company.  
 19 **Q. How are you familiar with the company?**  
 20 A. I was asked to conduct a review of the company  
 21 after Staff completed an investigation into complaint of  
 22 the company's nonpermitted status as a household goods  
 23 carrier.  
 24 **Q. And that earlier investigation that you just**  
 25 **mentioned, that was the investigation that culminated in**

1 **page as you saw it?**  
 2 A. Yes.  
 3 **Q. And from the document, it looks like you**  
 4 **captured this web page on August 3rd, 2020; is that**  
 5 **correct?**  
 6 A. Correct.  
 7 **Q. Now, if you go to it's page 10 of your**  
 8 **attachments, at the top, does Super Friends list kind of**  
 9 **the services it offers?**  
 10 A. Yes, it does.  
 11 **Q. And is there anything of note in there?**  
 12 A. It advertises household moving as a service it  
 13 provides.  
 14 **Q. Ands does the Yelp advertisement show Super**  
 15 **Friends' service territory?**  
 16 A. Yes, it does.  
 17 **Q. How does it do that?**  
 18 A. Under the location and hours section of that  
 19 page, it shows the Greater Seattle Area as a service  
 20 territory.  
 21 **Q. And Seattle is a city in Washington, correct?**  
 22 A. Correct.  
 23 **Q. Okay.**  
 24 MR. ROBERSON: Judge Doyle, at this point, I  
 25 would move to admit pages 9 and 10 of the attachments as

1 **the settlement in Docket 190835?**  
 2 A. Yes.  
 3 **Q. Are you familiar with the terms of that**  
 4 **settlement?**  
 5 A. Yes, I am.  
 6 **Q. And does that settlement require Super Friends**  
 7 **to cease and desist household goods carrier operations**  
 8 **unless or until it obtained a Commission-issued permit?**  
 9 A. Yes.  
 10 **Q. And so you mentioned that you investigated its**  
 11 **compliance for that settlement; is that correct?**  
 12 A. Correct.  
 13 **Q. And in the course of that investigation, did you**  
 14 **find any advertisements for Super Friends?**  
 15 A. Yes, I did.  
 16 **Q. Would you please turn to the attachments to your**  
 17 **declaration?**  
 18 A. Okay. I'm there.  
 19 **Q. If you can turn to page 9.**  
 20 A. Okay. I'm there.  
 21 **Q. Can you describe, I guess, this page and the**  
 22 **next page?**  
 23 A. Sure. This was a screenshot capture of Super  
 24 Friends' Yelp web page.  
 25 **Q. And is that a true and accurate copy of the web**

1 Exhibit JHJ-1.  
 2 JUDGE DOYLE: Exhibits will be admitted into  
 3 the record now. Thank you.  
 4 (Exhibit JHJ-1 admitted.)  
 5 BY MR. ROBERSON:  
 6 **Q. Did you attempt to obtain a quote from Super**  
 7 **Friends after you discovered its advertisements?**  
 8 A. Yes, I did.  
 9 **Q. Would you go up in the attachments to pages 7**  
 10 **and 8?**  
 11 A. Okay. I'm there.  
 12 **Q. Can you identify those documents?**  
 13 A. Yes. This is the copy of the quote that I  
 14 submitted to Super Friends.  
 15 **Q. And what did you ask for in terms of a quote?**  
 16 A. I asked for the company to provide a service  
 17 between two points in the state of Washington and to  
 18 move a two-bedroom-sized move.  
 19 **Q. How did you pick the two points?**  
 20 A. They are standard two points, apartment  
 21 residential points within the state of Washington.  
 22 **Q. Okay. And are these true and accurate copies of**  
 23 **your request for a quote and the quote provided by Super**  
 24 **Friends?**  
 25 A. Yes, it is.

1 **Q. And it looks like these were also submitted by**  
2 **Super Friends on August 3rd, 2020, correct?**

3 A. Correct.

4 MR. ROBERSON: Judge Doyle, at this point,  
5 Staff would move to admit pages 7 and 8 of the  
6 attachments as Exhibit JHJ-2.

