

Household Goods Rulemaking Docket No. TV-971477

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Prepared for
Public Stakeholder Meeting

by
Washington Utilities and Transportation Commission Staff

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277 **Part 1 - General**

278 **Part 1.1 - General Information**

279 *New Section*

280 **WAC 480-15-xxx Purpose of the Chapter**

281 The commission's purpose in adopting rules concerning the operations of household goods
282 carriers is to protect the public health, interest, and safety. This chapter applies to all household
283 goods carriers as defined by the laws of the state of Washington.

284 *Previously interspersed throughout chapter*

285 **WAC 480-15-xxx. Definitions.**

286 For the purpose of this chapter, the following words, terms, and phrases have the following
287 meaning:

288 (1) "Application Docket" means a publication of the commission listing applications requesting
289 operating authority from the commission.

290 (2) "Authority" means a permit granting a common carrier the right to transport household
291 goods.

292 (3) "Commission" means the Washington utilities and transportation commission.

293 (4) "Common carrier" means any person who undertakes to transport property, including
294 household goods, for the general public by motor vehicle for compensation, including
295 transportation under special and individual contracts or agreements.

296 (5) "Customer" means a person or entity that hires a common carrier to transport household
297 goods for compensation where the household good are owned by the person or entity.

298 (6) "Exempt carrier" means any person operating a vehicle exempted from certain provisions of
299 Title 81 RCW under RCW 81.80.040.

300 (7) "Household goods carrier," means ...

301 (8) "Household goods," when the term is used in connection with transportation, means personal
302 effects and property used or to be used in a residence when it is a part of the equipment or supply
303 of such residence, and is transported between residences or between a residence and temporary
304 storage facility, with the intent to later transport to a residence, excluding the transportation of
305 containerized household goods.

306 (9) "I," means ...

307 (10) "Motor carrier" means "common carrier," "exempt carrier," and "private carrier."

308 (11) "Motor vehicle," means ...

309 (12) "Permit" means a grant of authority issued by the commission to a common carrier of
310 household goods under the provisions of chapter 81.80 RCW, as amended. A permit may be
311 temporary or permanent in duration, and may allow a motor carrier to transport household goods
312 throughout the state of Washington or limit the carrier to transportation of household goods in
313 specific designated areas of the state.

314 (13) "Private carrier" means a person who, in their own vehicle, transports only household
315 goods owned or being bought or sold by the person in good faith and only when such
316 transportation is purely and incidental adjunct to some established business owned or operated
317 by it in good faith.

318 (14) "Registered carriers" means motor carriers operating in interstate or foreign commerce
319 under authority issued by the Interstate Commerce Commission, the U.S. Department of
320 Transportation, or a successor agency.

321 (15) "Registered exempt carriers" means motor carriers operating in interstate or foreign
322 commerce under the exemptions of the Federal Motor Carrier Act without interstate authority
323 issued by the Interstate Commerce Commission, the U.S. Department of Transportation, or a
324 successor agency.

325 (16) "Shipper" means a person or entity that hires a common carrier to transport household
326 goods for compensation, where the household goods are owned by the person or entity.

327 (17) "State" means the state of Washington.

328 (18) "Tariff" means a document published by the commission setting forth services being
329 offered, rates and charges for those services, and rules and practices governing those rates,
330 charges, and services.

331 (19) "Transport" and "Transportation" mean the for hire movement of household goods by
332 motor vehicle over the public highways, including services related to that movement, such as
333 arranging for, receipt, delivery, storage in transit, handling, packing and unpacking of household
334 goods.

335 (20) "Us" means the Washington utilities and transportation commission.

336 (21) "Vehicle" means ...

337 (22) "We" means the Washington utilities and transportation commission.

338 (23) "You" means a motor carrier, shipper, insurance company, or other person or entity, as
339 specified by rule.

340 *New Section*

341 **WAC 480-15-xxx Application of Rules**

342 (1) The adoption of these rules shall in no way preclude the commission from altering or
343 amending the same, in whole or in part, or from requiring any other or additional service,
344 equipment or standard, not otherwise herein provided for either upon complaint or upon its own
345 motion, or upon the application of any party. Further, these rules shall in no way relieve any
346 carrier from any of its duties under the laws of the state of Washington.

347 (2) Cases of erroneous or doubtful interpretation of these rules by household goods carriers, or
348 any other person or corporation, are subject to appeal to the commission by any affected person.

349 (3) Any tariff provision filed by a motor carrier of residential household goods shall conform to
350 these rules. In the event of acceptance of a tariff which is in conflict with these rules, such
351 acceptance will not be deemed a waiver of these rules. Tariffs which are in conflict with these
352 rules are hereby superseded unless the commission authorizes the deviation in writing.

353 *New Section*

354 **WAC 480-15-xxx Waiver of Rules**

355 Upon proper showing of any household goods carrier, the commission may waive or modify, for
356 that carrier, the provisions of any rule in this chapter, except when the provisions are fixed by
357 statute.

358 *Previously 480-12-083*

359 **WAC 480-15-xxx Adoption by Reference**

360 The commission has adopted by reference the following publications:

361 (1) ...

362 **WAC 480-15-xxx Where may I get copies of the documents the commission has**
363 **adopted by reference?**

364 You may purchase copies from the following:

365 (1) CFR Title 49

366 (2) CVSA out-of service criteria

367 **Part 1.2 - Contacting the Commission**

368 *Previously part of 480-12-005*

369 **WAC 480-15-xxx How may I contact the commission?**

370 You may contact the commission in writing, in person, by phone, by E-Mail, or by FAX. If you
371 are a permit holder, you must include your permit name and permit number.

372 (1) Written communications must be addressed to:

373 The Secretary

374 Washington Utilities and Transportation Commission (or, WUTC)

375 P.O. Box 47250

376 Olympia, WA 98504-7250

377 (2) E-Mail communications must be sent to: transinfo@wutc.wa.gov

378 (3) Fax communications must be sent to: (360) 586-1150

379 (4) Phone communications must be dialed to: (360) 753-3111

380 Your written communications are officially received when date stamped by the commission's
381 records management section.

382 **WAC 480-15-xxx What is the Commission's physical address?**

383 Washington Utilities and Transportation Commission
384 1300 S Evergreen Park Drive SW
385 Olympia, WA 98504-7250

386 *Previously part of 480-12-015*

387 **WAC 480-15-xxx How do I file documents with the commission?**

388 You may file documents through the mail by sending the document to the address in WAC 480-
389 15-???. Your documents are officially received when date stamped by the commission's records
390 management section.

391 *Previously part of 480-12-020*

392 **WAC 480-15-xxx What form of payment does the commission accept?**

393 You may pay by money order, check, or certified check payable to the Washington Utilities and
394 Transportation Commission. You may also pay with cash if you make your payment in person.
395 We accept only U.S. funds.

396 *Previously 480-12-025*

397 **WAC 480-15-xxx If I change my business address, physical or mailing, must I
398 notify the Commission?**

399 You must notify the Commission immediately, in writing, if you change your physical or
400 mailing business address.

401 *Previously 480-12-003*

402 **WAC 480-15-xxx Where may I find rules relating to commission administrative
403 proceedings?**

404 You may find rules relating to the administrative practices and procedures for commission
405 proceedings in chapter 480-09 WAC. When a rule in this chapter is different than the
406 instructions in chapter 480-09 WAC, follow the instructions in this chapter.

407 **Part 1.3 Enforcement of this Chapter**

408 *New section*

409 **WAC 480-15-xxx What is the penalty for failing to comply with these rules?**

410 Violations of these rules are subject to the penalty provisions in chapter 81.04 RCW. No
411 deviations from these rules are permitted unless written authorization is received from the
412 commission.

413 *New section*

414 **WAC 480-15-xxx Am I exempt from any laws of the state of Washington when**
415 **following these rules?**

416 These rules in no way relieve you from any of your duties under the laws of the state of
417 Washington.

418 *New Section*

419 **WAC 480-15-xxx Operation of equipment by a canceled or suspended carrier;**
420 **voluntary cancellation; involuntary suspension and**
421 **cancellation.**

422 The operation of its equipment in any manner by a carrier whose permit has been canceled or
423 suspended is unlawful. Carrier permits may be suspended or canceled by the commission under
424 the following circumstances:

425 (1) Voluntary cancellation. A carrier may request that its permit be canceled. Cancellation will
426 be effective upon entry of an order of voluntary cancellation by the commission secretary.

427 (2) Policy regarding compliance activities; penalties; remediation; involuntary suspension or
428 cancellation. It is the policy of the commission that the purpose for the regulations implemented
429 in this chapter is to secure compliance with laws and rules protecting the public health and
430 safety, and that the commission shall direct its efforts toward education to the end that voluntary
431 compliance is achieved.

432
433 (a) Penalties are intended as a tool of enforcement and remediation and may be assessed
434 upon violations in the manner the commission believes will best assure future compliance
435 by the responding carrier and other carriers.

436
437 (b) Involuntary suspension and cancellation are intended for circumstances in which the
438 commission believes education and penalties have not been or will not be effective to
439 secure compliance and for serious actions such as fraud, misrepresentation, and willful
440 violation of legal requirements.

441 (3) Involuntary suspension.

442 (a) The commission may suspend a carrier permit for cause. Cause includes, but is not

443 limited to, the following circumstances:

444 (ii) The carrier has failed to maintain evidence that it has the required level of
445 insurance in effect for its operations.

446 (ii) The carrier fails or refuses to comply with rules or other requirements
447 protecting the public health or safety following commission staff instructions
448 regarding compliance.

