

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of Determining the Proper)	DOCKET TV-140341
Carrier Classification of, and Complaint for)	
Penalties against:)	
)	DECLARATION OF
MICHAEL PANDOLFI d/b/a MAN OF)	LYNDA HOLLOWAY
STEEL MOVERS)	
)	
_____)	

Lynda Holloway, 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. Commission Staff (Staff) began an investigation into the activities Michael Pandolfi d/b/a Man of Steel Movers in September 2013 after Staff received an email from a permitted carrier containing advertisements indicating that the company is conducting household goods moves within the state of Washington without a permit. The permitted carrier provided a copy of an advertisement from Man of Steel Movers offering “affordable rates for all your moving needs.” The advertisement listed an email address of ManOfSteelMovers@aol.com a telephone number of (509) 859-4566.¹
3. A search of “Man for Steel Movers” produced a website, and several advertisements on the www.craigslist.org (Craigslist) with the same (509) 859-4566 telephone number. The advertisements offer “same day loading and unloading at flexible rates!” The company also advertises on www.facebook.com/manofsteelmovers.

¹ See Attachment A for copies of advertising by Man of Steel Movers sent to the commission on August 27, 2014.

4. A Staff search of the Department of Revenue website produced a master business license for Man of Steel Movers governed by Michael A. Pandolfi, with a mailing address of 511 N. Sprague St., Apt. 1, Ellensburg, WA 98926.²
5. Staff searched Commission records related to Michael Pandolfi d/b/a Man of Steel Movers to determine whether the company held a household goods permit. According to Commission records, as of March 10, 2014, there is no record of Michael Pandolfi d/b/a Man of Steel Movers now (or ever) holding a household goods permit. A search of Washington Department of Revenues Business Licensing Services produced a master business license for Man of Steel Movers governed by Michael Anthony Pandolfi, with a mailing address of 511 N. Sprague St., Apt. 1, Ellensburg, WA 98926.
6. On August 27, 2013, Staff responded to the Craigslist advertisement, requesting an estimate for a move from a two-bedroom house in Ellensburg to a three-bedroom house. Staff received a response through the Craigslist server asking Staff to call (509) 859-4566.
7. On August 30, 2013, Staff called (509) 859-4566 and spoke to "Mike." Staff asked for an estimate from a two-bedroom house in Wenatchee to another house 20 minutes away. Mike told Staff that he charges \$300 for the first two hours, and \$100 for each additional hour, including two movers and a 14-foot truck, and a \$25 travel charge from Ellensburg to Wenatchee.
8. On September 10, 2013, Commission Staff sent a compliance letter to Michael Pandolfi d/b/a Man of Steel Movers, at 511 N. Sprague St. Apt. 1, Ellensburg, WA 98926, (1) outlining the licensing process for household goods movers, directing Joshua Washburn 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. Pandolfi was required to respond or apply by September 24, 2013.
9. On September 13, 2013, Staff received a voicemail from Mike Pandolfi regarding the compliance letter. Mr. Pandolfi stated in the voicemail that he thought he was licensed as a household goods carrier because he had the household goods designation on his Department of Revenue master business license.
10. On September 16, 2013, Staff called (509) 859-1501 and spoke to Mike Pandolfi. Staff explained that the household goods moving industry is regulated in Washington and that operating as a household goods carrier requires a permit by the Commission. When asked if he owns a truck, Mr. Pandolfi replied that he rents from Uhaul for his customers, and does not own

² See Attachment B for a copy of the Department of Revenue master business license for Michael A. Pandolfi, d/b/a Man of Steel Movers.

a truck. He went on to say that he is planning to buy a truck soon. Staff then told him that until he gets a permit he cannot rent trucks for his customers, must cease advertising that he provides a truck, and can provide labor-only services. Mr. Pandolfi told Staff that he understood.

