



STATE OF WASHINGTON  
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION  
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250  
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December 6, 2012

David W. Danner, Executive Director and Secretary  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Dr. SW  
P.O. Box 47250  
Olympia, WA 98504-7250

RE: *Washington Utilities and Transportation Commission v. Hansen Bros. Transfer & Storage Co., Inc.*  
Commission Staff's Recommendation that the Suspended Penalty be Waived  
Docket TV-102032

Dear Mr. Danner:

On April 28, 2011, the Washington Utilities and Transportation Commission issued Initial Order-01 Approving and Adopting Settlement Agreement; Mitigating Penalties, to \$800, Suspending Penalties, In Full, On Condition, in the above-referenced docket. The order became final by operation of law on May 19, 2011.

Under the terms of the settlement, the parties agreed that the mitigated penalty of \$800 was suspended in its entirety, provided Hansen Bros. Transfer & Storage Co., Inc., (Hansen Brothers) sends representatives from each of its three offices to a commission training session, complies with commission laws and rules generally and takes specific compliance actions with respect to three general areas of non-compliance identified in staff's investigation report that gave rise to the complaint: estimates, supplemental estimates and bills of lading. Further, Hansen Brothers agreed to redesign its estimate and information forms. The settlement agreement also required commission staff to conduct a follow-up investigation and provide a recommendation regarding the suspended penalty.



In November 2012, staff conducted a follow up investigation to determine whether Hansen Brothers had come into compliance in the three areas identified in the settlement agreement, attended commission conducted training, and redesigned its estimate and information forms. Staff reviewed documents for 30 moves performed by Hansen Brothers during the month of January 2012 for new and repeat violations, and found no new violations. With respect to each of the violations identified in staff's investigation report, staff found as follows:

**Estimates—Required:** For each of the 30 moves reviewed, an estimate was issued in compliance with WAC 480-15-630.

**Estimates—Format and Completion:** For 27 of the 30 moves reviewed, an estimate was formatted and completed in compliance with WAC 480-15-630 and Tariff 15-C, Item 85. Hansen Brothers did not obtain signatures on three estimates, for customers Larson, Lee and Johnson, acknowledging receipt of the brochure "Your Guide to Moving in Washington State," in violation of WAC 480-15-630 and Tariff 15-C, Item 85.

**Estimates—Supplemental Estimates:** For 29 of the 30 moves reviewed, supplemental estimates were issued when required by WAC 480-15-630(3). Hansen Brothers failed to issue a supplemental estimate for customer Bliggenstorf. The customer received an estimate of \$327.60 and was billed \$436.80. The maximum charge allowed without issuing a supplemental estimate is \$409.50. The final charge of \$436.80 exceeded 125 percent of the original estimate by \$27.30. In addition, the supplemental estimate for customer Macomber failed to provide sufficient detail for the services provided, in violation of WAC 480-15-630(3) and Tariff 15-C, Item 85(3)(e).

**Bills of Lading—Required:** For each of the 30 moves reviewed, a bill of lading was issued in compliance with WAC 480-15-710.

**Bills of Lading—Format and Completion:** For each of the 30 moves reviewed, the bill of lading was formatted and completed in compliance with WAC 480-15-710 and Tariff 15-C, Item 95.

**Tariff Rates and Charges:** For each of the 30 moves reviewed, the rates and charges complied with Tariff 15-C, as required by WAC 480-15-630.

**Training—Required:** Hansen Brothers sent 13 employees to the commissions household goods training on April 26, 2011, including Larry Nelson, President of Hansen Brothers.

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Staff found that Hansen Brothers demonstrated substantial compliance with commission laws and rules, and cured the specific violations identified in staff's investigation report that gave rise to the complaint. Accordingly, staff recommends that the suspended penalty of \$800 be waived.

Sincerely,

A handwritten signature in cursive script, appearing to read "S. Wallace".

Sharon Wallace, Assistant Director  
Consumer Protection and Communications