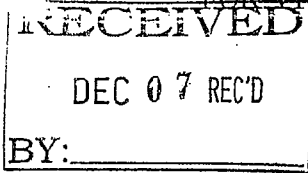


# WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

## NOTICE OF PENALTIES INCURRED AND DUE FOR VIOLATIONS OF LAWS AND RULES

SERVICE DATE

DEC 04 2009



PENALTY ASSESSMENT: TV-091445

PENALTY AMOUNT: \$900

IRVINGTON TRANSFER AND STORAGE D/B/A  
ITS GLOBAL RELOCATION SERVICES  
PO BOX 20367  
PORTLAND, OR 97294

*Original  
MAILED  
12/15/09  
(First class mail)  
also class mail  
file to  
Carlene Hughes*

The Washington Utilities and Transportation Commission (Commission) believes that you have committed one or more violations of Washington Administrative Code (WAC) 480-15-630, which specifies how household good moving companies may issues supplemental estimates, and seven violations of provisions of Tariff 15-C, which identifies the rates and charges household goods companies may charge their customers, as well as the items a company must include on its estimate forms and bills of lading. Revised Code of Washington (RCW) 81.04.405 allows penalties of \$100 for every such violation.

As a part of a follow-up investigation of documents related to moves Irvington Transfer and Storage d/b/a ITS Global Relocation Services (ITS) performed in May 2009, and of all complaints and claims received from January 1, 2009, through May 31, 2009, Commission staff identified a number of violations of Tariff 15-C and a violation of WAC 480-15-630(3). As a result, the Commission hereby notifies you that it has assessed penalties against you in the amount \$900, as follows:

- Failure to include e-mail address of company on estimate form.  
VIOLATION: Tariff 15-C, Item 85 (2)(a)
- Failure to include customer phone number on estimate form.  
VIOLATION: Tariff 15-C, Item 85(2)(d)
- Failure to include origin of shipment or destination of shipment on estimate form.  
VIOLATION: Tariff 15-C, Item 85(2)(f)
- Failure to properly calculate mileage for distance move between Battle Ground and Allyn on estimate.  
VIOLATION: Tariff 15-C, Item 105(6)
- Failure to list proper tariff rate for long-carry charge on estimate form.  
VIOLATION: Tariff 15-C, Item 160
- Failure to issue a supplemental estimate when the circumstances surrounding the move changed to increase the cost of the move.  
VIOLATION: WAC 480-15-630(3)

- Failure to include e-mail address of company on bill of lading.  
VIOLATION: Tariff 15-C, Item 95(1)(a)
- Failure to include address of intermediate stop on bill of lading.  
VIOLATION: Tariff 15-C, Item 95(1)(f)
- Failure to properly calculate mileage for distance move between Battle Ground and Allyn on bill of lading.  
VIOLATION: Tariff 15-C, Item 95(1)(i)

This information, if proved at a hearing and not rebutted or explained, is sufficient to support the penalty assessment.

Your penalty is due and payable now. If you believe the violation did not occur, you may request a hearing to contest the penalty assessment. If there is a reason for the violation that you think should excuse you from the penalty, you may ask for mitigation (reduction) of this penalty. *See* RCW 81.04.405.

You have the right to present your request for review or mitigation at a hearing, but you are not required to do so. If you do, the Commission will review the evidence supporting your request in an informal hearing, called a Brief Adjudicative Proceeding, before an administrative law judge. The administrative law judge will consider your plea and notify you of his or her decision.

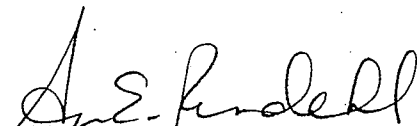
**You must act within 15 days after receiving this notice** to do one of the following:

- Pay the amount due.
- Request a hearing to contest the occurrence of the violations.
- Request mitigation to contest the amount of the penalty.

Please indicate your selection on the enclosed form and send it to the Washington Utilities and Transportation Commission, Post Office Box 47250, Olympia, Washington 98504-7250, **within FIFTEEN (15) days** after you receive this notice.

**If you do not act within 15 days**, the Commission may refer this matter to the Office of the Attorney General for collection. The Commission may then sue you to collect the penalty.

DATED at Olympia, Washington, and effective December 4, 2009.

  
ANN E. RENDAHL  
Director, Administrative Law Division

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

PENALTY ASSESSMENT TV-091445

PLEASE NOTE: You must complete and sign this document, and send it to the Commission within 15 days after you receive the penalty assessment. Use additional paper if needed.

I have read and understand RCW 9A.72.020 (printed below), which states that making false statements under oath is a class B felony. I am over the age of 18, am competent to testify to the matters set forth below and I have personal knowledge of those matters. I hereby make, under oath, the following statements.

[ ] 1. Payment of penalty. I admit that the violation occurred and enclose \$900 in payment of the penalty.

[X] 2. Request for a hearing. I believe that the alleged violation did not occur, based on the following information, and request a hearing for a decision by an administrative law judge: NOTE: SOME OF THE ALLEGED VIOLATIONS DID OCCUR, BUT OCCURRENCE WAS WITH MISUNDERSTANDING OF RULES, NOT NEGLIGENCE OF RULES. SOME ALLEGED VIOLATIONS DID NOT OCCUR.

[ ] 3. Application for mitigation. I admit the violation, but I believe that the penalty should be reduced for the reason(s) set out below.
[ ] a) I ask for a hearing for a decision by an administrative law judge
OR [ ] b) I waive a hearing and ask for an administrative decision on the information I present here:

I declare under penalty of perjury under the laws of the State of Washington that the foregoing, including information I have presented on any attachments, is true and correct.

Dated: 12/15/09 [month/day/year], at PORTLAND, OR [city, state]

IRVINGTON TRANSFER & STORAGE Co.
dba ITS GLOBAL RELOCATION SERVICES
Name of Respondent (company) - please print

[Signature]
Signature of Applicant
PRESIDENT
("Gene" Doencka)

RCW 9A.72.020:
"Perjury in the first degree. (1) A person is guilty of perjury in the first degree if in any official proceeding he makes a materially false statement which he knows to be false under an oath required or authorized by law. (2) Knowledge of the materiality of the statement is not an element of this crime, and the actor's mistaken belief that his statement was not material is not a defense to a prosecution under this section. (3) Perjury in the first degree is a class B felony."