449 (iii) The carrier commits or allows to exist an infraction of rule or law that poses
450 an immediate danger to the public health or safety, when putting one or more
451 vehicles out of service will not protect the public health or safety.

452 (b) The commission will provide to the carrier such notice as is feasible of a commission
453 action suspending a permit, weighing the potential threat to the public health, safety or
454 welfare and the effect of the suspension on the carrier.

455 (i) The commission may suspend a carrier permit, effective with the service of the
456 notice, when it believes that the carrier's continued operations pose an imminent
457 danger to the public health, safety or welfare.
458

459 (c) The commission may suspend a permit without prior hearing when the action is
460 needed to protect the public health; safety or welfare and there is insufficient time for a
461 suspension hearing. A carrier whose permit is suspended may secure reinstatement of the
462 permit by correcting conditions leading to suspension. A carrier may contest suspension
463 by requesting a brief adjudication or an adjudication.

464 (4) Cancellation for cause. The commission may cancel a permit for cause. Cause includes, but
465 is not limited to, the following circumstances:

466 (a) Failure to pay the required regulatory fee or fees.

467 (b) Failure to demonstrate that the carrier has corrected the conditions leading to
468 suspension within the time defined in the order of suspension.

469 (c) Committing or allowing to exist violations of pertinent requirements of law or rule
470 affecting the public health or safety when the commission has reason to believe that the
471 carrier would not comply following a period of suspension.
472

473 (d) Repeated failure or refusal of the carrier to comply with regulatory requirements or to
474 provide information, or the submission of false, misleading, or inaccurate information of
475 the sort that is necessary to the commission for performance of its functions.
476

477 (5) Cancellation hearing prior to. The commission will hold a hearing prior to canceling a

478 carrier's authority, pursuant to RCW 81.80.280, except when cancellation results from failure to
479 correct causes of a suspension in which an adjudication or brief adjudication was held or was
480 available to the carrier. A carrier whose permit is canceled may apply for reinstatement under
481 WAC 480-15-???, or may apply for a new permit under WAC 480-15-???, if the causes of
482 cancellation are corrected.

483 **WAC 480-15-xxx What may happen if my vehicles do not pass a safety**
484 **inspection?**

485 If your vehicles do not pass a safety inspection we may place your vehicle out-of-service.

486 *These sections replace WAC 480-12-030, WAC 480-12-033, WAC 480-12-045, WAC 480-12-*
487 *050, WAC 480-12-070*

488 **Part 2 - Permits**

489 **Part 2.1 General Permit Information**

490 **WAC 480-15-xxx What is a household goods permit?**

491 A household goods permit describes services and territories that you have the right to serve in
492 Washington state.

493 **WAC 480-15-xxx Who is required to have a household goods permit?**

494 You must receive a permit from us before you transport household goods:

- 495 (1) by motor vehicle;
- 496 (2) over the public highways;
- 497 (3) between points in Washington State; and
- 498 (4) for compensation.

499 **WAC 480-15-xxx What types of permits does the commission issue?**

500 We issue household goods permits for emergency temporary, temporary, and permanent
501 operating authority. We may grant:

- 502 (1) Emergency temporary authority for a period of thirty days or less when there is an
503 urgent need for service.
- 504 (2) Temporary authority for up to 180 days, or until a decision is made on a pending
505 authority application.
- 506 (3) Permanent authority with no expiration date or renewal requirement.

507 **WAC 480-15-xxx How do I apply for a permit?**

- 508 (1) You must complete and file an application for a permit on forms furnished by the
509 commission. You may file your application in person or by mail. (See WAC 480-15-??? for
510 mailing address)
- 511 (2) You must include all requested information, required attachments, and fees with your
512 application. (See WAC 480-15-??? for application fees) We may not accept your application
513 until all required information is supplied and any outstanding fees or penalties are paid. We may
514 also reject your application if you include any false, misleading, or incomplete information.
- 515 (3) You must not include any false, misleading, or incomplete information or the commission
516 may revoke or suspend your operating authority.

518 *Previously part of several rules.*

519 **WAC 480-15-xxx How much does it cost to file an application?**

520 You must submit the appropriate fee with your application, as identified in the table below:

521	Type of Application	Fee
522	Application for Emergency Temporary Authority	\$ 50.00
523	Application for Temporary Authority	\$250.00
524	Application for Permanent authority (Original, Extension, Transfer & Acquisition of Control)	\$550.00
526	Application for Permanent Authority (Exceptions as named in WAC 480-15-???(1)(a)(b)(c)(d))	\$250.00
528	Application for Reinstatement of canceled permanent authority (within 30 days of cancellation)	\$250.00
530	Application for Name Change	\$ 35.00

531 **WAC 480-15-xxx May I start operating as soon as I file my application?**
532 No, you may not begin operating until the commission grants your application and issues you a
533 permit.

534 **Part 2.2 Temporary Authority**

535 **WAC 480-15-xxx What is temporary authority?**

536 Temporary authority is granted to meet a short term need or to allow you to operate pending the
537 decision on an application for permanent authority. We may grant temporary authority for up to
538 one hundred eighty days; until we grant or deny an application for permanent authority; or, until
539 the permit is otherwise canceled for cause.

540 **WAC 480-15-xxx Under what conditions will the commission grant temporary**
541 **authority?**

542 We may grant temporary authority when a qualified applicant is fit, willing, and able to provide
543 service, and when the proposed service is in the public interest.

544 **WAC 480-15-xxx What information does the commission consider when**
545 **deciding if an applicant is fit, willing, and able to provide**
546 **service under temporary authority?**

547 We review the information submitted with the permit application and any other information
548 available relating to the applicant's:

- 549 (1) Willingness and ability to comply with laws and rules;
550 (2) Ability to provide service;
551 (3) Knowledge and experience in the industry;
552 (4) Ability to demonstrate financial competence;
553 (5) Available equipment; and
554 (6) Shipper or public support for the proposed service.

555 In all cases, we may consider whether the applicant has been cited for violation of state law or
556 commission rules, has been convicted of a Class A or Class B Felony, or has been previously
557 denied authority on the basis of fitness.

558 Temporary authority may be granted only when the equipment to be used has passed inspection
559 and been issued a current Commercial Vehicle Safety Alliance (CVSA) inspection decal.

560 **WAC 480-15-xxx What information does the commission consider when**
561 **deciding if the proposed temporary service is in the public**
562 **interest?**

563 We review public support for the proposed service and if granting the temporary authority
564 would:

- 565 (1) Enhance choices available to consumers;
566 (2) Promote a viable, yet competitive household goods industry;
567 (3) Allow us to more efficiently regulate the household goods industry; and,
568 (4) Allow us to provide increased consumer protection.

569 Support may be shown by providing statements from any person or entity that has used, or would

570 use, the applicant's services.

571 **WAC 480-15-xxx What special conditions may the commission impose when**
572 **granting temporary authority?**

573 We may impose the following, or additional, conditions when granting any temporary authority:

- 574 (1) Driver and equipment safety training;
- 575 (2) Rates and billing practices training;
- 576 (3) Performance bond, or other means to promote compliance;
- 577 (4) Special compliance audits;
- 578 (5) Special customer notices and comment forms which evaluate services;
- 579 (6) Other reporting as the commission may require, such as customer lists, financial
580 reporting, etc.
- 581 (7) Other conditions depending on the circumstances surrounding the application.

582 **WAC 480-15-xxx How does the public know when the commission has issued**
583 **temporary permits?**

584 We publish an application docket which includes a list of temporary permits issued. We will
585 send the application docket to any interested person who asks to be on the mailing list.

586 **WAC 480-15-xxx Can I comment on a temporary permit after it has been**
587 **issued?**

588 Yes, you may file comments regarding the service, safety, and operating practices of any carrier
589 operating under a temporary permit that has been published on the application docket.

590 **WAC 480-15-xxx Can the commission cancel a temporary permit?**

591 Yes, a temporary permit may be canceled any time after the date of publication if:

- 592 (1) It is determined the permit was not issued in the public interest, or
- 593 (2) The grant of authority was based on fraud, misrepresentation, or erroneous
594 information from the applicant, or
- 595 (3) We find cause to cancel the permit under circumstances in WAC 480-15-???.

596 **WAC 480-15-xxx What is emergency temporary authority?**

597 Emergency temporary authority is granted to meet an urgent need when time or circumstances
598 do not reasonably allow for the filing and processing of a temporary permit application. We may
599 grant emergency temporary authority for up to thirty days.

600 **WAC 480-15-xxx Under what conditions will the commission grant emergency**
601 **temporary authority?**

602 We may grant emergency temporary authority when a qualified applicant:

- 603 (1) Provides a notarized statement of support identifying the need;

- 604 (2) Pays the application fees;
- 605 (3) Furnishes a list of vehicles; and
- 606 (4) Furnishes proof of public liability and property damage insurance.

607 **Part 2.3 Permanent Authority**

608 **WAC 480-15-xxx What is permanent authority?**

609 We grant permanent authority to motor carrier's giving them the right to transport household
610 goods within Washington state. We grant permanent authority without an expiration date or
611 renewal requirement. Permanent authority applications include permit extensions, transfers, and
612 acquisitions of control.

613 **WAC 480-15-xxx Under what conditions will the commission grant permanent**
614 **authority?**

615 We may grant permanent authority when a qualified applicant is fit, willing, and able to provide
616 service, when the proposed service is in the public interest, and when the proposed service is
617 required to meet a current or future public need. (Exceptions to this rule are found in WAC 480-
618 15-???)