11. On September 16, 2013, Staff sent a follow-up email to Mike Pandolfi, at manofsteelmover@aol.com. The email stated, in part, “As we discussed, Man of Steel Movers plans to continue to operate as a labor-only service until you buy a truck and receive a permit. Until you get a permit, you will need to cease advertising that you provide a truck, and ensure that you do not rent trucks for customers.”
12. On November 11, 2013, an informal complaint was filed at the Commission against Man of Steel Movers, on behalf of Elizabeth Kurtz Williams. Ms. Kurtz Williams told Staff that she hired Man of Steel Movers to pack and move her household goods from Cle Elm to Roslyn for \$1,500 after the company represented itself as a legal company. Ms. Kurtz Williams told Staff that the moving crew consisted of, Michael, his wife Tia Johnson (Pandolfi), and another worker Kevin. Ms. Kurtz Williams told Staff that Michael requested a \$2,500 payment before completing the move, and threatened to take her to court if she didn’t pay the full \$2,500.
13. On November 20, 2013, Michael Pandolfi contacted the Commission complaint Staff person by telephone to discuss the informal complaint. Mr. Pandolfi told Staff that he didn’t know why he was considered illegal when he had all the licenses he needed. When Staff explained that he didn’t have a permit to move household goods and mentioned the September 10, 2013, compliance letter and his conversations with Staff, he told staff that he had never received a letter from the Commission nor spoke to anyone over the phone.
14. On December 13, 2013, Staff conducted an internet search for advertising by Man of Steel Movers and found an advertisement on angieslist.com offering “moves throughout the while state of Washington. . .”³
15. On February 28, 2014, I conducted another internet search for advertising by Man of Steel Movers and found advertisements on Craigslist and www.facebook.com. The advertisements offered, “Man of Steel Movers provides same day loading and unloading at flexibile rates! Other Services available Yard cleanups, hauling . . . No job too big or too small” and listed a telephone number of (509) 859-3534. The facebook advertisement stated that Man of Steel Movers was a Licensed/Bonded moving company in Ellensburg, WA.”

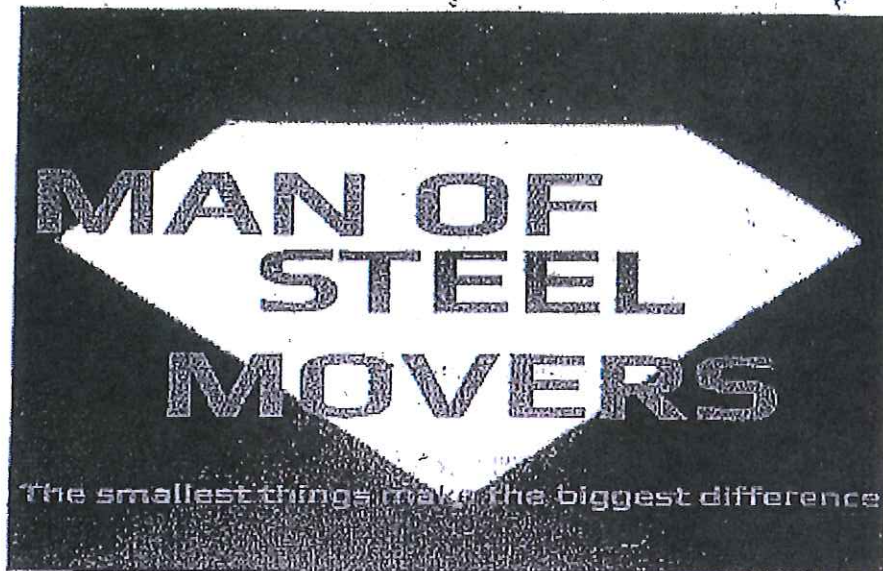
³ See Attachment C for a copy of a Man of Steel Movers advertisement on Angieslist.com, printed December 13, 2014.

16. On February 28, 2014, I called (509) 859-3534 and left a voicemail requesting a quote to move my aunt's household goods from Ellensburg to Richland.
17. On March 6, 2014, I saw that I had several missed calls from (509) 859-3534. I called the number back and the phone was answered by "Tia" with Man of Steel Movers. I asked if she was an employee, to which she replied, "No, I'm the owner's wife." Tia said that they had received my voicemail and would be available to move my aunt's household goods. I asked for an estimate and was told they charge \$300 for two movers and a 17' truck for the first two hours, then \$100 per hour for any additional hours.

DATED this 20th day of March, 2014, at Olympia, Washington.


