BEFORE THE WASHINGTON STATE UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of Determining the Proper Carrier Classification of, and Complaint for)	DOCKET TV-131606
Penalties against:)	
LOMEDICO, RICARDO ERNESTO, d/b/a PHOENIX MOVING AND LOGISTICS aka MAJOR MOVERS)	DECLARATION OF LAUREN McCLOY
)	*

Lauren McCloy, under penalty of perjury under the laws of the State of Washington, declares as follows:

- 1. I am employed by the Washington Utilities and Transportation Commission (Commission) as a Compliance Investigator in the Consumer Protection and Communications Section. As a Compliance Investigator, my responsibilities include conducting investigations regarding the business practices of regulated utility or transportation companies. As part of those duties, I investigate household goods carriers that may be operating without the required Commission permit.
- 2. I began an investigation into the activities of Ricardo Ernesto Lomedico d/b/a Phoenix Moving and Logistics in May 2013 because I received an email from a permitted carrier containing an advertisement on www.livingsocial.com indicating that the company is conducting household goods moves within the state of Washington without a permit. The advertisement offers a voucher for two hours of moving services with two movers and a truck for \$85.
- 3. I conducted an Internet search and found a website offering intrastate moving services in Washington, identifying Ricardo Ernesto Lomedico as the "Founder / President" of Phoenix Moving and Logistics.² I also found advertisements for the company on www.facebook.com, www.yelp.com, and www.angieslist.com.³ The telephone number provided in the advertisements for Phoenix Moving and Logistics also appeared in advertisements on

³ See Attachment C, screen shot of advertisements on www.facebook.com, www.yelp.com and www.angieslist.com, which I printed on May 24, 2013 and July 24, 2013.

¹ See Attachment A, advertisement on www.livingsocial.com, which I printed on May 24, 2013.

² See Attachment B, screen shot of www.phoenixmovingandlogistics.net, which I printed on May 24, 2013.

- www.craigslist.org for "Major Movers," with "Joe" listed as the "sales" contact.⁴
- 4. I reviewed Commission records related to Ricardo Ernesto Lomedico d/b/a Phoenix Moving and Logistics to determine whether the company held a household goods permit. According to Commission records, Travis Molenda d/b/a Major Movers was classified as a household goods carrier and ordered to cease and desist operations in Docket # TV-120428. In 2012, Commission staff conducted a follow-up investigation into the operations of Major Movers, and found that "Joe" Lomedico identified himself one of the owners of the company. On January 1, 2013, Compliance Investigator Mathew Perkinson called 425-239-2547 and spoke with "Joe." He requested an estimate for a move from a two-bedroom apartment in Mount Vernon to another two-bedroom apartment a few miles away. "Joe" quoted Mr. Perkinson \$296 for two movers and a truck, with a three-hour minimum.
- 5. According to Commission records, as of August 21, 2013, there is no record of Ricardo Ernesto Lomedico d/b/a Phoenix Moving and Logistics or Major Movers now (or ever) holding a household goods permit.
- 6. On May 24, I called both phone numbers listed in the Major Movers advertisement on www.craigslist.org. My phone call to 512-903-2773 reached a voicemail box for "Phoenix Moving." I requested an estimate for a move from a two-bedroom house in Edmonds to another two-bedroom house, about 15 minutes away. I received a call back from "Joe," quoting me \$300 \$425 for two movers and a truck.
- 7. On July 19, Consumer Protection staff received a consumer complaint from a customer of Phoenix Moving and Logistics, who bought the company's voucher on www.livingsocial.com and scheduled an appointment for a move. According to the customer, the company failed to show up for the move. The customer identified Joe Lomedico as the owner of Phoenix Moving and Logistics.
- 8. On July 25, I received another email from a permitted carrier containing a link to an advertisement for Phoenix Moving and Logistics on www.local.amazon.com, offering a voucher for two hours of moving services with two movers and truck for \$85.5

⁴ See Attachment D, advertisements for Major Movers on www.craigslist.org, which I printed on May 24, 2013 and June 18, 2013.

