

BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION

WASHINGTON UTILITIES AND  
TRANSPORTATION COMMISSION,

Complainant,

v.

TLC MOVING & STORAGE, INC.; PRO  
MOVERS, LLC; ERIC'S SMALL MOVES  
& DELIVERY, LLC; CLUTTER, INC.; I  
HEART MOVERS, LLC; MENDEZ  
MOVERS, LLC; TRIPLE 7 MOVERS OF  
WASHINGTON, LLC; YBARRA, SARA  
d/b/a PRECISION MOVERS, FIVE STAR  
MOVING SERVICES, SPOKANES NO1  
QUALITY MOVING CO, AND THE  
ULTIMATE HOUSEHOLD GOODS  
MOVING CO; LOYALTY MOVING,  
LLC; AND MIRACLE MAN MOVERS,  
LLC,

Respondents.

DOCKET TV-240592

DECLARATION OF ESTHER  
NEAL

I, Esther Neal, under penalty of perjury under the laws of the state of Washington, declare as follows:

1. I am employed by the Washington Utilities and Transportation Commission (Commission) as a regulatory analyst in the Administrative Services Section. My duties include processing the statutorily required annual reports and verifying payment of regulatory fees due to the Commission.
2. All regulated household goods carriers must submit annual reports and file regulatory fees by May 1 of each year, in accordance with RCW 81.04.080. Each year, the Commission provides an annual report form to facilitate these submissions.
3. On March 1, 2023, the Commission sent an email notification to all regulated companies informing them that the 2022 annual report forms were available on the

Commission's website for download and reminding them that complete reports and regulatory fee payments must be received by the Commission no later than May 1, 2023. Email notification is sufficient in accordance with WAC 480-07-150. A true and correct copy of the emailed notification is attached to this declaration as Attachment A.

4. On March 1, 2024, the Commission sent an email notification to all regulated companies informing them that the 2023 annual report forms were available on the Commission's website for download and reminding them that complete reports and regulatory fee payments must be received by the Commission no later than May 1, 2024. Email notification is sufficient in accordance with WAC 480-07-150. A true and correct copy of the emailed notification is attached to this declaration as Attachment B.
5. TLC Moving & Storage Inc. (TLC Moving) is a Washington profit corporation that engages in business as a household goods carrier under Commission-issued permit HG042102.
6. TLC Moving failed to submit their 2023 annual report and regulatory fee by the required deadline. This is based on my review of the Commission's records and documents.
7. I attempted to contact TLC Moving on three occasions (dates: May 10, 2024, May 21, 2024, and August 1, 2024). The company submitted a late regulatory fee payment, but has failed to submit a complete, and thus acceptable, annual report. TLC Moving remains out of compliance with RCW 81.04.080 and WAC 480-15-480, which require submission of a complete annual report.
8. Pro Movers LLC (Pro Movers) is a Washington limited liability company that engages in business as a household goods carrier in Washington under Commission-issued permit HG066237.
9. Pro Movers failed to submit their 2023 annual report and regulatory fee by the required deadline. This is based on my review of the Commission's records and documents.
10. I attempted to contact Pro Movers on four occasions (dates: May 10, 2024, May 28, 2024, August 2, 2024, and August 5, 2024). The company submitted a late annual report, but has failed to submit their regulatory fee payment. Pro Movers remains out of compliance with RCW 81.04.080 and WAC 480-15-480, which require submission of regulatory fees.
11. Eric's Small Moves & Delivery LLC (Eric's Small Moves) is a Washington limited liability company that engages in business as a household goods carrier under Commission-issued permit HG067465.

12. Eric's Small Moves failed to submit their 2023 annual report and regulatory fee by the required deadline. This is based on my review of the Commission's records and documents.
13. I attempted to contact Eric's Small Moves on two occasions (dates: May 10, 2024 and August 2, 2024). The company has been nonresponsive. Eric's Small Moves remains out of compliance with RCW 81.04.080 and WAC 480-15-480, which require submission of regulatory fees and an annual report.
14. Clutter Inc. is a foreign profit corporation that engages in business as a household goods carrier under Commission-issued permit HG067494.
15. Clutter Inc. failed to submit their 2023 annual report and regulatory fee by the required deadline. This is based on my review of the Commission's records and documents.
16. I attempted to contact Clutter Inc. on five occasions (dates: May 10, 2024, May 31, 2024, June 5, 2024, June 11, 2024, and August 2, 2024). The company submitted a late annual report, but has failed to submit their regulatory fee payment. Clutter Inc. remains out of compliance with RCW 81.04.080 and WAC 480-15-480, which require submission of regulatory fees and a complete annual report.
17. I Heart Movers, LLC (I Heart Movers) is a Washington limited liability company that engages in business as a household goods carrier under Commission-issued permit THG068176. This company's business status is noted as "delinquent" according to the Washington Secretary of State's website.
18. I Heart Movers failed to submit their 2023 annual report and regulatory fee by the required deadline. This is based on my review of the Commission's records and documents.
19. I attempted to contact I Heart Movers on two occasions (dates: May 10, 2024 and August 2, 2024). The company has been nonresponsive. I Heart Movers remains out of compliance with RCW 81.04.080 and WAC 480-15-480, which require submission of regulatory fees and an annual report.
20. Mendez Movers LLC (Mendez Movers) is a Washington limited liability company that engages in business as a household goods carrier under Commission-issued permit THG068506.
21. Mendez Movers failed to submit their 2023 annual report and regulatory fee by the required deadline. This is based on my review of the Commission's records and documents.