7 JUDGE DOYLE: And Exhibit J-JH [sic] 2 is  
8 admitted into the record. Thank you.

9 (Exhibit JHJ-2 admitted.)

10 BY MR. ROBERSON:

11 **Q. Ms. Hawkins-Jones, did Super Friends have a**  
12 **permit at the time it was advertising or providing these**  
13 **quotes?**

14 A. No, it did not.

15 **Q. Did it subsequently obtain a permit?**

16 A. No, it has not.

17 **Q. Okay. But we're clear that it did not have a**  
18 **permit at this -- at this time, in early August?**

19 A. Correct.

20 MR. ROBERSON: Okay. At this point, Staff  
21 has no further question, Judge Doyle.

22 JUDGE DOYLE: Thank you. And with that, I  
23 will grant your motion and memorialize it in the order.

24 I'd also like to note on Public Counsel's  
25 comment that based on the company's poor compliance

1 **Q. My understanding is that Super Friends has a**  
2 **position that it assumed that it would be permitted at**  
3 **the time of the move that you were requesting; is that**  
4 **your understanding as well?**

5 A. Yes, that is my understanding.

6 **Q. Okay. But even though they may have had this**  
7 **assumption that it would be permitted at the time that**  
8 **the move would occur, it was still a violation of the**  
9 **cease and desist order by advertising, correct?**

10 A. Correct.

11 **Q. And it was also still a violation of the cease**  
12 **and desist order when it provided you a quote for -- for**  
13 **the move, correct?**

14 A. Correct.

15 **Q. And this is not the first violation by Super**  
16 **Friends in -- in terms of operating while not permitted**  
17 **and providing quotes for moves while not permitted,**  
18 **correct?**

19 A. Correct.

20 MS. GAFKEN: Okay. Thank you. I don't have  
21 any further questions, Judge Doyle.

22 JUDGE DOYLE: Thank you, Ms. Gafken.  
23 Are there any other issues that we should  
24 discuss before adjourning today?

25 MS. GAFKEN: I'll just bring up one more --

1 history, I'm not inclined to give them much leeway, but  
2 it will certainly have the opportunity to seek -- seek  
3 to vacate the default within ten days of issuance --  
4 issuing this order.

5 And is there anything else that we need to  
6 discuss further today?

7 MS. GAFKEN: Judge Doyle, I was wondering if  
8 I could ask a few questions of the witness as well,  
9 because there's a few points that I wanted to make sure  
10 were clear on the record.

11 JUDGE DOYLE: Absolutely. Apologies for not  
12 giving you the opportunity. Public Counsel, go ahead.

13 EXAMINATION

14 BY MS. GAFKEN:

15 **Q. Good morning, Ms. Hawkins-Jones.**

16 A. Good morning.

17 **Q. So the Commission had ordered the company to**  
18 **cease and desist and that means that it -- it was not**  
19 **allowed to operate and that includes advertisements and**  
20 **providing quotes, correct?**

21 A. Correct.

22 **Q. And that also means that they're -- they're not**  
23 **allowed to advertise in -- in any manner, correct?**

24 A. Correct.

1 just -- it may not matter because if the company doesn't  
2 object to the default, then we may not have a proceeding  
3 going forward. But I did want to alert the judge and --  
4 and I've spoken with Mr. Roberson about this as well,  
5 but if the proceeding does carry on, Public Counsel was  
6 planning on asking for discovery. So, you know, if --  
7 if we have a proceeding, that will be a request that I  
8 will make at that time. But I wanted to at least give  
9 everybody a heads-up about that.

10 JUDGE DOYLE: Okay. Great. I appreciate  
11 that notification.

12 And thank you all for appearing today. We  
13 are adjourned.

14 (Adjourned at 10:00 a.m.)

CERTIFICATE

STATE OF WASHINGTON  
COUNTY OF THURSTON

I, Tayler Garlinghouse, a Certified Shorthand Reporter in and for the State of Washington, do hereby certify that the foregoing transcript is true and accurate to the best of my knowledge, skill and ability.



Tayler Garlinghouse  
Tayler Garlinghouse, CCR 3358

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