⁵ See Attachment E, advertisement for Phoenix Moving and Logistics on www.local.amazon.com, which I printed on July 25, 2013.

- 9. On July 25, 2013, the company was issued a master business license, with a business and mailing address of 14009-49th Pl. W. Edmonds, WA 98026. The governing person is Ricardo Ernesto Lomedico.
- 10. On July 26, 2013, I sent a letter to Joe Lomedico, (1) outlining the licensing process for household goods movers, directing Joe Lomedico d/b/a Phoenix Moving and Logistics to (2) become licensed within a reasonable time, (3) cease unpermitted operations, and (4) outlining the consequences of operating as an unpermitted household goods mover in Washington state. Mr. Lomedico was required to respond or apply by August 9, 2013.
- 11. On August 15, 2013, I confirmed that the company had not filed an application for a household goods permit. I called 425-239-2547 and left a message for Joe Lomedico, requesting that he call me back regarding the letter.
- 12. On August 19, 2013, I received a phone call from Joe Lomedico. He said that he received the letter, and was aware that he was operating without a permit. He said he was filling out the household goods permit application, and would mail it to the Commission by the end of the week. He said he would remove his advertisements.
- 13. On August 23, 2013, I confirmed that the Commission had not received an application for a household goods permit from Joe Lomedico, and that the company continues to advertise on www.phoenixmovingandlogistics.net, www.facebook.com, www.yelp.com, and www.angieslist.com. The company also continues to advertise as "Major Movers" on www.craigslist.org.

DATED this 3rd day of September, 2013, at Olympia, Washington.

LAUREN McCLOY

Seattle

Set this as my home city

- · Log in to view my cities »
- Near seattle
 - · bellevue / eastside
 - · snohomish county
 - · south king county
 - · Browse all cities & countries »
- reset password
- · my vouchers
- log in
- · sign up

LivingSocial

- · Select Options
- Log In
- Payment
- · Confirm Purchase
- Gift Options



Phoenix Moving and Logistics

Two Hours of Moving Services with Movers and Truck

Purchased: 25 • Time left: 24 days

https://www.livingsocial.com/deals/667178-two-hours-of-moving-services/checkout/new

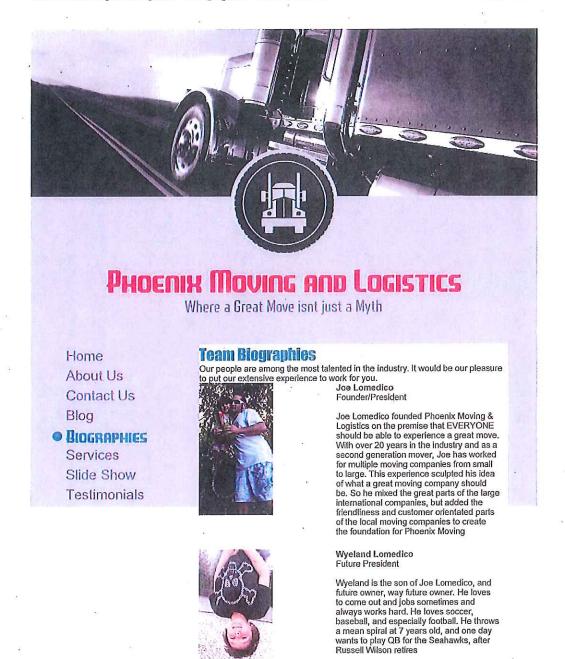
select options

Voucher for Two Hours of Moving Services with Two Movers and a Truck \$85.00 1 for me

make this a gift print, email, or mail it

0 as a gift

Have questions? View frequently asked questions Total: \$85.00 Continues



http://www.phoenixmovingandlogistics.net/Biographies.html

Home | About Us | Contact Us | Blog | Biographies | Services | Slide Show | Testimonials

Vistaprint Websile Builder provided by Vistaprint





Interstate Moves
Any move the travels out of Washington
State. These moves are usually a
guaranteed rate, intead of hourly, to ensure
you save the most money possible



Packing Services
Sometimes packing can be overwhelming, or maybe you just want to ensure that your items are packed by professionals. Either way this option guarantees that the items are packed by pros.
Our employees are trained extensively before being certified to go on pack jobs to let you rest easy knowing your items will be safe on the journey to your new home



Logistics Division
Our Logistical team, has the knowledge to
work with your company and ensure that
your customers get theirdeliveries ontime, and intact.