22. I attempted to contact Mendez Movers on two occasions (dates: May 10, 2024 and August 2, 2024). The company has been nonresponsive. Mendez Movers remains out of compliance with RCW 81.04.080 and WAC 480-15-480, which require submission of regulatory fees and an annual report.
23. Triple 7 Movers of Washington LLC (Triple 7 Movers) is a Washington limited liability company that engages in business as a household goods carrier under Commission-issued permit HG067396.
24. Triple 7 Movers failed to submit their 2023 annual report and regulatory fee by the required deadline. This is based on my review of the Commission's records and documents.
25. I attempted to contact Triple 7 Movers on two occasions (dates: May 10, 2024 and August 2, 2024). The company has failed to pay their regulatory fee and submit a complete annual report. Triple 7 Movers remains out of compliance with RCW 81.04.080 and WAC 480-15-480, which require submission of regulatory fees.
26. Ybarra, Sara d/b/a Precision Movers, Five Star Moving Services, Spokanes NO1 Quality Moving Co, and The Ultimate Household Goods Moving Co engages in business as a household goods carrier under Commission-issued permit THG071115. This company did not show up in my searches of the Secretary of State's website and therefore appears not to be registered with the Washington Secretary of State's office.
27. Ybarra, Sara failed to submit their 2023 annual report and regulatory fee by the required deadline. This is based on my review of the Commission's records and documents.
28. I attempted to contact Ybarra, Sara on two occasions (dates: May 10, 2024 and August 2, 2024). The company has been nonresponsive. Ybarra, Sara remains out of compliance with RCW 81.04.080 and WAC 480-15-480, which require submission of regulatory fees and an annual report.
29. Loyalty Moving LLC (Loyalty Moving) is a Washington limited liability company that engages in business as a household goods carrier under Commission-issued permit THG071009. This company's business status is noted as "delinquent" according to the Washington Secretary of State's website.
30. Loyalty Moving failed to submit their 2023 annual report and regulatory fee by the required deadline. This is based on my review of the Commission's records and documents.
31. I attempted to contact Loyalty Moving on two occasions (dates: May 10, 2024 and August 2, 2024). The company has failed to pay their regulatory fee and submit a complete annual report. Loyalty Moving remains out of compliance with

RCW 81.04.080 and WAC 480-15-480, which require submission of regulatory fees and an annual report.

32. Miracle Man Movers LLC (Miracle Man) is a Washington limited liability company that engages in business as a household goods carrier under Commission-issued permit THG068778.
33. Miracle Man failed to submit a complete, and thus acceptable, 2022 annual report by the required deadline. Miracle Man paid a 2022 regulatory fee on time, but because it did not submit a complete report, I cannot determine whether the submitted fee is in the correct amount. This is based on my review of the Commission's records and documents.
34. I attempted to contact Miracle Man on fourteen occasions (dates: May 1, 2023, May 2, 2023, May 3, 2023, May 25, 2023, June 8, 2023, June 14, 2023, August 30, 2023, November 2, 2023, December 4, 2023, January 2, 2024, January 4, 2024, January 8, 2024, June 25, 2024, and August 2, 2024). The company has failed to submit an acceptable report. Miracle Man remains out of compliance with RCW 81.04.080 and WAC 480-15-480, which require submission of a complete annual report.
35. In preparation for this proceeding, I procured a list generated from the Commission's Annual Report Tracking System (ARTS) of permitted household goods carriers that had either not filed a complete annual report or had not paid regulatory fees, or both. As of September 27, 2024, the Commission still had not received either a complete annual report or a regulatory fee payment, or both, from the above-named household goods carriers.

DATED this 27 day of September, 2024, at Lacey, Washington.

/s/ Esther Neal

ESTHER NEAL