LYNDA HOLLOWAY

RECEIVED
Aug 21 2013
JT & TP COMM



Man Of Steel Movers offers professional service and affordable rates for all your moving needs. Independently owned, we take pride in our work and strive to make your relocation as easy and stress free as humanly possible. With fast and courteous service, we will go above and beyond the expectations of our customers, every time! No job is too big, or too small. Proudly serving

Ellensburg and the surrounding areas.

Licensed in the great state of Washington, call or email for a quote and to set up your moving appointment now.

(509)859-4566

Or email us at ManOfSteelMovers@aol.com

Check out our website insupermanlives.wix.com/manofsteelmovers



CL yakima all services offered labor & moving

Reply: 4wpnt-3898004226@serv.craigslist.org ⁽²⁾ flag ⁽²⁾ ; miscategorized prohibited spam best of Posted:

2013-06-27, 12:52AM PDT

Man of Steel Movers (Ellensburg, WA)



Man of Steel Movers is Ellensburg, WA's ONLY Licensed/Bonded moving company but we proudly serve the WHOLE great state of Washington! We also do out-of-state moves! Professional movers at reasonable/flexible prices, no job is too big or too small! We take pride in our work and look forward to helping make your move as easy and stress-free as possible. Call today to ask about our college student, veteran/disabled and armed forces discounts. Contact us for a quote and to set up your moving appointment. (509) 859-4566

- Location: Ellensburg, WA
- it's NOT ok to contact this poster with services or other commercial interests

Posting ID: 3898004226 Posted: 2013-06-27, 12:52AM PDT Updated: 2013-08-26, 11:58PM PDT [email to a friend](#)

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FORMAT: mobile regular

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<http://yakima.craigslist.org/lbs/3898004226.html>

8/27/2013

Attachment B

may be registered with other agencies in the state.

Washington State Department of Revenue State Business Records Database Detail

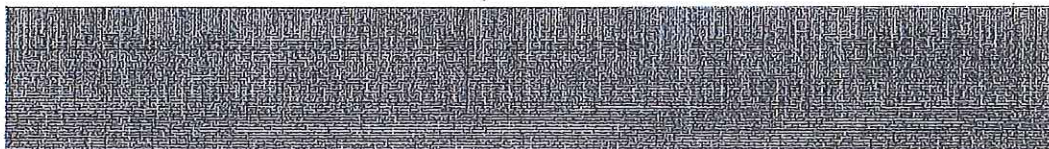
TAX REGISTRATION NO:	603295576	ACCOUNT OPENED:	04/01/2013 12:00:00 AM
UBI:	603295576	ACCOUNT CLOSED:	OPEN
ENTITY NAME:	PANDOLFI MICHAEL A		
BUSINESS NAME:	MAN OF STEEL MOVERS		
MAILING ADDRESS:		BUSINESS LOCATION:	
1320 N CORA ST # 2		511 N SPRAGUE ST APT 1	
ELLENSBURG, WA 98926-9462		ELLENSBURG, WA 98926-3174	
ENTITY TYPE:	SOLE PROPRIETOR	RESELLER PERMIT NO:	N/A
NAICS CODE:	484210	PERMIT EFFECTIVE:	N/A
NAICS DEFINITION:	USED HOUSEHOLD AND OFFICE GOODS MOVING (PT)		
PERMIT EXPIRES:			N/A

FOR NON-COMMERCIAL USE ONLY

Attachment C

Angie's list. Reviews you can trust

[Join Now](#) [Sign In](#) [Business Owner](#)



Angie's List : Local Reviews : Ellensburg : Man of Steel Movers

Fact

Man of Steel Movers

Is this your business? [Claim your profile](#)

511 n sprague
Ellensburg, WA 98926
(509) 859-4566

Contact: Pandolfi, Tia & Mike

Business Description: A family owned and operated moving company. We do moves throughout the whole state of Washington and across the United States.

Services: [Moving Companies](#)

In Business Since: 2013

Service Area: Washington state & beyond.

On Angie's List Since: 9/5/2013

Warranties: ASK FOR DETAILS

Free Estimates: Yes

Office Hours: Mon 07.00 AM - 01.30 AM, Tue 07.00 AM - 01.30 AM, Wed 07.00 AM - 01.30 AM, Thu 07.00 AM - 01.30 AM, Fri 07.00 AM - 01.30 AM, Sat 06.00 AM - 01.30 AM, Sun 06.00 AM - 01.30 AM

Excluded Services: Chemical waste disposal/transportation, loaded weapons transportation.

