

9/1/17

**Washington State Department of Utilities and Transportation**

1300 S. Evergreen Park Dr. SW  
Olympia, WA 98504-7250

Re: Docket TV-170205  
**Iron Man Movers & Storage, Inc.**  
Compliance Plan

RECEIVED  
GENERAL MANAGER  
2017 SEP 13 AM 8:13  
STATE OF WASH  
UTIL AND TRANS  
COMMISSION

To Whom It May Concern;

This correspondence is in response to the above referenced audit for Iron Man Movers & Storage, Inc. Each infraction and penalty is itemized below with our plans to regain compliance in these areas.

**Violation of WAC 480-15-490/Tariff 15-C Item 23(7)**

The administrative staff has been educated on the UTC requirements regarding the minimum hours for weekend and holiday moves. Iron Man Movers & Storage, Inc. will no longer be booking moving jobs on Washington State recognized holidays to ensure compliance. Each and every estimate will be closely reviewed prior to booking to be certain the minimum hourly requirements are being met. A follow up review will take place on each and every booking two days prior to the date reserved as an additional assurance that the minimum charges are assigned.

**Violation of WAC 480-15-710/Tariff 15-C Item 230(6)**

The administrative staff as well as the moving staff had a meeting to review the range of the minimum and maximum charges allowed in accordance with the duration of local moves. Iron Man Movers & Storage, Inc. management will review these charges every 6 months as well as conduct an internal audit to ensure compliance with this regulation.

**Violation of WAC 480-15-710/Tariff 15-C Item 95**

We have closely compared the Bill of Lading document we were using to the document requirements in the Tariff going line by line. Each portion was referenced in the tariff and highlighted on our document to be certain all the information was present. In completing this task we noticed that we failed to have the statement referenced in our Bill of Lading which pertains to tariff Item 95 1(I). This is the statement that the carrier must release the shipment to the customer upon payment of no more than 110 percent of

the estimated charges with a nonbinding estimate. We also noticed we failed to have the statement referenced in our Bill of Lading that pertains to tariff Item 95 1(j). This is the statement that the carrier will extend credit at least 30 days. We have added these two items to our document and have sent them to our printer to have the changes made. A discussion took place with the booking staff explaining the importance of complete and accurate information being provided on this document. Every morning, prior to the scheduled move, the office manager will review all information on the document for accuracy.

**Violation of WAC 480-15-360/Tariff 15-C Item 85**


In regards to the violations regarding our Estimate forms - we have compared the document information required in the tariff line by line with our Estimate form. The changes to this document have been sent to the printer. This revised form will be reviewed by staff in our monthly business meeting.

**Violation of WAC 480-15-610(1)**

Iron Man Movers & Storage, Inc. has assigned the sole responsibility of reviewing the web page, as well as any and all other social media sites, to a specific person on our staff. We feel this is the best way to be certain this task is routinely addressed. Reviews will take place on a monthly basis to ensure accuracy and update information as necessary. Information in print such as telephone books will be reviewed annually prior to the information being printed and published. This will be done by two staff members to ensure accuracy and that all UTC requirements have been met. The Iron Man Movers & Storage, Inc. Facebook page was reviewed and corrected to reflect the correct name and address and will be included in the monthly review. All findings and updates will be reported monthly.

In closing, Iron Man Movers & Storage, Inc. owners and staff will be attending the first available Commission-sponsored Household Goods Training session available in 2018. We have also implemented monthly compliance staff meetings. These hour long sessions will be attended by all staff and will be an opportunity for refresher compliance training, as well as addressing other business concerns.

Respectfully,



Eric and Susan Stewart  
**Iron Man Movers & Storage, Inc.**  
135 Kelly Rd.  
Bellingham, WA 98226  
360-733-1023