



STATE OF WASHINGTON
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION
1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY (360) 586-8203

August 1, 2011

Gerald Jahn
d/b/a Spokane Movers
PO Box 19232
Spokane, WA 99219

RE: Follow-up investigation, Docket No. TV-100322, recommending suspended penalty be waived

Dear Mr. Jahn:

The Utilities and Transportation Commission staff has reviewed all of the documents you provided in response to staff's data request of June 2, 2011. This letter serves as a follow-up to the 2010 Investigation Report issued in Docket No. TV-100322. Staff reviewed documents for 71 moves performed during the months of March and April 2011. Of those moves, 66 were jurisdictional, and five were commercial or in-home moves. Staff reviewed the 66 jurisdictional moves for new and repeat violations. Staff found no new violations. With respect to each of the violations identified in the 2010 Investigation Report, staff finds as follows:

Estimates—Required: For each of the 66 moves reviewed, an estimate was issued in compliance with WAC 480-15-630.

Estimates—Format and Completion: For each of the 66 moves reviewed, the estimate was formatted and completed in compliance with WAC 480-15-630 and Tariff 15-C, Item 85.

Estimates—Cube Sheets: For each of the 66 moves reviewed, a cube sheet was issued in compliance with WAC 480-15-630 and Tariff 15-C, Item 85.

Estimates—Supplemental Estimates: For each of the 66 moves reviewed, supplemental estimates were issued when required by 480-15-630.

Bills of Lading—Required: For each of the 66 moves reviewed, a bill of lading was issued in compliance with WAC 480-15-710.

Gerald Jahn d/b/a Spokane Movers
August 1, 2011
Page 2

Bills of Lading—Format and Completion: For each of the 66 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 61 of the 66 moves reviewed, the rates and charges were in compliance with Tariff 15-C as required by WAC 480-15-490. **Tariff 15-C, Item 230 requires minimum charges for hourly-rates moves, including a minimum of four hours for moves performed on a Saturday or Sunday at the customer's request.** Spokane Movers failed to bill the minimum charge for five of the moves reviewed, as follows:

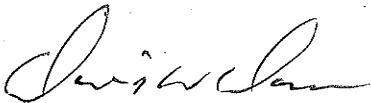
- On Saturday, March 26, customer Capawl was billed 2.75 hours.
- On Saturday, April 9, customer Phoenix was billed for 2 hours.
- On Saturday, April 23, customer Eaton was billed for 3 hours.
- On Saturday, April 23, customer Warren was billed for 3.75 hours.
- On Saturday, April 23, customer Larsen was billed for 2 hours.

Staff advises that Spokane Movers must properly charge the minimum for Saturday and Sunday moves as required by WAC 480-15-490 and Tariff 15-C, Item 230. Staff considers this letter as the company's final technical assistance on this issue. Future violations will result in penalties.

Staff finds that Spokane Movers demonstrated substantial compliance with the commission laws and rules addressed in the 2010 Investigation Report. Accordingly, staff recommends that the suspended penalty of \$5,900 be waived.

If you have any questions, you may contact Rayne Pearson, Compliance Investigator. Ms. Pearson can be reached at (360) 664-1111 or by email at rpearson@utc.wa.gov.

Sincerely,



David W. Danner
Executive Director and Secretary