

**BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of Determining the Proper	)	DOCKET TV-140345
Carrier Classification of, and Complaint for	)	
Penalties against:	)	
 CARRIE CREECH d/b/a COPE QUALITY	)	DECLARATION OF
SERVICES	)	LYNDA HOLLOWAY
 _____	)	
	)	

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 Carrie Creech d/b/a Cope Quality Services through an investigation into the activities of Casandra Pugh d/b/a City to City Movers, in June 2013. Staff found advertisements on [www.craigslist.org](http://www.craigslist.org) (Craigslist) and a Facebook profile of [www.facebook.com/citytocitymovers](http://www.facebook.com/citytocitymovers) offering moving services. The Craigslist advertisements list an email address of [citytocitymovers1@gmail.com](mailto:citytocitymovers1@gmail.com) and ask readers to call or text "Casandra" at 206-788-7120. One advertisement offers "a two-man crew for \$40 per hour and a three-man crew for \$60 per hour, with a three hour minimum" and "Packing, Moving & Cleaning Packages." A second advertisement offered "two men and a truck for \$63.99 per hour."<sup>1</sup>
3. On June 25, 2013, Staff sent an email to [citytocitymovers1@gmail.com](mailto:citytocitymovers1@gmail.com) requesting an estimate for a move from a two-bedroom home in Bremerton to a house in Port Orchard. Additionally, Staff asked for the company to provide its license information. On the same day, Staff received an email response from Casandra Pugh saying that the company operates under the business license of

<sup>1</sup> See Attachment A for Craigslist advertisements for City to City Movers, printed June 24, 2013.

“Cope Quality Services.” Casandra also quoted \$83.99 per hour for a move taking place Sunday through Thursday and an additional \$10 per hour for a weekend move. She wrote, “this rate covers your truck, gas, mileage, and labor all included, no hidden fees...”

4. Staff searched records related to Casandra Pugh d/b/a City to City Movers and Cope Quality Services to determine whether the company held a household goods permit. According to Commission records, as of March 3, 2014, there is no record of Casandra Pugh d/b/a Movers Plus or Cope Quality Services now (or ever) holding a household goods permit.
5. According to the Washington Department of Revenue’s business licensing service, “Cope Quality Services” is a janitorial services company governed by Carrie LeAnn Creech.<sup>2</sup> The company’s business and mailing address are 286 NE Max William Loop, Poulsbo, WA 98370. An internet search of Cope Quality Service reveals a telephone number of 360-525-7025. A review of Carrie Creech’s Facebook profile reveals that she is Casandra Pugh’s mother.
6. On July 8, 2013, Staff sent a compliance letter to Casandra Pugh d/b/a City to City Movers, at 3060 NE McWilliams Rd., Trlr 23, Bremerton, WA 98311 and Carrie LeAnn Creech, at 286 NE Max William Loop, Poulsbo, WA 98370, (1) outlining the licensing process for household goods movers, directing Casandra Pugh and Carrie LeAnn Creech 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. Ms. Pugh and Ms. Creech were required to respond or apply by July 22, 2013.
7. On July 15, 2013, Staff received a call from Carrie Creech about the compliance letter. She told Staff that she did not know what it was about because her company, Cope Quality Services, does not provide household goods moves. She said she thought her daughter was operating a moving company, but doesn’t understand why she received the letter.
8. On the same day, Staff received another call about the compliance letter from Casandra Pugh. Casandra told Staff that her mother told her about the letter, but that she didn’t receive it, because it was sent to the wrong address. Staff explained that she needed a permit to operating a moving company in Washington. Casandra said she was providing moving labor and doesn’t own any trucks. Staff told her that she must make that clear in her advertisements. Staff asked for a new address, and was provided: 4898 Driftwood Dr., Bremerton, WA 98312. Staff mailed a copy of the compliance letter to the new address for Casandra Pugh.

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<sup>2</sup> See Attachment B for a copy of the Department of Revenue registration for Carrie LeAnn Creech d/b/a Cope Quality Services.

9. On December 23, 2013, Staff conducted an internet search for advertisements for Cope Quality Services, City to City Movers, and the telephone number 360-525-7025. Staff found a Craigslist advertisement for "Moving We Do it All" and "We will do the full service move for you at a low price...Call Cope Quality Service 360-525-7025."
10. On March 5, 2014, after confirming that no permit application had been submitted for "Cope Quality Services" or "Carrie Creech," I conducted another internet search. I found an advertisement on a <http://seattleinfo.mmmzuche.com> offering two moving packages. Both packages state "Your truck" but then state, "mileage and gas are included up to 20 miles," and list the size of trucks according to package prices.<sup>3</sup>
11. On March 5, 2014, I called 360-525-7025 and asked if I had reached a moving company, the person answering said "yes," but Carrie was not available, and asked me to call back in ten minutes. I called back and the telephone was answered by "Carrie." I told her I was interested in moving my aunt from a three bedroom in Bremerton to Gig Harbor. Carrier told me they had two packages. The first was four men and a truck with all the supplies for \$90 per hour, including tax with a three hour minimum. The second was the same, but with three men for \$85 per hour. She then offered to help me pack my aunt, since her business was mostly helping the elderly. When I asked her if she would be doing the actual moving she said, "No, my friend Rickey does the moving for me." When I asked if he had a business name, she told me it was "Right Choice Movers."

