BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of Determining the Proper Carrier Classification of, and Complaint for Penalties against:)	DOCKET TV-140343
CHRISTOPER DEMS d/b/a PRECISION MOVING SEATTLE)	DECLARATION OF LYNDA HOLLOWAY
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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 of Christoper Dems d/b/a Precision Moving Seattle in June 2013, after a consumer called the Commission to verify whether the company was permitted to move household goods. The consumer told Staff that he found the UTC logo on the company's website, but could not locate the company or its d/b/a on the Commission's registered companies database.
- 3. Staff reviewed records related to Christoper Dems d/b/a Precision Moving Seattle to determine whether the company held a household goods permit. According to Commission records, as of March 5, 2014, there is no record of Christoper Dems d/b/a Precision Moving Seattle now (or ever) holding a household goods permit. Staff did find a Department of Revenue UBI registration for Christoper Andrew Dems, d/b/a Precision Moving Seattle, and a Department of Licensing registration for Christoper A. Dems, d/b/a Precision Moving Seattle.¹

¹ See Attachment A for copies of the Department of Licensing and Department of Revenue registrations.

- 4. On June 14, 2013, Staff conducted a search for advertising by Christoper Dems d/b/a Precision Moving Seattle. Staff found advertising on the company's website, www.precisionmovingseattle.com.² The website advertised a range of services include "local moves, long distance moves, packing services, all-inclusive moves and storage delivery." The website listed two telephone numbers, (206) 466-8616 and (425) 344-4044. Staff called (206) 466-8616 and reached a voicemail for Chris. Staff left a message requesting a move from a two-bedroom apartment in Everett to a two-bedroom apartment in Bellevue.
- 5. On June 15, 2013, Staff received a call back from "Chris at Precision Moving" requesting a call back. On June 17, 2014, Staff called (206) 466-8616 and reached "Chris." Staff said she was following up on her June 14 voice mail request. Staff asked Chris what his hourly rates were. Chris told Staff that he charged \$89.99 per hour, including "two movers, a truck, all the equipment, dollies, furniture pads, etc."
- 6. On June 8, 2013, Staff sent a compliance letter to Christoper Andrew Dems d/b/a Precision Moving Seattle, at 808 134th St. SW, Suite 211, Everett, WA 98204, (1) outlining the licensing process for household goods movers, directing Christoper Dems 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. Dems was required to respond or apply by July 17, 2013.
- 7. On July 17, 2013, Staff received a call from Chris Dems. He told Staff that he received the compliance letter and that he wants to get a permit, but does not own a truck. Mr. Dems asked Staff about the permit application, and told Staff he just got out of the hospital so wouldn't be able to work for three months. Staff told Mr. Dems that he must cease and desist operating as a household goods carrier and remove his advertising. Mr. Dems told Staff that he has a lot of money invested in his website and doesn't want to "lose credit" with Google. Staff advised Mr. Dems that the only way he could continue to advertise was to change his website to "labor only" moves and perform labor only moving services. Staff then transferred Mr. Dems to the Commission's Licensing Service section.
- 8. On July 26, 2013, Staff received a call from Chris Dems. He gave Staff his email address and asked to have a permit application sent to him. Mr. Dems told Staff that the plans to cease operating while recovering from an illness, and asked what he could do to "clean up" his website. Staff again told Mr. Dems that he could advertise as a labor-only company, and warned that Staff would continue to investigate his operations to make sure he was not offering

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² See Attachment B for advertisements on Precision Moving Seattle's website, www.precisionmovingseattle.com, printed on June 16, 2013.

to conduct jurisdictional moves. After the call ended, Staff emailed Mr. Dems application household goods carrier application, with information and contact numbers to call for assistance.

- 9. On August 8, 2013, Staff received a voice mail from Chris Dems saying his website would be taken down on August 8 or 9. On August 9, 2013, Staff received a call from Mr. Dems saying he was trying to get his website taken down if he could convince his programmer to do it. He also told Staff that he would change the website to labor-only moves.
- 10. On August 27, 2013, Staff received a voicemail from Chris Dems saying he added language to his website to indicate the company offers labor-only services.
- 11. On December 24, 2013, Staff reviewed the Precision Moving Seattle's website. The company had added, "We're a labor only company, you rent the truck and full insurance is included."
- 12. On February 14, 2014, I reviewed Precision Moving Seattle's website and found the company is continuing to offer moving services with a truck. I found advertisement offering "From Residential moving or commercial moving to local moving or long distance moving, Precision is there for you with five convenient locations. . ." "Whether it is our customer's most popular choice, our "All-Inclusive Move," where we fully pack, move, unpack and accommodate or just a simple move down the street."³
- 13. On February 14, 2014, I left a voicemail for "Chris" at (206) 266-8616 asking for a quote to move from a two-bedroom apartment in Everett to a house in Kent. Thirty minutes later, "Chris Dems" returned my call. He gave me a quote of \$89.99 per hour for two movers and a truck to move from Everett to Kent. Mr. Dems also told me, "I'm a professional, and you get what you pay for." "It's a headache to rent your own truck." "The state allows me to charge from portal to portal, but I waive that charge," and "I'm allowed to charge 25 percent more than my estimate."

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

³ See Attachment D for advertisements on Precision Moving Seattle's website, www.precisionmovingseattle.com, printed on February 14, 2014

Attachment A

Department of Revenue:

Search Business Licenses

License Information:

Entity Name: CHRISTOPER ANDREW DEMS Business Name: PRECISION MOVING SEATTLE License Type: Washington State Business

Entity Type: Sole Proprietor

UBI: 603308669 Business ID:001 Location ID:0001

Status: To check the status of this business, go to Department of Revenue.