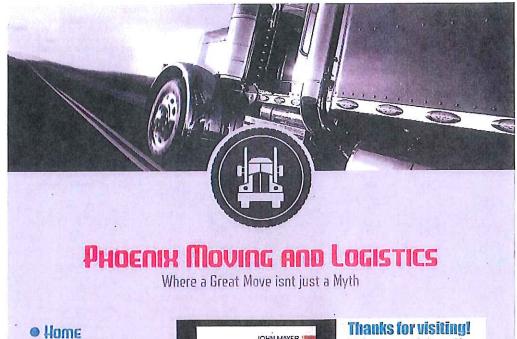
High Value items
We specialize in safely moving high value items such as art, pool tables, motorcycles, automobiles, or any other items. We have multiple insurance coverages to let you rest easy during transit



Storage

Storage Maybe its only a couple of days or its over a year, with Phoenix Moving & Logistics as your storage provider, your items are safe. We inventory everything as it goes into storage and as it comes out so you feel at ease knowing your iitems are safe.





About Us Contact Us Blog Biographies Services Slide Show **Testimonials**



John Mayer - No Such Thing John Mayer - No Such Thing® 2001 Room for Squares

We hope you can find everything you need. Phoenix Moving & Logistics is focused on providing. high-quality service and customer satisfaction - we will do everything we can to meet your expectations. With a variety of services to choose from, we're sure you'll be happy working with us. Look around our website and if you have any website and if you have any comments or questions, please feel free to contact us.

We hope to see you again! Check back later for new updates to our website. There's much more to come!

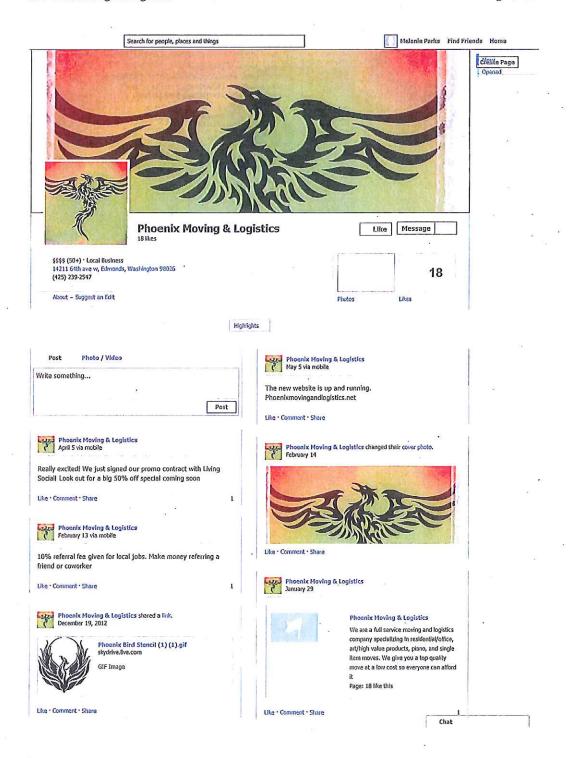
CALL FOR YOUR FREE ESTIMATE 425-239-2547

share 👪 🖾 🖢



Home | About Us | Contact Us | Blog | Biographies | Services | Slide Show | Testimonials

http://www.phoenixmovingandlogistics.net/default.html



https://www.facebook.com/PhoenixMovingLogistics?fref=ts



Help Improve this Page
Suggest an edit if you see missing or wrong information.