619 **WAC 480-15-xxx What information does the commission consider when**
620 **deciding if an applicant is fit, willing, and able to provide**
621 **service under permanent authority?**

622 We review the information submitted with the permit application and any other information
623 available relating to the applicant's:

- 624 (1) Willingness and ability to comply with laws and rules;
- 625 (2) Ability to provide service;
- 626 (3) Knowledge and experience in the industry;
- 627 (4) Ability to demonstrate financial competence;
- 628 (5) Available equipment; and
- 629 (6) Shipper or public support for the proposed service.

630 In all cases, we may consider whether the applicant has been cited for violation of state law or
631 commission rules, has been convicted of a Class A or Class B Felony, or has been previously
632 denied authority on the basis of fitness.

633 We will consider the results of any compliance reviews, audits, inspection reports, and consumer
634 complaints filed against the applicant.

635 **WAC 480-15-xxx What information does the commission consider when**
636 **deciding if the proposed permanent service is in the public**
637 **interest?**

638 We review public support for the proposed service and if granting the permanent authority

639 would:

- 640 (1) Enhance choices available to consumers;
- 641 (2) Promote a viable, yet competitive household goods industry;
- 642 (3) Allow us to more efficiently regulate the household goods industry; and,
- 643 (4) Allow us to provide increased consumer protection.

644 Support may be shown by providing statements from any person or entity that has used, or would
645 use, the applicant's services.

646 **WAC 480-15-xxx What information does the commission consider when**
647 **deciding if the proposed permanent service is required to meet**
648 **a current or future public need?**

649 When deciding whether a grant of permanent authority is required to satisfy public need, we will
650 review the operations you conducted under your temporary permit, including:

- 651 (1) The number of customers you served;
- 652 (2) The nature of the service you provided;
- 653 (3) Customers' satisfaction; and,
- 654 (4) Statements regarding future need for your services.

655 **WAC 480-15-xxx How does the public know when an application for permanent**
656 **authority is pending?**

657 We publish an application docket which includes a list of applications for permanent authority.
658 We will send the application docket to any interested person who asks to be on the mailing list.

659 **WAC 480-15-xxx Can I comment on an application for permanent authority?**

660 Yes, you may file comments on an application for permanent authority that has been published
661 on the application docket. Your comments may address the applicant's service, safety, operating
662 practices, and other information you believe is important.

663 We will consider your comments when deciding whether or not to grant the application for
664 permanent authority.

665 **WAC 480-15-xxx Are there exceptions to the conditions for granting permanent**
666 **authority applications?**

667 Yes, under certain circumstances you are not required to meet all of the conditions identified in
668 WAC 480-15-???. Refer to the tables contained in WAC 480-15-???, WAC 480-15-???, and
669 WAC 480-15-??? for the filing requirements and conditions for new entrants, existing household
670 goods carriers, and exceptions for certain types of transfers and acquisitions of control.

671 **WAC 480-15-xxx Table of Permanent Authority filing requirements for New**
 672 **Entrants**

673 The following table describes the requirements and conditions under which we may grant
 674 permanent authority to an applicant who does not currently hold permanent household goods
 675 authority.

Permanent Authority Application	Temporary Authority	Application Docket	Conditions for grant of authority
679 Original 680 Transfer 681 Acquisition of Control 682 683 Extension	Must operate under temporary authority for no less than 180 days prior to a decision on permanent authority application.	Application must be published on the application docket. Application subject to public comment for the term of the temporary authority.	Applicant must be fit, willing, and able to provide service. Proposed service must be in the public interest. Proposed service must be required to meet current or future public need.

684 **WAC 480-15-xxx Table of Permanent Authority filing requirements for existing**
 685 **household goods carriers.**

686 The following table describes requirements and conditions under which the commission may
 687 grant permanent authority to an applicant who currently holds permanent household goods
 688 authority.

Permanent Authority Application	Temporary Authority	Application Docket	Conditions for grant of authority
692 Transfer 693 Acquisition of Control 694 695 Extension	Operations under temporary authority are optional.	Application must be published on the application docket. Application subject to public comment for 30 days after publication	Applicant must be fit, willing, and able to provide service. Proposed service must be in the public interest Proposed service must be required to meet current or future public need.
696 Name Change	Not required	Not subject docket or public comment	Not subject to conditions

697 **WAC 480-15-xxx Table of exceptions to the permanent authority application**
 698 **filing requirements.**

699 The following table describes exceptions to the conditions under which the commission may
 700 grant transfers or acquisitions of permanent authority.

Type of Application	Exception Circumstances	Conditions for grant of Authority
703 Transfer	Resulting from a partnership which has dissolved because of death, bankruptcy, or withdrawal of a partner, when that partner's interest is transferred to a one or more remaining partners or a spouse.	Not subject to conditions
704 Transfer or 705 Acquisition	Resulting from the death of a shareholder in a corporation where the shareholder's interest is transferred to a surviving spouse or one or more surviving shareholders.	Not subject to conditions
706 Transfer	Resulting from the death of a sole proprietor when interest is being transferred as property of the estate	Applicant must be fit, willing, and able to provide service.
707 Transfer	From an individual to a corporation established to incorporate the individual's business, when the individual remains the majority stockholder.	Not subject to conditions.
708 Transfer	From an individual to a partnership, when the individual remains the majority partner.	Not subject to conditions
709 Transfer	From a corporation to the majority shareholder	Not subject to conditions
710 Transfer	From a partnership to the majority partner	Not subject to conditions
711 Transfer	From a partnership to a corporation established to incorporate the partnership business, when the partners are the majority stockholders.	Not subject to conditions
712 Transfer	From one corporation to another corporation when both corporations are wholly owned by the same stockholders.	Not subject to conditions

713 **Part 2.4 Using Your Permit**

714 **WAC 480-15-xxx Can the commission suspend or cancel my permit?**

715 Yes, we may suspend or cancel your permit for the reasons described in WAC 480-15-???.

716 You may not operate while your permit is suspended or canceled.

717 *Replaces 480-12-065*

718 **WAC 480-15-xxx If my permit is suspended or canceled, may I get it reinstated?**

719 Yes,

- 720 (1) We will reinstate your suspended permit if you correct the conditions leading to
721 the suspension within the time defined in the suspension order.
- 722 (2) We will reinstate your canceled permit if you correct the conditions leading to the
723 cancellation, within 30 days of the cancellation date, and if you file a completed
724 reinstatement application, including the application fee.
- 725 (3) If you do not file a reinstatement application within 30 days of the date your
726 permit was canceled, then you must reapply for authority under the provisions of
727 WAC 480-15-???. Your application will be considered in all respects as a new
728 application for permanent authority.

729 *Previously 480-12-120 & 121*

730 **WAC 480-15-xxx Where must I keep my permit?**

731 You must keep your original permit in your main office. You must also keep a copy of your
732 permit in each vehicle that moves household goods.

733 *Previously 480-12-125*

734 **WAC 480-15-xxx How may I get a new permit if mine is lost or destroyed?**

735 If your permit is lost or destroyed, you may write to us explaining the situation and we will
736 replace the permit at no charge.

737 *New Section*

738 **WAC 480-15-xxx May I allow others to operate under my permit authority?**

739 No, it is against the law to allow anyone else to use your permit authority.

740 *Previously WAC 480-12-385*

741 **WAC 480-15-xxx What happens if I am called to active military service and
742 cannot operate my permit?**

743 If you are called to military service and cannot operate your permit, you may request that we
744 place your permit on inactive status for the length of that service. To do so send us a letter that:

- 745 (1) States the name and number on your permit;
- 746 (2) Tells us what branch of the military you are entering;
- 747 (3) Tells us the date you wish the inactive status to begin;
- 748 (4) Tells us the approximate date you will reactivate the permit
- 749 (5) States that you will not allow your equipment to be operated while your permit is in
750 an inactive status.

751 *Previously WAC 480-12-385*

752 **WAC 480-15-xxx How do I reactivate my permit at the end of my military**

753 **service?**
754 Send us a letter advising that you have completed your military service, are ready to resume
755 household goods service, and are agreeing that you will conduct operations in compliance with
756 all applicable laws and rules.

757 *Used to be WAC 480-12-220*

758 **WAC 480-15-xxx May a carrier operate under a trade name or assumed name?**
759 Each household goods carrier must conduct its operations under the name shown on the permit
760 issued to the carrier by the commission. A carrier may operate under a trade name or assumed
761 name if that name is registered with the commission.

762 **WAC 480-15-xxx May a carrier operate under a name that is similar to that of**
763 **another carrier?**

764 A carrier may not operate under a name that is similar to that of another carrier unless:
765 (1) The carrier whose name is similar has given written consent to use of the name by
766 the second carrier.
767 (2) The commission authorizes use of the similar name. In granting authority to use the
768 similar name, the commission must first decide that the use of the similar name will not:
769 (a) Mislead the shipping public; and
770 (b) Result in unfair or destructive competitive practices.

771 **Part 2.5 - Advertisements**

772 *New Section*

773 **WAC 480-15-xxx What are the requirements for household goods carrier**
774 **advertising?**

775 (1) You must include your permit number on any advertising including, but not limited to,
776 telephone books, Internet, contracts, correspondence, cards, signs, posters, paper and documents
777 which show your name and address.

778 (2) You must not include services in your advertising unless they are authorized by your permit.

779 (3) You may advertise services you provide as an agent of, or connecting carrier to, another
780 household goods carrier, if you include the other carrier's name and permit number in your
781 advertising.

