

Best Moving & Delivery, LLC
Ivan A. Ratko
32829 Pacific Hwy S #3451
Federal Way WA 98063
Direct 206.613.9559
Bestmovinganddelivery@gmail.com

April 29, 2015

VIA ELECTRONIC FILING

Mr. Steven V. King, Executive Director and Secretary
Washington Utilities and Transportation Commission
1300 South Evergreen Park Drive SW
Olympia, Washington 98504-7250

Re: Best Moving and Delivery, LLC. - Request for administrative review and **lifting** the
Imposed Penalties and terminating the decision revoking Household Goods Permit.
Docket No. TV-132030

Dear Mr. King:

I am writing this letter for administrative review.

Quality Hard work and great customer service are my top priorities. I have not received a single complaint from our customer unfair pricing and quality of work provided.

- A. Best Moving will be working with WUTC, as well as with and our software engineers (electronic estimate design & formatting), to correct and deficiencies per WUTC recommendation and to ensure complete regulatory compliance in required forms and format.
- B. Best Moving will be voluntarily attending the upcoming HHG Rules, Tariff and Safety Training Sponsored by WUTC.
- C. Best Moving is dedicated to consumer quality, satisfaction, and protection. We worked closely with WUTC to resolve the violations noted by the Commission.
- D. As a small business in slow economy, Best Moving continues to pay every imaginable tax and regulatory fee. As such, we simply cannot afford to pay any additional unbudgeted expense (fines). We are dedicated to corporate excellence and continual

improvement, and will therefore always welcome the WUTC's input and guidance. We appreciate your consideration in this significant matter. Thank you

1. **NO Continuing** violations of the Commission's advertising and Household goods rules are been committed.
2. **I have continued to provide** written estimates, including cube sheets, to customers prior to the move.
3. Bill of lading format, including required language regarding contract terms and conditions **has been corrected.**
4. Our Company's **has** business address on the website and forms.
5. Estimate Form has been **corrected** and with compliance Utc Rules. (Please see attachment below.
6. Consumer Guide Moving in Washington State link & brochure **has been added** to website/forms and email attachment.
[Washington State Consumer Handbook](#)
7. Estimate Forms **are not falsified** (I prepared an estimate for every of 31 customers mentioned in the docket, prior move date based on job description client provided over the phone or/and email. Customer has not requested a copy written estimate for that reason forms were not signed nor presented to customer. Estimate forms are kept for our record.)

We have received **No complaints to our business practice and confident**
We provide a great value and honest hard work to our valued customers.

Thanks for your consideration,

Sincerely,

Ivan A. Ratko / owner
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