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

  
LYNDA HOLLOWAY

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<sup>3</sup> See Attachment C for the

Attachment A

**LOW COST MOVERS>>>CLICK HERE>>>DISCOUNTS  
(LOAD/UNLOAD (LABOR ONLY))**

**LOW COST MOVERS**  
**(206) 788 - 7120**

You rent a truck from any truck rental company,  
we do the labor and you save alot of money!

*\*We are not affiliated with Budget or U-Haul.*

**NEED BOXES?**  
**NEED PACKING SUPPLIES?**  
**PACKING SERVICES?**  
**CLEANING SERVICES?**  
**BUNDLE & SAVE TODAY!!**

**2 MAN CREW  
\$40.00 HOUR**

**3 MAN CREW  
\$60.00 HOUR**  
**3 HOUR MIN.**

**FREE OF CHARGE**  
DOLLYS  
BLANKETS  
PUSH-CARTS  
STRAPS & COROS

LIKE US ON FACEBOOK  
<https://www.facebook.com/citylocitymovers>  
& RECEIVE 10% DISCOUNT  
SENIOR & MILITARY JUST ASK

VISA MASTERCARD

YOU RENT A TRUCK FROM ANY TRUCK RENTAL COMPANY...

WE DO THE LABOR AND YOU SAVE A LOT OF MONEY!!!

((We are not affiliated with budget or U-Haul))

WE TAKE CARE OF OUR CUSTOMERS FROM (((HELLO!!!)))

MOST COMPETITION AROUND CHARGE FOR THIS & THAT..MAKING IT ALMOST IMPOSSIBLE FOR SOME CUSTOMERS TO RECEIVE MOVING HELP @ AN AFFORDABLE PRICE!!

THATS WHERE LOW COST MOVERS COME INTO HELP..WE GIVE DISCOUNTS...WE WORK WITH YOUR BUDGET!!!NOT TO MENTION YOUR BACK...WHAT ARE YOU WAITING FOR

<http://seattle.craigslist.org/kit/lbs/3841144175.html>

6/24/2013

CALL RIGHT NOW TO BOOK YOUR NEXT BEST MOVE!!

CASANDRA 206-788-7120

<https://www.facebook.com/citytocitymovers>

Like us on Facebook CLICK LINK ABOVE

citytocitymovers1@gmail.com

Professional Movers and Affordable Prices!!

Packing, Moving, & Cleaning Packages ASK TODAY!!

@ LOW LOW MONEY SAVING PRICES!!!

- Location: LOAD/UNLOAD (LABOR ONLY)
- it's NOT ok to contact this poster with services or other commercial interests

Posting ID: 3841144175    Posted: 2013-05-31, 11:32AM PDT    Updated: 2013-06-22, 11:57AM PDT    [email to a friend](#)

No contact info?  
if the poster didn't include a phone number, email, or  
other contact info, craigslist can notify them via email.

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FORMAT: mobile regular

**Need packers? MOVING??? Need Cleaners? Need Labor & Truck  
(Call us now 206-788-7120 Bundle & Save)**

Licensed, Bonded, & Insured!! Need insurance, we got you covered.

<https://www.facebook.com/citytocitymovers>  
Like us on Facebook CLICK LINK ABOVE

citytocitymovers1@gmail.com

Have faith in my guys, this is their livelihood and take pride in what they do!

I supply all the tools to disassemble and re-assemble furniture, have all the commercial blankets, dollies, push carts, straps, ropes etc, for a smooth move!

NO HIDDEN FEES

NO CHARGE FOR GAS, OR MILEAGE!!

SENIOR & MILITARY DISCOUNT, PLEASE ASK!!

Call or text Casandra @ 206-788-7120

★ BIG OR small WE MOVE IT ALL! ★

- Location: Call us now 206-788-7120 Bundle & Save
- it's NOT ok to contact this poster with services or other commercial interests

Posting ID: 3883948218 Posted: 2013-06-20, 1:12PM PDT Updated: 2013-06-24, 11:28AM PDT [email to a friend](#)

No contact info?  
if the poster didn't include a phone number, email, or  
other contact info, craigslist can notify them via email.