Location Address: 808 134TH ST SW STE 211 EVERETT, WA, 98204-2300 Mailing Address: 808 134TH ST SW STE 211 EVERETT, WA, 98204-2300

Status

Expires

First Issued

Registered Trade Names: PRECISION MOVING SEATTLE

Active

N/A

06/11/2013

Governing People: CHRISTOPER ANDREW DEMS

Department of Licensing:

may be registered mur other agencies in the state.

Washington State Department of Revenue State Business Records Database Detail

TAX REGISTRATION NO: 603308669

ACCOUNT OPENED: 06/01/2013 ACCOUNT CLOSED: OPEN

UBI:

603308669 DEMS CHRISTOPER A

ENTITY NAME: **BUSINESS NAME:**

PRECISION MOVING SEATTLE

MAILING ADDRESS: 808 134TH ST SW STE 211

BUSINESS LOCATION: 808 134TH ST SW STE 211 EVERETT, WA 98204 2300

EVERETT, WA 98204 2300

RESELLER PERMIT NO: N/A PERMIT EFFECTIVE: N/A

N/A

PERMIT EXPIRES:

ENTITY TYPE: SOLE PROPRIETOR

NAICS CODE: 484210

NAICS DEFINITION: USED HOUSEHOLD AND OFFICE GOODS MOVING (PT)

FOR NON-COMMERCIAL USE ONLY

07/08/2013 9:05 AM

CONTACT HE LABOUT HE LOHESTIONS & ANSWEDS LODINTED EDIENDLY

Attachment B



Moving Company Serving Seattle, Bellevue, Kirkland, Mercer Island, Medina CALL TODAY! (206) 466-8616 (425) 344-4044

home

contact us

moving services gallery about us

testimonials

moving company bellevue

moving company seattle

Precision Moving Company Passion - Vision - Precision

There's moving and then there's moving with Precision. For over a decade now, Precision Moving Company has set the standard for professional moving in Western Washington. We specialize in residential moving, both local and long distance as well as office relocation services. We have a large veriety of moving trucks that are suited for any sizo move in the Puget Sound region and come fully equipped with the highest-grade industry standard equipment. Precision is a proud member of the BBB and the American Movers and Storage Association. Contact us today for your free in-home estimate.

Contact Us Today!



<u>GallToSatUbYour</u>

FREEESTIMATE

Have one of our professional estimators come out to your residence to do a complete visual survery and provide moving tips at no charge to you

Click Here!





Precision - Your Local Moving Company, Seattle WA

Precision has been consistently known as one of the premier moving companies in the Greater Seattle, Bellevue, Everett and Tacoma areas. We pride ourselves in our work and always strive to exceed our customer's expeciations. When it comes to moving we offer a variety of customizable move plans to suite anyone's moving needs. Whether it is our customer's most popular choice, our "All-Inclusive Move", where we fully pack, move, unpack and accommodate or just a simple move down the street. Our professional staff has years of experience to help guide you through the entire moving process.

Moving Company Serving Seattle, Bellevue, Kirkland, Mercer Island, Medina CALL TODAY! (206) 466-8616 (425) 344-4044

home

moving services

about us moving company seattle contact us

testimonials

moving company bellevue

gallery

Professional Moving Company Services

Within the scope of Residential Moving we offer a wide variety of moving services that we can customize to suit your specific needs. Whether you're moving from a four bedroom home with articles stacked from floor to ceiling or just have a simple move a few miles away with a small amount of Items, our staff can accommodate you and help turn your moving day into a seamless transition.

We specialize in local moves ranging from a simple studio apartment to multi-level mansions. We also have a division that specializes in office relocation services. Furthermore, we offer a wide variety of other moving services:

- LOCAL MOVES
- · LONG DISTANCE MOVES
- OFFICE MOVES
- PACKING SERVICES.
- · ALL-INCLUSIVE MOVES
- INTERNAL MOVES
- · PIANO MOVES
- FÜRNITURE DONATION
- PROFESSIONAL STAGING
- STORAGE DELIVERY
- DOWNSIZING/MOVE MANAGEMENT
- JUNK REMOVAL



We also have a specialized team that takes care of taking down and setting up electronics. Personal computer disconnection and set up, flatscreen Tv wall mounting, Connection of stereos and other electronic components.

At Precision we offer FREE in home estimates to all of our clients to assure them that they're getting the best moving quote for their particular needs.

Passion - Vision - Precision

Everett Web Design by Venbit

Attachment C

Your First and Last Name			Snohomish County (425) 344-4044 Seattle and East Side (206) 466-8610
Telephone Number:			Total and the second se
our Email:			BBB ACCREDITED BUSINESS
Comments:	1. 1.		
#8 [—]	×		130
			We're a labor only company, you rent the truck and full insurance is included



Passion - Vision - Precision

Everett Web Design by Venbit

Attachment D



Moving Company Serving Seattle, Bellevue, Kirkland, Mercer Island, Medina (206) 466-8616 (425) 344-4044

home

moving services

about us

testimonials -

moving company believue

moving company seattle

contact us

gallery

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Have one of our professional estimators come out to your residence to do a complete visual survery and provide moving tips at no charge to you

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Precision, Moving, and You.

http://www.precisionmovingseattle.com/index.php



Seattle

We understand that moving can be a stressful event and very time consuming. That is why with our professionally certified movers, we help minimize the stress, the time and the headaches involved. We are the local moving company that will do the job seamlessly, so that you can go about your daily routine with your family and maintain your business activities without interruption. From residential moving or commercial moving to local moving or long distance moving, Precision is there for you with five convenient locations around the Puget Sound region and is open seven days a week. You can always count on us for any of your local moving needs. <u>Please view our expanded menu of moving services</u>. Also check out our page on Moving Company Bellevue and Moving Company



Passion - Vision - Precision

Everett Web Design by Venbit