Features: Emergency Service

Licensed: Yes, I am appropriately licensed for my trade. (All statements concerning insurance, licenses, and bonds are informational only, and are self-reported. Since insurance, licenses and bonds can expire and can be cancelled, homeowners should always check such information for themselves.)

Senior Discount: 15%

Cities Served: Brownstown | Buena | Cowiche | Ellensburg | Glead | Goose Prairie | Grandview | Granger | Harrah | Mabton | Moxee | Naches | Outlook | Parker | Selah | Sunnyside | Thorp | Tieton | Toppenish | Union Gap | Wapato | White Swan | Yakima | Zillah

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Angie's List Rati
Man of Steel Movers

Total Reviews

Overall Grade

Price

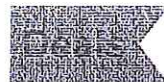
Quality

Professionalism

Punctuality

Responsiveness

Super Service Award Winn

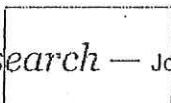


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Mover Articles



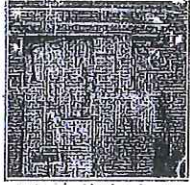
3 ways to avoid shady
moving companies



5 steps to moving with
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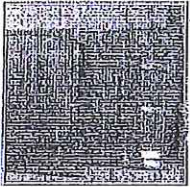
<http://www.angieslist.com/companylist/us/wa/ellensburg/man-of-steel-movers-reviews-7...> 12/13/2013



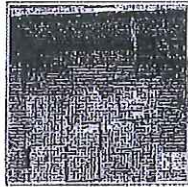
Moving doesn't have to be a stressful experience. Knowing the dangers to watch out for, being prepared for your move and choosing the right people can help.



Moving is disruptive for the entire family, and it can cause major stress for pets. While you know what's ahead, your pet has no idea what's happening.



9 tips for hiring the right moving company
There is a lot to learn when it comes to choosing a mover, even if you are using them for their primary service of moving you and your family into a new home.



How to understand your moving contract
While understanding your moving contract can seem confusing, it's simpler than you think and it is definitely worth your time to understand how it works.

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Home
Quick Tour
How It Works
FAQ
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Investor Relations

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Careers
The Big Deal
Classic Cars
Privacy Policy
Affiliate Program

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Attachment D

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Posted: 2 months ago

Man of Steel Movers (Ellensburg, WA)



Man of Steel Movers provides same day loading and unloading at flexible rates! Other services available. Yard cleanups, hauling, in-home rearranging, etc. No job too big or too small! Call today to hear about our many services, discounts and to set up your appointment! (509) 859-3534

• do NOT contact me with unsolicited services or offers

post id: 4263531703 posted: 2 months ago updated: 16 days ago [email to friend](#) [♥ best of](#)

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<http://yakima.craigslist.org/lbs/4263531703.html>

2/28/2014



Man Of Steel Movers

★★★★★ (5 ratings)

40 likes · 1 talking about this · 1 was here

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Transport/Freight
Licensed/Bonded moving company in Ellensburg, WA Proudly serving Ellensburg and the whole great state of Washington!

40

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Post



Man Of Steel Movers
January 29

December and January have both been slow months for everyone. We here at Man of Steel Movers are looking forward to continuing helping our customers, expanding our group of family/friends and growing this business even further! We plan to keep our rates LOW so the average person can enjoy professional service, all the while keeping more of their hard earned money for the other things they need/wan... See More

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1 1



Man Of Steel Movers changed their cover photo.
January 17



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What do you think of Man Of Steel Movers?



Tia Pandolfi

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Janet Hagenmeister Finke

Man of Steel Movers are amazing! So helpful, professional, ...
1 · November 26, 2013 at 8:42pm



Laurie Haberman

Katie Heitman licensed local movers!
October 3, 2013 at 10:25pm

More Posts



Man Of Steel Movers
January 1

Happy New Year! May the new year bring happiness, love, prosperity and blessings to you and yours!!! From all of us here at Man of Steel Movers, welcome to 2014 and all the great things to come!

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2



Man Of Steel Movers

Chat