Suggest Edits Close

Chai

Yelp is using Facebook to personalize your experience. Options



Phoenix Moving and Logistics

日記記記記 7 reviows

Category: Movers

Seattle, WA 98026

Serving Seattle and surrounding area

Neighborhood: Downtown

(425) 239-2547

Hours: Mon-Sun 6 am - 6:30 pm

Accepts Credit Cards: Yes

7 reviews for Phoenix Moving and Logistics

7 reviews in English



四部25日6/28/2013

First to Review

I purchased a moving deal for Phoenix Moving and Logistics through LivingSocial, which I was thankfully able to refund.

I contacted them using both their website and via phone two days later when my initial request had not been answered. It is over a week later and I have not received a follow-up from them through either means.



自的引力设7/22/2013

Repeat of all previous reviews, company # is now disconnected.



Do NOT use this company. They were a NO SHOW on my moving day!!! Enough said about my horrible experience with this company. Do not use them. Even the owner/GM (Joe) took my reservation and gave me his word they would show. They never did!!! You can imagine what a nightmare that was,



Tim B. Garden City, ID

预验的证表7/6/2013

Echoing the same comments everyone has already posted. Confirmed with the company the day of the move only to



包置到型式7/3/2013

Update: The Washington State Utilifies & Transportation Commission, which regulates moving companies in the state, says Phoenix Moving and Logistics does not have the proper permits to perform that work. Buyer beware, Here's a list of licensed movers; http://www.ulc.wa.gov/re...

http://www.yelp.com/biz/phoenix-moving-and-logistics-seattle-2

Like others here I was the victim of a Phoentor in the victim of a Phoentor in the victim of a Phoen	x didn't arrive on time or call to say they'd be late, ook a rental. They said they'd call with a new ETA and would call with an ETA - they didn't. Letler the er's building, but still no ETA. They never called we started my move, they couldn't rell and, had to book new movers, lost a carpot !		* *
THE REPORT OF THE PERSON OF TH			
Kanyaa			
DETECHIO			6
7/5/2013			
த்தித்தின்றிற்றோoved and expect them NOT to show up, respo மாக நடிக்கு இது இது இது இது இது இது இது இது இது அந்து இது இது இது இது இது இது இது இது இது இ	nd or call you back, then this is the moving		
		=	
12. 13.13.14.1 1933 111.17.17.1	•	*	
्रिक्त स्थाप कर्म स्थितिक स्थाप स्थाप स्थापिक स्थाप स्थाप			
20 M B E	y.		
F F F F F F F F F F F F F F F F F F F			
The Politics of the Phoenix Movers and Logistics of the Phoenix Mo	cs Company's unprofessionalism. They completely	1	
movers that have never let me down. I called and made the appoint	ment on Wednesday for them to come move me		
on a Saturday. This gives them ample time to schedule their week. I supposed to arrive in the early afternoon. Mind you I had to take the	day off from work on Friday in order to prepare for		
my move on Saturday. Noon goes by, 1 o'clock goes by, and pretty I've been calling the entire time since noon and attempting to leave			
answer! Now I'm scrambling around to find my old movers, who has confirm soon. This sucks. With my stress level about hundred and it	ve no time available until 7pm or 6pm, but I need to	•	
Logistics and Moving company phone number pop-up on my cell pl	none. The gentleman on the other line tells me that	Ĭ	
he hurt his back and has been passed out on pain pills all day. What come to my home and move me, I'll never know. He assures me that	I this has to do with him scheduling the crew to the will have a crew out to me by 7pm and he		
gives me his word. He tells me he'll call me back by 6:30pm and let him that my old movers are on dack and I need to know for sure tha	me know what time they will be there exactly. I tell		
profusely and tells me he will call me back shortly to confirm the time	e that his guys will be there. So I did not call my ole	d .	
movers to confirm because of course I think he wants to make a rig showed. I had to end up moving at 7am the following morning which	ht, Well as I'm sure you can guess they never was a Sunday, much to my current landford's	*	
chagrin. I'm not a mean enough person to give Phoenix Logistics an want any respective clients that may want to use the Living Social or	d Moving company the review they deserve. I just		
their shenanigans. Moving causes undue stress in anyone's life so y	ou need to be able to do it with ease and		¥
consideration. Do not use this company if you want accountability, p call.	rolessionalism and the simple respect or a phone	e 	
(4 Filtered)	3 †	# #	
Best of Yelp: Seattle - Movers	Sea Mor	a	
	* 1 =	10	
· 11	2 E 2		
L' ' L	<u> </u>		