782 (4) You must not advertise that you provide services at rates and charges that conflict with those
783 in the tariff.

784 *New Section*

785 **WAC 480-15-xxx What is the penalty for illegal advertising?**

786 We may issue a penalty up to five hundred dollars (\$500) for each violation of the advertising
787 requirements?

788 **Part 3 - Administrative, Tariff and Rates Requirements to Transport**
789 **Household Goods, for Hire within the State of Washington**

790 **Part 3.1 - General Administrative, Tariff and Rate Information**

791 **Part 3.2 - Rule Book**

792 **WAC 480-15-xxx What is a rule book?**

793 A rule book is the complete set of Washington Administrative Codes (WAC) which govern
794 household goods carrier operations in Washington.

795 *Previously part of 480-12-010*

796 **WAC 480-15-xxx How may I get a rule book?**

797 You may request a rule book by contacting our Olympia office. The first copy of the rule book
798 is free, however, we may charge a fee for multiple copy requests. We automatically send a rule
799 book to anyone who applies for a permit.

800 *Previously part of 480-12-010*

801 **WAC 480-15-xxx How may I get a rule book update?**

802 You may request a rule book update by contacting our Olympia office. We automatically send
803 annual rule book updates (if changes occur) to everyone who has a household goods permit.

804 *Previously part of 480-12-010*

805 **WAC 480-15-xxx Is the rule book copyrighted?**

806 The rule book is not copyrighted. You do not need our permission to copy or reproduce a rule
807 book.

808 *Previously part of 480-12-005*

809 **WAC 480-15-xxx If I report a rule violation, will you keep my name and address**
810 **confidential?**

811 Yes, at your request, we will keep your name and address confidential when you report a rule
812 violation. (Ann, please research if the name and address is subject to public records request.)

813 **Part 3.3 - Reports and Regulatory Fees**

814 *Previously 480-12-250*

815 **WAC 480-15-xxx How must I keep my accounting records?**

816 You must keep your accounting records in the format provided in the Uniform System of
817 Accounts established by the commission.

818 *New Section*

819 **WAC 480-15-xxx What is an annual report?**

820 An annual report is a statement that discloses to the commission financial, equipment, operating,
821 and management information about your company.

822 *Previously part of 480-12-???*

823 **WAC 480-15-xxx How may I get an annual report form?**

824 Each year the commission will send you an annual report form to your address of record with
825 instructions describing how to complete the form. However, if you do not receive an annual
826 report form you must contact the commission and request the form. It is your responsibility to
827 ensure you receive the annual report form each year and that it is returned completed to the
828 commission in a timely manner.

829 **WAC 480-15-xxx Must I sign the annual report form?**

830 Yes, you must sign a statement of oath that certifies you are reporting accurate information on
831 the annual report form.

832 *New section*

833 **WAC 480-15-xxx What is a regulatory fee?**

834 A regulatory fee is an amount assessed annually on companies the commission regulates.
835 Regulatory fees and other fees create the revenue necessary to conduct commission business.

836 *Previously part of 480-12-600*

837 **WAC 480-15-xxx What percentage is my annual regulatory fee?**

838 Annually, household goods carriers pay two-fifths of one percent of gross operating revenues
839 earned the previous calendar year, but not less than two dollars and fifty cents. For example:

840	Gross Operating Revenue	\$600,000.00	x
841	Regulatory Fee Percentage	<u>.0025</u>	=
842	Regulatory Fee Due	\$ 1,500.00	

843 Annually, the commission reviews industry costs and as a result may reduce the regulatory
844 percentage household goods carriers must pay. The annual report form will identify the current
845 year's regulatory fee percentage.

846 *Previously part of 480-12-600*

847 **WAC 480-15-xxx When are my annual report and regulatory fee due?**

848 Your annual report and regulatory fee are due on, or before, May 1st of each year.

849 **Part 3.4 - Tariff and Rates**

850 *Part 3.4 used to be WAC 480-12-265 through WAC 480-12-330 Tariffs*

851 **WAC 480-15-xxx What is a tariff?**

852 A tariff is a publication that contains the maximum rates that may be charged on shipments of
853 household goods, together with rules and regulations that govern how rates are assessed.

854 **WAC 480-15-xxx Who publishes tariffs?**
855 We publish household goods tariffs. As it relates to designated commodities and services, we
856 may allow household goods carriers to publish and file tariffs.

857 **WAC 480-15-xxx Who must have tariffs?**
858 You must keep a current copy of the tariff in your main office, and in each billing office.

859 **WAC 480-15-xxx May anyone other than carriers purchase a tariff?**
860 Yes, any person may purchase a copy by paying the applicable fees. The fee must be paid in
861 advance.

862 **WAC 480-15-xxx Is a tariff the only publication I need to use in determining**
863 **rates?**
864 No, we may adopt other agencies or organizations publications. If we do, we will notify tariff
865 subscribers by sending them an amended household goods tariff title page. (Example: Mileage
866 Guide.)

867 **WAC 480-15-xxx Where may the public view tariffs?**
868 Tariffs are public documents and must be made available for public viewing at the household
869 goods carriers' main office and any billing office. Tariffs may also be viewed at the
870 Commission's headquarters office.

871 **WAC 480-15-xxx How much does a tariff cost?**
872 The cost of tariffs change periodically depending on the cost of compilation, distribution and
873 maintenance. In order to find out the current cost of a tariff, you may contact the commission as
874 described in WAC 480-15-???.

875 **WAC 480-15-xxx Must I purchase a tariff if I am granted authority to transport**
876 **household goods.**

877 (1) You must purchase a tariff and pay the applicable maintenance service fee before we will
878 issue you a permit.

879 (2) If you are obtaining a permit by transfer, we may waive tariff and maintenance fees if the
880 seller of the permit certifies on the application that its tariff is current and that the tariff will be
881 transferred to you.

882 **WAC 480-15-xxx What is a tariff maintenance fee?**
883 A tariff maintenance compensates us for compiling, printing and distributing amended tariff
884 pages. The tariff maintenance fee must be paid in advance.

885 **WAC 480-15-xxx Do I always have to pay full maintenance fees?**
886 No, the annual maintenance fee is payable in advance on a prorated basis depending upon the
887 month in which you purchase a tariff. See the example below.
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Month in which maintenance service is purchased	Percentage of total maintenance fee payable
January, February, March	100%
April, May, June	75%
July, August, September	50%
October, November, December	25%

897
898
899

WAC 480-15-xxx How am I billed for my annual tariff fees?

By December 1 of each year, we will bill tariff subscribers for the next year's annual tariff maintenance service. Tariff subscribers must pay maintenance fees to us by December 31.

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WAC 480-15-xxx What happens if a tariff subscriber fails to pay its annual maintenance fees by December 31?

(1) If a tariff subscriber does not have a permit, and fails to pay its maintenance fee by December 31, we will cancel its subscription. To reinstated a subscription, the tariff subscriber must purchase a new original copy of the tariff and pay the applicable maintenance fees.

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(2) If a tariff subscriber has a permit and fails to pay tariff fees by December 31, we may take administrative action against the household goods carrier. The administrative action may be in the form of monetary penalty assessments, suspension of permit authority, or institution of a hearing to show cause why permit authority should not be canceled.

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WAC 480-15-xxx If a tariff subscriber cancels its subscription, is the subscriber entitled to a refund?

Yes, upon written request we will refund prepaid tariff maintenance fees to those subscribers who cancel their tariff subscriptions. Refunds are based on a prorated formula of one-twelfth the amount of the fee prepaid, times the number of whole months remaining in the calendar year.

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WAC 480-15-xxx How do I get copies of current or expired tariff pages?

Upon request and payment of the appropriate copy fees, we will supply you with current or expired single tariff pages. Copies of entire expired tariffs, or entire tariffs applicable on a specific date in the past, are not generally available.

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919
920

WAC 480-15-xxx Who may propose changes to the tariff?

Only companies holding permanent or temporary household goods permits may propose changes to the tariff.

921

WAC 480-15-xxx How do I propose changes to the tariff?

922 All proposed changes must be sent to the commission's official address and must:

923 (1) Be in writing;

924 (2) Identify the rates, rules or classification to be changed;

925 (3) Fully describe the proposed change;

926 (4) Clearly state the reason(s) for the proposed change;

927 (5) Include any information or documents that justify the proposed change (the person
928 proposing the change must prove the change is just and reasonable); and,

929 (6) Identify the name, address, company affiliation, telephone number, and fax number
930 (if any) of the person we should contact regarding the proposal.

931 **WAC 480-15-xxx How does the Commission consider proposals for tariff**
932 **changes?**

933 (1) When we receive a proposed tariff change, we will assign a docket number to the proposal.

934 (2) We will set for hearing each docketed proposal for tariff change at one of our regularly
935 scheduled open public meetings. We will notify you and other interested persons of the date
936 when we will consider the tariff change.

937 (3) We will process each application for tariff change under the procedures established for
938 processing tariff changes in Chapter 480-09 WAC.

939 (4) Changes we approve are not effective until we publish and distribute a revised tariff page.
940 We will identify the effective date of the change on the revised page.

941 **WAC 480-15-xxx Who must charge rates contained in the tariff?**

942 All household goods carriers must charge the rates and comply with the rules contained in the
943 tariff unless we have approved, in writing, deviation from the tariff.

