



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 664-1160 • TTY (360) 586-8203

June 16, 2016

Bell, Richard and Laura
d/b/a Bell's Reliable Moving
1022 S. Pierce Rd.
Spokane Valley, WA 99206-5533

Re: TV-160264– Granting Temporary Household Goods Authority, Subject to Conditions,
Pending Decision on Permanent Authority - THG067059

Dear Bell, Richard and Laura:

On March 1, 2016, Bell, Richard and Laura, d/b/a Bell's Reliable Moving, filed an application with the Washington Utilities and Transportation Commission (Commission) to provide residential household goods transportation services in the state of Washington. The Commission provisionally grants your application. Bell, Richard and Laura is now authorized to operate on a **temporary** basis.

The Commission will evaluate whether Bell, Richard and Laura qualifies for permanent authority. To qualify for permanent authority, your company must satisfy the following requirements:

1. Operate for at least six months.
2. Personnel responsible for company management and operations must attend a Commission-sponsored training class to learn about the consumer protection rules, safety regulations, and industry-wide tariff provisions that apply to your business. You must sign up for training on the commission's website at www.utc.wa.gov/hhgtraining. Click on the "Online Registration Form" and complete the required fields.
3. Allow the Commission to review your business operations and records. Commission staff will review records and inspect vehicle(s), and you must receive a satisfactory safety rating as a result of that review.
4. Complete a criminal background check on each person Bell, Richard and Laura employs or intends to employ. The Commission will not grant permanent authority if any company employee has been convicted of any crime within the past five years involving theft, burglary, assault, sexual misconduct, identity theft, fraud, false statements, or the

manufacture, sale, or distribution of a controlled substance. Even if a conviction for any of these offenses is more than five years old, the Commission will not grant permanent authority if it determines that the nature or extent of the crime(s) will likely interfere with the proper operation of a household goods moving company.

5. Pay any outstanding monetary penalty or fee owed to the Commission.
6. Resolve all consumer complaints pending with the Commission.

Enclosed with this letter are copies of Bell, Richard and Laura's provisional permit, Tariff 15-C, and the Commission rules governing residential household goods carriers. Please review these documents carefully. The Commission may cancel your provisional authority if you violate any applicable state law, Commission rule, or tariff provision.

Also enclosed is a consumer survey to assist the Commission in evaluating Bell, Richard and Laura's application. Please provide a copy of this survey with return postage to each of the company's customers.

If you have any questions, please contact me at 360-664-1224. I also can be reached by email at sstillwe@utc.wa.gov.

Sincerely,



Suzanne Stillwell
Licensing Services Manager

Enclosures:

- Provisional permit
- Tariff 15-C
- Rules governing residential household goods carriers (WAC 480-15)
- Safety Manual
- Customer Survey forms

NOTICE: This action is delegated to the Secretary, or the Secretary's delegate, for decision. In addition to serving you this letter, the Commission will post on its website for at least 14 days a list of all matters delegated to the Secretary for decision. You may seek Commission review of this decision. Your request should be addressed to Steven V. King, Secretary, 1300 S. Evergreen Park Drive, SW, POI Box 47250, Olympia, WA 98504-7250. You may also email your request to records@utc.wa.gov. You must file a request for Commission review no later than 14 days after the date of this letter.