http://www.yelp.com/biz/phoenix-moving-and-logistics-seattle-2 .

Angies list

Location: Olympia, WA, 98504



Search the List > Phoenix Moving & Logistics > Reviews

Phoenix Moving & Logistics



Contact Information

Joe Lomedico

14211 64th ave w Edmonds WA 98026 (Map it)

(425) 239-2547 phoenixmovingandlogistics.net



Add to My Favorites

Share with a Friend

图 Add Text2Me Options

A See an Error?

国 Share

Business Description

Phoenix Moving & Logistics was founded on the principals of giving a great service at a low price. We guarantee you will have a great experience not just on your move, but everytime you need anything. We are a full service moving company that specializes in all aspects of the industry, especially residential because we know how stressful moving can

Vi,	ie.	a R	/iev	Me	ssag	e Pi	Üei	571
W 19	50k			 100			 	

All Reviews

Reviews submitted for this Service Provider: 1 to 1 of 1

Filter Reviews

By Categories: Moving

By Review Type: All Reviews

By Grade: All Grades

By Date: 3 Years or less

Review Date: July 06, 2013

Company Name: Ph

Phoenix Moving & Logistics

Category:

Moving

Services Performed:

No

More Weight is given to a review where work has been completed

Work Completed Date:

July 03, 2013

Hire Again:

No

Home Build Year:

1977

Description Of Work:

We purchased a Living Social coupon for two hours of their service to move furniture to our new home. Definitely not punctualor responsive Never showed up the scheduled day. We had to call them, & each tir were given excuses (headquares and local excuses did not match up Each time we called we were given a new two hour window for arrive 1:00, 3,& then 5:00, After five they agreed to come the nect morning 8AM. NO show. Driver wasn't answering his calls. We finally had to le cancelation message and go with different movers.

Member Comments:

Please see above. One, totally unprofessional to not show up at all, I lone during the time promised. Two, they should have called us to let

http://my.angieslist.com/AngiesList/myangie/checkthelist/spinformation.aspx?uDWlaWek... 7/24/2013

be. Please call us so we can take the stress of moving off your hands

Service Area

We Are Based In The Pacific Northwest Just North Of Seattle and Cover All Of Washington. We Also Deliver Anywhere In The Country and Can Ship Almost Anywhere In The World

Operating Hours

Mon 06.00 AM - 08.00 PM, Tue 06.00 AM - 08.00 PM, Wed 06.00 AM - 08.00 PM, Thu 06.00 AM - 08.00 PM, Fri 06.00 AM - 08.00 PM, Sat 06.00 AM - 08.00 AM, Sun 06.00 AM - 08.00 AM

Services Include

We offer moving, loading/unloading, packing/unpacking, storage, single item moves, multiple insurance coverages, accounts, High Value Moving, art shipping, motorcycle shipping, auto shipping, and just about any other shipping you could need

Payment Options







24 Hour/Emergency Service:

On Angle's List Since

December 2012

Senior Discount

10%

Free Estimates

Yes

Warranties/Guarantees

Satisfaction

Trade License Information

Yes, I am appropriately licensed for my trade

Eco-Friendly Accreditations

know they would late or not coming. Three, They shouldn't have over booked. Some people purchased two hours of service, but need mor causing a delay (cancelation on our part) for all the other customers apointments.