944 **Part 3.5 - Public Liability and Property Damage Insurance**

945 *Previously included in WAC 480-12-350 - 355, 360, 365, and 370*

946 **WAC 480-15-xxx What insurance must I carry on my vehicles?**

947 You must carry and maintain public liability and property damage insurance covering each
948 motor vehicle you use, or you will use, to transport household goods in the state of Washington.
949 The policy must carry a uniform motor carrier bodily injury and property damage liability
950 endorsement.

951 *Previously included in WAC 480-12-350 - 355, 360, 365, and 370*

- 952 **WAC 480-15-xxx What levels of insurance must I to carry on my vehicles?**
953 The minimum levels of required insurance you must carry depends on the gross vehicle weight
954 rating as follows:
955 (1) Vehicles with gross vehicle weight ratings of less than ten thousand pounds must
956 have combined single limit coverage of at least \$300,000;
957 (2) Vehicles with gross vehicle weight ratings of ten thousand pounds or more must
958 have combined single limit coverage of at least \$750,000.

959 *Previously included in WAC 480-12-350 - 355, 360, 365, and 370*

960 **WAC 480-15-xxx Am I required to file proof of my insurance policy with the**
961 **commission?**

962 You must file and maintain with the commission proof of effective insurance written by a
963 company authorized to write insurance in the state of Washington. The policy

964 *Previously included in WAC 480-12-350 - 355, 360, 365, and 370*

965 **WAC 480-15-xxx How do I file with the commission proof of insurance?**

966 You must file with us a Form E "Uniform Motor Carrier Bodily Injury and Property Damage
967 Liability Certificate of Insurance." This is the standard motor carrier insurance form recognized
968 by the insurance industry and it is issued by the insurance company. In most cases your
969 insurance agent must request that the insurance company file the Form E. You may file a Form
970 G Surety Bond instead of a Form E.

971 *Previously included in WAC 480-12-350 - 355, 360, 365, and 370*

972 **WAC 480-15-xxx Do I have any options if I can't get my Form E filed with the**
973 **commission immediately?**

974 If you cannot immediately file your Form E, we will accept for a period of up to 60 days an
975 insurance certificate, or binder, issued by your insurance agent. A Form E must replace the
976 binder within 60 days. Insurance certificates or binders must include:

- 977 (1) the name of the insuring company;
978 (2) the insurance policy number;
979 (3) your name as it appears on your permit or application;
980 (4) the amount of insurance coverage;
981 (5) the effective dates; and
982 (6) the commission as named certificate holder.

983 *Previously included in WAC 480-12-350 - 355, 360, 365, and 370*

984 **WAC 480-15-xxx What happens if my insurance policy is canceled?**

985 (1) If you have a filed Form E, your insurance company must file with the commission a
986 cancellation notice not more than 60 days, and not less than 30 days, before the cancellation
987 date. The 30 days notice period begins from the date we receive your cancellation notice from
988 the insurance company.

989 (2) If you have a filed binder or certificate of insurance, it may be canceled on 10 days written
990 notice from the insurance agent or insurance company.

991 (3) It is your responsibility to keep your insurance in full force and effect. If your insurance is
992 canceled:

993 (a) your application for a permit may be dismissed;

994 (b) if you have a permit, it will be suspended and may be canceled.

995 **Part 4 - Equipment and Safety Requirements to Transport Household**
996 **Goods, for Hire, within the State of Washington**

997 **Part 4.1 - Equipment**

998 *Formally WAC 480-12-180*

999 **WAC 480-15-xxx How must I identify my vehicles?**

1000 (1) You must display your permit name and number, as registered with the commission, on both
1001 the driver and passenger doors of all power units. All markings on the power unit must be:

1002 (a) clearly legible;

1003 (b) no less than 3 inches high;

1004 (c) in a color that contrasts with the background color; and

1005 (d) permanent.

1006 (2) If you have both intrastate and interstate household goods authority, you may display either
1007 your Commission permit number, federal permit number, or both on the power unit.

1008 **WAC 480-15-xxx What vehicle safety laws and regulations must I follow?**

1009 (1) You must follow all laws and regulations of the state of Washington, including, but not
1010 limited to, the regulations in this chapter, when operating as a household goods carrier under
1011 chapter 81.80 RCW.

1012 (2) You must comply with the following parts of the United States Department of
1013 Transportation Code of Federal Regulations Title 49, as adopted by the Washington Utilities and
1014 Transportation Commission:

1015 (a) Title 49 CFR Part 392: Driving of motor vehicles.

1016 (b) Title 49 CFR Part 393: Parts and accessories necessary for safe operation.

1018 (c) Title 49 CFR Part 396: Inspection, Repair, and Maintenance.

1019 (d) Title 49 CFR Part 397: Transportation of Hazardous materials; Driving and
1020 Parking rules.

1021 (3) Please refer to WAC 480-15-??? to determine the dates of adoption by reference.

1022 **WAC 480-15-xxx Are there any vehicle safety rules I do not need to follow if I am**
1023 **operating solely within the state of Washington?**

1024 Yes, if you are operating solely within the state of Washington, you are not subject to the
1025 following provisions::

1026 (1) Title 49 CFR Part 392.2: Applicable operating rules.

1027
1028 **WAC 480-15-xxx What happens if I violate a vehicle safety law or regulation?**

1029 If you violate or fail to comply with any motor vehicle safety law or regulation, we may issue a
1030 citation, place your vehicle out of service, assess a penalty against you or initiate a proceeding to
1031 cancel your permit.

1032 **WAC 480-15-xxx Are there any additional equipment requirements in**
1033 **Washington state that are not required in Title 49 CFR part**
1034 **393?**

1035 Yes, all vehicles must be equipped with mud flaps, at the rear. This equipment must effectively
1036 reduce the spray or splash of water from the road.

1037 **WAC 480-15-xxx What are the criteria for mud flaps?**

1038 Mud flaps must be as wide as the tires where they are mounted, and must extend from the top of
1039 the tires down to at least the center of the axle.

1040 *Formally WAC 480-12-165 and WAC 480-12-185*

1041 **WAC 480-15-xxx How must I maintain my vehicles?**

1042 You must maintain all vehicles in a safe and sanitary condition at all times.

1043 **WAC 480-15-xxx When must I make my vehicles available for inspection?**

1044 You must have your vehicles available to us for inspection at all times.

1045 **WAC 480-15-xxx What criteria is used to determine out-of-service conditions?**

1046 The criteria for placing a vehicle out-of-service is defined in the North American Uniform out-
1047 of-service criteria. This document is published by the Commercial Vehicle Safety Alliance
1048 (CVSA) and can be viewed at the Commission headquarters.

1049 **WAC 480-15-xxx Where may I get a copy of the out-of-service criteria?**

1050 You may purchase a copy of the out-of-service criteria by contacting CVSA directly at the
1051 location identified in WAC 480-15-???

1052 **WAC 480-15-xxx May a vehicle be driven after it is placed out-of-service?**

1053 No, once a vehicle is placed out-of-service it may not be driven until all required repairs are
1054 completed.

1055 Formally WAC 480-12-170

1056 **WAC 480-15-xxx May I operate my vehicles if my permit is suspended?**

1057 No, if you operate your vehicles while your permit is suspended, it may be grounds for
1058 cancellation of your permit.

1059 **WAC 480-15-xxx May I lease my vehicles while my permit is suspended?**

1060 Yes, you may lease your vehicles providing you make application to us and receive approval
1061 prior to operation.

1062 **Part 4.2 - Drivers**

1063 **WAC 480-15-xxx If I operate solely within the state of Washington, what is the**
1064 **minimum required age for my drivers?**

1065 If you operate solely within the state of Washington, eighteen years old is the minimum required
1066 age for your drivers.

1067 **WAC 480-15-xxx If I operate solely within the state of Washington, what driver's**
1068 **license is acceptable for my a drivers?**

1069 If you operate solely within the state of Washington, your drivers must get the proper driver's
1070 license endorsement and restrictions, if any, from the Washington department of licensing for the
1071 type of vehicle the person is driving.

1072 **WAC 480-15-xxx What driver qualifications laws and regulations must I follow?**

1073 (1) You must follow all laws and regulations of the state of Washington, including, but not
1074 limited to, the regulations in this chapter, when operating as a household goods carrier under
1075 chapter 81.80 RCW.

1076 (2) You must comply with the following United States Department of Transportation rules and
1077 regulations set forth in the Code of Federal Regulations Title 49, as adopted by the Washington
1078 Utilities and Transportation Commission:

1079 (a) Title 49 CFR Part 382: Controlled substance and alcohol use and testing.

1080 (b) Title 49 CFR Part 383: Commercial driver's license standards; Requirements and
1081 Penalties.

1082 (c) Title 49 CFR Part 391: Qualification of drivers.

1083 (3) Please refer to WAC 480-15-??? to determine the dates of adoption by reference.

1084 **WAC 480-15-xxx Are there any driver qualification rules I do not need to follow**
1085 **if I am operating solely within the state of Washington?**

1086 Yes, if you are operating solely within the state of Washington, you are not subject to the

1087 following provisions::

1088 (1) Title 49 CFR Part 391.11:b, 1: The minimum age requirements is at least 21 years
1089 old. (We allow your employees to drive if they are
1090 at least 18 years old.)

1091 (2) Title 49 CFR Part 391.49: Waiver of certain physical defects. Part 391.19
1092 shall not apply if the driver has obtained from the
1093 Department of Licensing the proper drivers license
1094 endorsement and restrictions (if any) for the
1095 operation of the motor vehicle they are driving.

1096 (3) Title 49 CFR Part 391: If your vehicle has a manufacturer's gross vehicle
1097 weight rating of less than ten thousand pounds, you
1098 are not required to comply with Part 391, unless the
1099 vehicle is transporting hazardous materials that
1100 require the vehicle to be placarded.

