



Washington Movers Conference

TV-230026

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James R. Tutton, Jr.
Executive Director

January 12, 2023

Ms Amanda Maxwell
Executive Director/Secretary
Utilities & Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Received
Records Management
01/12/23 07:39
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Dear Ms Maxwell,

The Washington Movers Conference (WMC) would like to Petition the Washington Utilities and Transportation Commission (UTC) for a change to the current Intrastate HHG Tariff No. 15-C to allow for the collection of the Credit Card Processing Fee assessed by Credit Card providers when the consumer elects to pay for their intrastate HHG relocation by credit card.

Credit Card providers assess a Processing Fee of between 2.5% and 4% depending on the credit card provider. These processing fees are commonly assessed to all business allowing the use of a credit card for payment of goods or services.

The WMC proposes a standard minimum fee of 2.5% of the total HHG charges assessed on the Intrastate HHG Uniform Bill of Lading whenever a credit card is used for payment of the intrastate HHG relocation charges. This standard is the same credit card processing fee assessed by Washington State agencies, including the UTC, when billing their customers and the customer elects to pay their fees with a credit card. **Note:** Payment by check or ACH, there is no fee! **So use of the Credit Card would be a consumer choice.**

Credit card processing fees assessed to intrastate HHG carriers, **when consumers choose to use a credit card allowed by the carrier**, can add a hefty monetary penalty to the HHG carrier on an annual basis. And these charges are not currently allowed to be collected by the Intrastate HHG Tariff No. 15-C. Examples include –

<u>Total Relocation Charge</u>	<u>Times 2.5 %</u>	<u>Equals</u>	<u>Times 50 Shipments Equals</u>
\$1,000.00		\$25.00	\$1,250.00
\$2,500.00		\$62.50	\$3,125.00
\$5,000.00		\$125.00	\$6,250.00
\$8,000.00		\$200.00	\$10,000.00

When you multiply these assessments times just a 50 shipments professionally handled by regulated intrastate HHG carriers and the consumer chooses to use their credit card to pay the HHG carriers relocation fees, the credit card processing fees add up considerably. Most intrastate HHG carriers regulated by the UTC handle many more shipments than just 50 annually!

To assist the UTC Staff in this time of shortage of personnel, I propose the following language shown in italics be added to UTC HHG Tariff No. 15-C in ITEM 80,- PAYMENT OF CHARGES, Paragraph 1 -

1. In advance of the move, the carrier must specify the method of payment on the estimate and any terms or conditions that apply to the method of payment, such as interest rates charged for credit plans *or credit card processing fees not to exceed 2.5% of the total applicable charges shown on the Estimated Costs for Services when the customer elects to pay with a credit card.* Once specified, the carrier may not require a different payment method. Carriers may accept or require prepayment in part or in full, cash, personal check, cashier's check or money order, credit card, debit card, electronic fund transfers or its own credit plan.

It would be only fair and equal treatment to allow Intrastate Regulated HHG Carriers the ability to legally collect these credit card processing fees to lessen the carrier's financial burden. This allowance would be similar to ITEM 190 – OVERTIME, which charges are assessed only **at the request of the consumer.**

Thank you for your consideration.

Sincerely,

A handwritten signature in blue ink, appearing to read "J.R. Tutton, Jr.", written in a cursive style.

James R. Tutton, Jr.
Executive Director

CF:
Greg Hammond, UTC
Bridgit Feeser, UTC
Mike Young, UTC
Anna Gill, UTC
Office of Records Management, UTC