Share on Band of Neighbors: Yes

Photos





Vidéo Media

No video media is available

Audio Media

No audio media is available

Documents

No documents are available for this company

http://my.angieslist.com/AngiesList/myangie/checkthelist/spinformation.aspx?uDWlaWek... 7/24/2013

ν Λ [·<-]

CL skagit all services offered labor & moving

Reply <u>igrss-3813110318@serv.craigslist.org</u> lage: miscategorized prohibited spam best of Posted:

2013-05-18, 8:12AM PDT

Established Moving Company* Low Rates (Island & Skagit County)

MAJOR MOVERS Office 425-239-2547 Joe (sales) 512-903-2773

If you are looking for a quality moving company at low rates, then give us a call. We have over 30 years of experience on our moves.

Our movers have background checks, and are drug free to ensure all your items reach your new home, unlike other companies you might find on Craigslist. Call us today so we can set up a move customized to fit your move

Here is a list of what we offer

*Local/Long Distance Moves

*Packing/Unpacking

*Free Insurance

*Optional Full Coverage Insurance

*Box Delivery/Pickup

*Short/Long Term Storage

*High Value/Art Moving

*Much More

CALL TODAY

· Location: Island & Skagit County

it's NOT ok to contact this poster with services or other commercial interests

help

terms

privacy

safety

feedback

about

cl jobs

FORMAT: mobile regular

۷ ۸

CL seattle seattle all services offered labor & moving

wspzs-3848373602@serv.craigslist.org [2] flag [2]: miscategorized prohibited spam best of Posted: 2013-06-04, 6:30AM PDT

WOW! Great Move (west seattle)

Thank you Cindy for your referral of Major Movers. We used them because of your post about them and they were everything you said and more.

Joe was so nice and walked me thru the process and answered all my questions, and I called alot, even though he says I didn't.

The day of the move they showed up on time, got right to work. You could tell they have worked together for a long time, because they were so efficient and I swear I was laughing the whole time because they were so funny towards each other. I thought this move was gonna be stressful because of the situation and they relieved all my stress.

If anyone needs a mover Im telling you that you need to call Joe at Major Movers. Joes number is 512-903-2773 and please tell them Anna referred you as well

- · Location: west seattle
- · it's NOT ok to contact this poster with services or other commercial interests

email to a friend

help

terms

privacy

safety

feedback

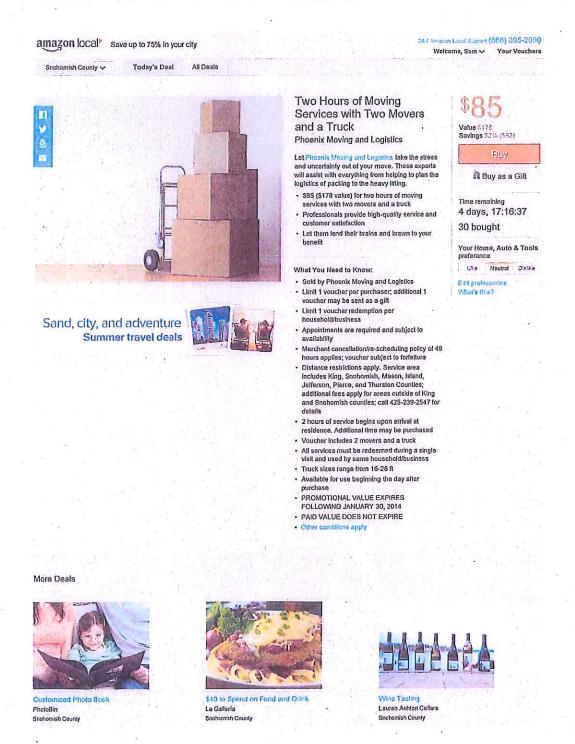
about

cl jobs

FORMAT: mobile regular

Attachment E

Amazon Local Snohomish County: Two Hours of Moving Services with Two Movers an... Page 1 of 2



http://local.amazon.com/snohomish/B00DP641U6?src=email&cid=em_dd_982_101_na_s... 7/25/2013