1101 **WAC 480-15-xxx Are there any driver qualification rules I do not need to follow**
1102 **if I am a single vehicle owner operator and I operate solely**
1103 **within the state of Washington?**

1104 Yes, if you are a single vehicle owner operator and you operate solely within the state of
1105 Washington, you are not subject to the following provisions:

1106 (1) Title 49 CFR Part 391.21: Application for Employment.
1107 (2) Title 49 CFR Part 391.23: Investigation and Inquiries.
1108 (3) Title 49 CFR Part 391.25: Annual Review of Driving Record.
1109 (4) Title 49 CFR Part 391.27: Record of Violations.
1110 (5) Title 49 CFR Part 391.31: Road Test.
1111 (6) Title 49 CFR Part 391.33: Equivalent of Road Test.

1112 **WAC 480-15-xxx What criteria is used to place a driver out-of-service?**

1113 The criteria used to place a driver out-of-service is defined in the North American Uniform out-
1114 of-service criteria. Copies of this document may be viewed at the commission.

1115 *Formally WAC 480-12-190*

1116 **WAC 480-15-xxx What regulations do I need to follow pertaining to hours of**
1117 **service?**

1118 You must follow Title 49 CFR part 395 titled Hours Of Service Of Drivers. Refer to WAC 480-
1119 15-??? to determine the adoption date.

1120 **WAC 480-15-xxx Is there an exemption from the requirement of Title 49 CFR**
1121 **395.8 (Driver's Record of Duty Status) if a driver is operating**
1122 **within a 100 air mile radius?**

1123 Yes, drivers operating within a 100 air mile radius have the option of following Title 49 Code Of
1124 Federal Regulations part 395.1 (e) - 100 mile radius driver.

1125 **WAC 480-15-xxx Is there an exemption from the hours of service regulations for**
1126 **household goods carriers operating only in intrastate**
1127 **commerce in a vehicle with a gross weight rating of less than**
1128 **10,000 pounds?**

1129 Yes, you are exempt from Title 49 CFR Part 395, Hours of Service of Drivers, if you operating a
1130 vehicle under 10,000 pounds unless you are transporting a hazardous material that is required to
1131 be placarded.

1132 **Part 4.3 - Accidents**

1133 *Formally WAC 480-12-200*

1134 **WAC 480-15-xxx When must I report a vehicle accident to the Commission?**

1135 You must report the following types of vehicle accidents to the Commission, within 24 hours, if:

1136 (1) The accident results in an injury to any person.

1137 (2) The accident results in the death of any person.

1138 (3) The driver receives a citation for a moving traffic violation.

1139 (4) As a result of the accident, damage to any vehicle is severe enough to require the
1140 vehicle to be transported from the scene by a tow truck or other motor vehicle.

1141 (5) The vehicle was carrying hazardous materials which required it to be placarded.

1142 **WAC 480-15-xxx Where must I report accidents?**

1143 You must report accidents to us by phone at the following number: 1-800-562-6150 (intrastate
1144 only) or by any means identified in WAC 480-15-???.

1145 **WAC 480-15-xxx What accident information am I required to keep?**

1146 You must, for the period of one year from the date of the accident, maintain copies of written
1147 reports of all accidents. These documents must be maintained at the carrier's office and are
1148 subject to inspection by us.

1149 *Previously WAC 480-12-210*

1150 **Part 4.4 - Equipment Leasing**

1151 **WAC 480-15-xxx May I lease vehicles?**

1152 Yes, you may lease vehicles with commission approval.

1153 **WAC 480-15-xxx Is there a lease form I must complete?**

1154 Yes, we have a lease form you must submit to us for approval. Both you and the owner of the
1155 leased equipment must sign the lease form. We will not consider requests for lease approval
1156 unless the form is completed in its entirety.

1157 **WAC 480-15-xxx When must I submit the lease form?**

1158 You must submit the completed lease form, to us for approval, before beginning operation of the
1159 leased vehicle.

1160 **WAC 480-15-xxx How do I submit a lease for commission approval?**

1161 You must submit a copy of the completed lease form by mail, or fax, or hand delivery?

1162 **WAC 480-15-xxx Where may I get a copy of the lease form?**

1163 You may ask us for the form by any means identified in WAC 480-15-???

1164 **WAC 480-15-xxx What are my responsibilities when entering into a lease?**

1165 When entering into a lease, it is your responsibility to ensure:

- 1166 (1) A copy of the approved lease is kept in all leased vehicles;
- 1167 (2) Copies of all approved leases are kept in your permanent files for at least one year
1168 after the lease expires;
- 1169 (3) You give a copy of the approved lease to the owner of the leased vehicle;
- 1170 (4) You have complete possession, control and use of the equipment during the period of
1171 the lease agreement;
- 1172 (5) You provide insurance, on the leased vehicle, as specified in WAC 480-15-???
- 1173 (6) The appropriate tariff charges are billed and collected;
- 1174 (7) The driver of the leased equipment is on your payroll during the leased period;
- 1175 (8) You comply with all safety rules pertaining to the operation of the leased vehicles;
- 1176 (9) You and the owner of the leased equipment specify on the lease form who is
1177 responsible for all expenses relating to the leased vehicles;
- 1178 (10) You comply with the terms of the approved lease.

1179 **WAC 480-15-xxx May I submit a master lease in lieu of separate leases?**

1180 Yes, you may submit a master lease in lieu of separate leases by indicating on the form that it is a
1181 master lease.

1182 **WAC 480-15-xxx How must I identify leased equipment?**
1183 You must identify the leased equipment during the lease period as required by WAC 480-15-
1184 XXX, except you may using either permanent markings or temporary placards. Upon
1185 cancellation of a lease agreement, you must remove your markings from the leased equipment
1186 before returning the equipment to the owner.

1187 **Part 5 - Household Goods Carriers Responsibilities to their**
1188 **Customers**

1189 **Part 5.1 - General Responsibilities**

1190 *Previously part of 480-12-445*

1191 **WAC 480-15-xxx What information must I provide to each shipper?**

1192 You must provide each shipper with a copy of the commission's brochure, "Your Rights and
1193 Responsibilities as a Moving Company Customer";

1194 (1) at the time you issue a written estimate;

1195 (2) at the time you issue a firm bid; or

1196 (3) prior to loading a shipment, if you issue neither a written estimate or a firm bid.

1197 The brochure is available from the commission.

1198 *Previously WAC 480-12-435*

1199 **Part 5.2 - Estimates and Firm Bids**

1200 **WAC 480-15-xxx What is the difference between an estimate and a firm bid?**

1201 An estimate is a written summary of the actual charges you would bill to a shipper for a
1202 proposed move. A firm bid is a written warranty that you will not bill the shipper more than the
1203 estimated charges for a specific move.

1204 **WAC 480-15-xxx May I give verbal estimates to prospective shippers?**

1205 No, you must not give verbal estimates to shippers.

1206 **WAC 480-15-xxx What if the shipper requests a verbal estimate?**

1207 You must tell the shipper that verbal estimates are prohibited. However, you are allowed to tell
1208 the shipper the applicable legal rates.

1209 **WAC 480-15-xxx Must I give written estimates?**

1210 Yes, if the shipper requests a written estimate, you must provide it.

1211 **WAC 480-15-xxx When may I give a written estimate for charges?**

1212 You may provide your customer with a written estimate only after you, or your representative,
1213 have visually inspected the goods to be shipped.

1214 **WAC 480-15-xxx What must I include on a written estimate?**

1215 Your written estimate must include the following information:

1216 (1) The name, address and telephone number of the household goods carrier who will
1217 perform the service;

1218 (2) The name, company affiliation, title and telephone number of the person preparing
1219 the estimate;

1220 (3) The name of the shipper and the receiver;

- 1221 (4) The complete physical address of the origin, destination and any intermediate stops
1222 of the proposed movement;
- 1223 (5) The total mileage between the origin and destination, including any intermediate
1224 stops.
1225
- 1226 (6) The applicable rates and charges;
- 1227 (7) A list of the articles upon which the estimate is based;
- 1228 (8) The estimated cubic footage for each article;
- 1229 (9) The estimated total weight of the shipment, based upon a formula of not less than 7
1230 pounds per cubic foot (example: a box one foot by one foot by one foot = seven pounds);
- 1231 (10) An itemized statement of all known accessorial services to be performed, articles
1232 supplied, and their charges;
- 1233 (11) An estimate of the total charges, including transportation and accessorial charges;
- 1234 (12) A printed statement on the first page of the estimate, in contrasting lettering, and not
1235 less than eight-point bold or full-faced type, as follows:

1236

IMPORTANT NOTICE

1237 This estimate covers only the articles and services listed. It is not a warranty or
1238 representation that the actual charges will not exceed the amount of the estimate.
1239 Household goods carriers are required by law to collect transportation and other
1240 incidental charges computed on the basis of rates shown in their lawfully published
1241 tariffs, except as provided below:

1242 *[(1) When a household goods carrier underestimates a move by more than 25 percent for*
1243 *hourly rated moves, its written estimate becomes binding. The carrier may not collect*
1244 *the tariff rated charges, but is limited in its collection to the amount of the estimate.*

1245 *(2) In hourly rated moves, an exception will be made for incidents that affect the number*
1246 *of hours involved in the move which are outside the control of the carrier (i.e., natural*
1247 *disasters or traffic conditions that were unknown to the carrier at the time the carrier left*
1248 *the terminal to begin the move).]*

1249 No guarantee can be made as to the specific dates of pickup or delivery of your shipment,
1250 unless you make special arrangements with the carrier.