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FORMAT: mobile regular

<http://seattle.craigslist.org/kit/lbs/3883948218.html>

6/24/2013

## Attachment B

may be registered with other agencies in the state.

### Washington State Department of Revenue State Business Records Database Detail

TAX REGISTRATION NO:	602458422	ACCOUNT OPENED:	03/01/2013 12:00:00 AM
UBI:	602458422	ACCOUNT CLOSED:	OPEN
ENTITY NAME:	CREECH CARRIE L		
BUSINESS NAME:	COPE QUALITY SERVICES		
MAILING ADDRESS:	BUSINESS LOCATION:		
286 NEMAX WILLIAM LOOP	286 NEMAX WILLIAM LOOP		
POULSBO, WA 98370-9162	POULSBO, WA 98370-9162		
ENTITY TYPE:	SOLE PROPRIETOR	RESELLER PERMIT NO:	N/A
NAICS CODE:	561720	PERMIT EFFECTIVE:	N/A
NAICS DEFINITION:	JANITORIAL SERVICES	PERMIT EXPIRES:	N/A

FOR NON-COMMERCIAL USE ONLY

## Attachment C

[CL](#) > [seattle](#) > [seattle](#) > [all services offered](#) > [labor & moving](#)

[reply](#)

[X flag](#)

Posted: 16 days ago

### MOVING WE DO IT ALL (PACK CLEAN ORGANIZE)



LET US TAKE CARE OF IT ALL!  
WE WILL DO THE FULL SERVICE MOVE FOR YOU AT A LOW PRICE  
PACKING  
MOVING  
UNPACKING  
ORGANIZING  
CLEANING  
EVEN THE YARD WORK  
LICENSED BONDED AND INSURED  
CALL COPE QUALITY SERVICE 360-525-7025

- Location: PACK CLEAN ORGANIZE
- do NOT contact me with unsolicited services or offers

post id: 4233427987   posted: 16 days ago   updated: 6 days ago   [email to friend](#)   [♥ best of](#)

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<http://seattle.craigslist.org/see/lbs/4233427987.html>

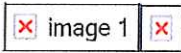
12/23/2013

DECLARATION OF LYNDA HOLLOWAY - 8



## Attachment D

"...loads of fun!"



PACKAGE A: YOUR TRUCK UP TO 17 FT LONG 2 MEN ALL GAS AND MILEGE INCLUDED UP TO 20 MILES ROUND TRIP \$70.00 PER HOUR.. 3 HOUR MINIMUM PACKAGE B:YOUR TRUCK UP TO 17 FT LONG 3 MEN ALL GAS AND MILEGE INCLUDED UP TO 20 MILES ROUND TRIP 85.00 PER HOUR.. 3 HOUR MINIMUM PACKAGE C:YOUR TRUCK STARTING AT 24FT UP TO 26FT 2 MEN ALL GAS AND MILEGE INCLUDED UP TO 20 MILES ROUND TRIP \$80.00 PER HOUR.. 4 HOUR MINIMUM PACKAGE D:YOUR TRUCK STARTING AT 24FT UP TO 26FT 3 MEN ALL GAS AND MILEGE INCLUDED UP TO 20 MILES ROUND TRIP \$95.00 PER HOUR.. 4 HOUR MINIMUM ALL PACKAGES INCLUDE ~APPLIANCE DOLLYS~MOVING PADS~\*MILEAGE between 21up to 60 ON A ROUND TRIP WILL BE A ONE TIME CHARGE IN THE AMOUNT OF PACKAGE HOURLY RATE ex; if you pick package A you pay \$70.00 one time additional fee if you go over 20 miles round trip. You receive up to 60 miles total round trip included in this fee. \*We offer packing and cleaning for additional fees. When bundling services the more you bundle the more you save..\*PACKING MATERIALS AND SUPPLIES ARE NOT PROVIDED WITH OUR PACKING SERVICES TAXES ARE INCLUDED IN OUR PRICES.PIANO CHARGED SEPERATE STARTING AT 200.00WE ACCEPT CASH~ATM DEBIT CREDIT AND ANY MAJOR CC.WE LOOK FORWARD TO MOVING YOU!!!Call Carrie 360-525-7025

· AdChoices (p> [▶ Events Seattle WA](#) [▶ Sewing Embroidery](#) [▶ Sewing Machine](#) [▶ Janome Embroidery](#)

Tags : [MOVING? CALL US ! \(360-525-7025\)](#)

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<http://seattleinfo.mmmzuche.com/moving-call-us-360-525-7025/seattle/>

3/5/2014