- 1251 **WAC 480-15-xxx Am I required to have the shipper sign the firm bid?**
1252 Yes, a shipper must sign a firm bid prior to the move.
- 1253 **WAC 480-15-xxx How long must I keep written estimates?**
1254 You must keep written estimates in your files for three years.
- 1255 **WAC 480-15-xxx What are my responsibilities to notify the shipper of the actual weight and charges of the shipment?**
1256
1257 If the shipper requests notification of the actual weight and charges of the shipment following
1258 pick-up, you must notify the shipper by whatever means you and the shipper agree upon,
1259 immediately after weighing the shipment. You are responsible for the cost of notification.
- 1260 **WAC 480-15-xxx Must I reweigh the shipment at the point of delivery if the shipper requests it?**
1261
1262 Yes, upon shipper request, you must reweigh the shipment at the point of delivery. The shipper
1263 is responsible for the cost of reweighing the shipment. Prior to reweighing the shipment, you
1264 must notify the shipper of the cost of reweighing.
- 1265 **WAC 480-15-xxx When must I prepare a written supplemental estimate?**
1266 You must provide a written supplemental estimate to the shipper if you have given the shipper a
1267 written estimate and the circumstances surrounding the move change in any way to cause the
1268 estimated charges to increase.
- 1269 **WAC 480-15-xxx Must the shipper sign the supplemental estimate?**
1270 Yes, the shipper must sign the supplemental estimate.
- 1271 **WAC 480-15-xxx What must I do if the actual charges exceed the estimated charges?**
1272
1273 If the actual charges exceed the estimated charges, you must release the shipment when the
1274 shipper pays you 110 percent of the estimated charges.
- 1275 **WAC 480-15-xxx How long must I allow the shipper to pay the remaining balance?**
1276
1277 If the actual charges exceed the estimated charges and the shipper has paid you 110 percent of
1278 the estimated charges, you must allow the shipper 30 days to pay the remaining balance.
- 1279 **WAC 480-15-xxx Are there any exceptions?**
1280 Yes, the provisions of WAC 480-15-xxx through 480-15-xxx do not apply when the shipment is
1281 delivered to the carrier's warehouse, for storage, at the request of the shipper.
- 1282 **WAC 480-15-xxx When may I issue a firm bid?**
1283 [Please be prepared to discuss this issue at the stakeholder's meeting on April 14, 1998.]

1284 **Part 5.3 - Underestimates**

1285 *Previously WAC 480-12-455*

1286 **WAC 480-15-xxx Am I required to provide an accurate estimate?**

1287 Yes, it is your responsibility to issue, to the shipper, an accurate estimate. One of our main
1288 concerns is to ensure that shippers may base their moving decisions on accurate information.
1289 This can not occur unless you provide an accurate estimate.

1290
1291 **WAC 480-15-xxx What will happen if I under-estimate a household goods**
1292 **move?**

1293 We may take administrative action against household goods carriers who fail to provide accurate
1294 estimates including:

- 1295 (1) assessing penalties of up to \$1,000, per incident, under RCW 81.80.132;
1296 (2) suspending your permit;
1297 (3) initiating a proceeding to cancel your permit;
1298 (4) denying permanent authority to carriers operating under temporary authority; or
1299 (5) limiting collection of excess charges.

1300 **WAC 480-15-xxx What are the Commission guidelines in deciding to assess**
1301 **monetary penalties?**

1302 The Commission may assess monetary penalties when:

1303 (1) On distance rated moves, the actual total charges exceed the estimated charges by
1304 15%;

1305 (2) On an hourly rated moves,
1306 (a) the actual time charges exceed the estimated time charges by 25%; or,
1307 (b) the actual charges for accessorial and other services not related to time
1308 charges exceed the estimated charges for those services by 15%.

1309 **Part 5.4 - Bills of Lading**

1310 *Used to be WAC 480-12-260 Bills of Lading*

1311 **WAC 480-15-xxx What is a bill of lading?**

1312 A bill of lading is a shipping document issued by the household goods carrier, signed by both the
1313 shipper and the household goods carrier, that establishes the contract terms and conditions
1314 applying on a shipment of household goods

1315 **WAC 480-15-xxx Who must issue bills of lading?**

1316 You must issue a bill of lading for each load of household goods you transport.

1317 **WAC 480-15-xxx Is there a specific format for bills of lading?**

1318 We require you to use the bill of lading format shown in our published tariff.

1319 **WAC 480-15-xxx Is there specific information you must include on a bill of**

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lading?

You must list on the bill of lading all information necessary to determine tariff rates. Any element that you used in determining transportation charges must be clearly shown on the bill of lading. This information includes, but is not limited to:

- (1) The date the shipment was packed, loaded, transported, delivered, unloaded and unpacked.
- (2) The number and size of each type of carton, crate, or container used in packing the shipper's goods.
- (3) The exact address at which the shipment, or any part of that shipment, was loaded or unloaded.
- (4) The nature of any special services performed on behalf of the shipper.
- (5) The name, address and total charges of any third party services incurred on behalf of the shipper.
- (6) Any special circumstances that entered into the determination of transportation charges. (An example: detours or road conditions that required you to take a circuitous route, thus incurring additional mileage charges.)
- (7) The start time, stop time, and any interruptions for each person involved in or on a shipment rated under hourly rates.
- (8) On any shipments where the shipper did not receive a written estimate, you must make a notation on the bill of lading that the shipper was given a copy of the "Important Notice to Shippers" (Rights and Responsibilities brochure). The shipper must initial, on or near your notation on the bill of lading, signifying receipt of the information.

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Part 5.5 - Refusal of Service

New rule

WAC 480-15-xxx When may I refuse to provide service to a shipper?

You may refuse to provide service to a shipper when:

- (1) The move will cause you to travel outside of the service area listed on your permit;
- (2) Service to a shipper will adversely affect service to other shippers, subject to review by the Commission;
- (3) There is reason to believe the shipper is attempting to obtain service by fraudulent means;
- (4) The shipper fails to provide accurate and verifiable information necessary to establish the shipper's identity;
- (5) The shipper uses an alias or false name with intent to deceive;
- (6) The service is hazardous, or where, because of the condition of the streets, alleys or roads, it is impracticable or dangerous to persons or property to operate vehicles;
- (7) You may refuse to drive into private property when, in your judgment, driveways or roads are improperly constructed or maintained or without adequate turn around or have other unsafe conditions;
- (8) Satisfactory service cannot be given or providing service would adversely affect the

1362 health or safety of your employees.

1363 **WAC 480-15-xxx When must I not refuse service?**

1364 You must not refuse service due to discrimination on the basis of race, creed, color, national
1365 origin, sex, marital status, age, or the presence of any sensory, mental or physical handicap.

1366 **Part 5.6 - Loss and Damage Claims**

1367 *Previously part of 480-12-235*

1368 **WAC 480-15-xxx What must I do if my customer reports that household goods, I**
1369 **have transported, have been lost or damaged?**

1370 If your customer reports that household goods you transported were lost or damaged during the
1371 move, you must:

1372 (1) Notify the customer, in writing, within 30 days that you have received the claim;

1373 (2) Investigate the claim quickly; and

1374 (3) Pay the claim, refuse the claim, or make a compromise offer within 120 days.

1375 *Previously part of 480-12-235*

1376 **WAC 480-15-xxx What my I do if I cannot resolve a loss or damage claim with**
1377 **my customer?**

1378 If you cannot resolve a loss or damage claim in a way that satisfies your customer, you may
1379 contact the commission for assistance. Commission assistance is offered in the form of filing an
1380 informal complaint as described is WAC 480-09-040. The commission will act as an arbitrator
1381 for the dispute between you and your customer. *(Needs further discussion)*

1382 *Previously part of 480-12-235*

1383 **WAC 480-15-xxx What must I do if I cannot settle a loss or damaged property**
1384 **claim within 120 days?**

1385 If you cannot settle a loss or damage property claim with your customer, within 120 days, you
1386 must, for each 60 day period until the claim is settled, inform your customer, in writing, of the
1387 reason for failure to resolve the claim.

1388 *Previously part of 480-12-235*

1389 **WAC 480-15-xxx How long must I keep claim records?**

1390 You must keep all papers relating to claim records for loss or damage, concealed or otherwise,
1391 for six years. Claim records are subject to inspection by the commission.

1392 *Previously part of 480-12-235*

1393 **WAC 480-15-xxx In what order must I keep claim records?**

1394 You must number all claims in consecutive sequence.

1395 *Previously part of 480-12-235*

1396 **WAC 480-15-xxx What additional requirements exists if a loss or damage claim**

1397 **involves more than one carrier?**
1398 If more than one carrier is involved in a damage claim, each carrier must keep all paperwork
1399 relating to the claim and each must show the percentage and amount of the total claim paid by
1400 each.

1401 **Part 5.7 - Complaint and Claim Procedure**

1402 Previously WAC 480-12-460

1403 **WAC 480-15-xxx What if a shipper is not satisfied with my service?**

1404 If a shipper is not satisfied with your service, you must allow the shipper to speak with you or a
1405 representative of your company and provide the shipper with all information and forms
1406 necessary to file a complaint or claim.

1407 **WAC 480-15-xxx Must I respond to the shippers complaint within a certain time**
1408 **period?**

1409 Yes, you or your representative must respond to the shipper's complaint or claim within 30 days.

1410 **WAC 480-15-xxx Must I keep a record of complaints and claims?**

1411 Yes,. you must keep records of complaints and claims in your office for not less than three years
1412 after the date of the shipment, or date of resolution, whichever is later. The records are subject
1413 to review by Commission staff upon request. You must number all claims in consecutive order.

1414 **WAC 480-15-xxx What information must be included in the complaint record?**

1415 You must include the following information in a complaint record:

- 1416 (1) The date the claim was received;
1417 (2) The name, address and telephone number of the shipper;
1418 (3) Detailed information about the dispute;
1419 (4) Details of any action you have taken in response to the complaint;
1420 (5) The date the complaint was resolved and a description of the final disposition.

1421 **WAC 480-15-xxx What must I do if, after review, the shipper is still dissatisfied**
1422 **with the resolution of the complaint or claim?**

1423 If you are unable to satisfy the shipper's complaint, you must refer the shipper to the
1424 Commission by giving the Commission's toll-free number, 1-800-562-6150 and/or the
1425 Commission's address, P. O. Box 47250, Olympia, Washington 98504-7250, for further
1426 consideration of the complaint or claim.

1427 **WAC 480-15-xxx Must I respond to all written complaints and claims?**

1428 Yes, all written complaints and claims must be acknowledged and considered.

1429 **WAC 480-15-xxx What must I do if the Commission refers a complaint to me?**

1430 You must:

- 1431 (1) Respond with complete investigation results within 30 days;
- 1432 (2) Respond to commission staff inquiries regarding the complaint;
- 1433 (3) Keep the commission informed of any progress made in resolving the complaint.

1434 **WAC 480-15-xxx What if I am unable to respond with complete investigation**
1435 **results within 30 days?**

1436 You may ask to extend the time to respond.

1437 **Part 6 - Consumer Protection Rights and Responsibilities for**
1438 **Customers of Household Goods Carriers**

1439 *New Section*

1440 **WAC 480-15-xxx Definition of “you”**

1441 In part 6 of this chapter the word “you” means the shipper of household goods.

1442 **Part 6.1 - Documents and Information**

1443 *Previously part of 480-12-445*

1444 **WAC 480-15-xxx What information is the household goods carrier I select**
1445 **required to give to me in advance of my move?**

1446 The company you select to move your household goods is required to give you, in advance of the
1447 move, a written estimate for your move and a copy of the commission’s handout, “Your Rights
1448 and Responsibilities as a Moving Company Customer.” You can get a copy of this handout by
1449 calling the commission’s consumer affairs office toll-free within Washington at 1-800-562-6150.

1450 **Part 6.2 - Estimates**

1451 *New Section*

1452 **WAC 480-15-xxx May I ask a household goods carrier to provide me with a**
1453 **“Cost Not to Exceed” bid for moving services?**

1454 Yes, you may ask a household goods carrier to provide you with a “Cost Not to Exceed” bid for
1455 moving services. However, a household goods carrier is not required to offer this type of bid. A
1456 “Cost Not to Exceed” bid is a warranty from the household goods carrier that your costs will not
1457 exceed a set amount. You will pay the bid or the actual costs, whichever is less. *(Needs further*
1458 *review)*

1459 **Part 6.3 - Shipper Complaints.**

1460 *Previously WAC 480-12-460*

1461 **WAC 480-15-xxx What if I have a complaint about my household goods move?**

1462 You must first contact the household goods carrier and attempt to resolve the dispute.
1463 If your complaint is about lost or damaged goods, you must file a claim with your household
1464 goods carrier within nine months.

1465 **WAC 480-15-xxx If I am unable to resolve the dispute with the household goods**
1466 **carrier, may I file a complaint with the Commission?**

1467 Yes, you may file an informal complaint with the Commission.

1468 **WAC 480-15-xxx What is an informal complaint?**

1469 *(Needs draft language)*

1470 **WAC 480-15-xxx How do I file an informal complaint with the Commission?**

1471 You may file an informal complaint with the Commission in writing, in person, by phone, by e-
1472 mail, or by fax. Refer to WAC 480-15-??? for specific information.

1473 **WAC 480-15-xxx What information must I include with my informal complaint?**

1474 (1) Your informal complaint must include:

- 1475 (a) Your name, address and telephone number;
1476 (b) The date of your move;
1477 (c) Where you moved from and to;
1478 (d) The details of the dispute; and
1479 (e) The resolution you expect.

1480 (2) Upon request, the Commission will provide you with an informal complaint form.

1481 **WAC 480-15-xxx What if I am dissatisfied with the outcome of my informal**
1482 **complaint?**

1483 You may file a formal complaint with the Commission unless it concerns loss or damages. Loss
1484 or damage claims must be filed with a civil court.

1485 **WAC 480-15-xxx What is a formal complaint as it relates to the Commission?**

1486 A formal complaint is a quasi-judicial proceeding, much like going to court. The formal
1487 complaint must state a situation in which the moving company is in violation or claimed to be in
1488 violation of provision of law, order or rule of the Commission, or provision of the moving
1489 company's approved tariff. You are required to carry the burden of proof.

1490 **Part 7 - Interstate Operations**

1491 *Replaces WAC 480-12-126*

1492 **WAC 480-15-xxx Interstate operations; requirements.**

1493 (1) It shall be unlawful for any carrier to perform any interstate transportation service for
1494 compensation upon the public roads of this state without first having secured appropriate
1495 operating authority from the U.S. Department of Transportation or its successor agency, if that
1496 authority is required, and without possessing valid insurance and valid evidence that it has
1497 registered with this commission as a registered or registered Exempt carrier.

1498 (2) Compliance required. Registered and registered exempt carriers, when conducting interstate
1499 operations, must comply with the laws and rules that apply to that activity and to the equipment
1500 in which it is conducted. Registered and registered exempt carriers, when conducting
1501 Washington intrastate operations, must comply with the laws and rules that apply to that activity
1502 and to equipment in which it is conducted.

1503 (3) The use of a registration receipt by any person or firm other than the registered or registered
1504 exempt carrier to whom it was issued is unlawful.

1505 *Replaces WAC 480-12-127*

1506 **WAC 480-15-xxx Interstate - Registered carriers.**
1507 (1) No carrier may operate any vehicle or combination of vehicles upon the public roads of this
1508 state in interstate commerce under operating authority issued by the Interstate Commerce
1509 Commission, U.S. Department of Transportation (USDOT), or its successor agency, without first
1510 having secured valid insurance as required by the USDOT, registered with a base state as
1511 required by 49 CFR Part 1023, paid the required Washington state registration fee for that
1512 vehicle, and without having in the vehicle a legible receipt showing base state registration. The
1513 receipt shall be subject to inspection at all times by the law enforcement agents and the
1514 commission's representatives.

1515 (2) The registration fee for registered carriers in Washington state is ten dollars for each vehicle
1516 operated within the state.

1517 (3) Washington-based carriers. Washington participates in the base state insurance registration
1518 program established in 49 USC § 11506 and 49 CFR part 1023. Any carrier whose base state as
1519 defined in federal regulation is Washington state must register for interstate operations as
1520 follows:

1521 (a) Between August 1 and November 30 of each year, each Washington-based interstate
1522 carrier must apply to the commission to register for the following year.

1523 (b) The registering carrier must state the number of vehicles to be operated in each
1524 participating state, provide other required information, and submit the registration fee
1525 established by that state for each vehicle.

1526 (c) The commission within thirty days will provide to the carrier a receipt or receipts
1527 showing, at a minimum, the carrier's name and address, its USDOT permit number, and
1528 the names of the states for which it is registered.

1529 (d) The carrier must place a receipt or an authorized copy in each vehicle for which it
1530 has paid the required fee.

1531 (e) Any Washington-based carrier that begins interstate operations in a state for which it
1532 has not registered may register for that state at any time, stating the number of vehicles to
1533 be operated in each state and submitting the required information and registration fee for
1534 each vehicle. The commission will provide a new receipt, if the carrier has not
1535 previously registered, or supplemental receipt, if it has registered, showing the states for
1536 which the carrier has registered.

1537 (4) No carrier may operate a vehicle in Washington state that is not registered as specified in
1538 this rule unless it is registered for interstate exempt traffic.

1539 *Replaces WAC 480-12-130*

1540 **WAC 480-15-xxx Interstate - Registered exempt carriers.**

1541 (1) No carrier may operate any vehicle or combination of vehicles upon the public roads of this
1542 state in interstate commerce under the exemptions of the Federal Motor Carrier Act, or its
1543 successor, without first registering with the commission and having available within the cab of
1544 the vehicle a valid receipt showing that the carrier has provided Washington state with proof of
1545 insurance and paid the per-vehicle fee establish by the commission. The receipt is subject to
1546 inspection by law enforcement agents and the commission's representatives at all times.

1547 (2) Each carrier conducting interstate exempt operations in interstate commerce within the state
1548 may apply to register its insurance between August 1 and November 30 of each year, or at any
1549 time thereafter when it begins interstate exempt operations within the state or when it identifies
1550 additional vehicles as operating in the state. Each application must be on forms furnished by the
1551 commission and accompanied by the required fee.

1552 (3) All receipts issued for a calendar year expire December 31 of that year. A receipt may be
1553 issued for the ensuing calendar year on or after the first day of the preceding August.

1554 **WAC 480-15-xxx Interstate - Insurance Requirements**

1555 Common and contract carriers conducting interstate operations may provide evidence of
1556 insurance in the amount prescribed by the US DOT or its successor agency written by a company
1557 authorized to write insurance in any state.