

**BEFORE THE WASHINGTON STATE
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of Determining the Proper Carrier Classification of, and Complaint for Penalties against:) DOCKET TV-151656
)
)
)
HEIDI BERGMAN d/b/a ALICE THE MOVER) DECLARATION OF
) MEGAN BANKS
)

Megan Banks, under penalty of perjury under the laws of the State of Washington, declares as follows:

1. I am employed by the Washington Utilities and Transportation Commission (Commission) as a Compliance Investigator in the Consumer Protection and Communications Section. As a Compliance Investigator, my responsibilities include conducting investigations regarding the business practices of regulated utility and transportation companies. As part of those duties, I investigate household goods carriers that may be operating without the required Commission permit.
2. I began an investigation into the activities of Alice the Mover in April 2015, after finding an advertisement on the company's website, www.alicethemover.com, offering moving services. The website included a telephone number, (425) 530-8136, and two email address, info@alicethemover.com and heidi@alicethemover.com.¹
3. I reviewed Commission records related to Alice the Mover to determine whether the company held a household goods permit. According to Commission records, Ms. Bergman held a household goods permit from May 13, 2013, until her permit was cancelled on February 25, 2015, for a failure to maintain insurance.²
4. On April 1, 2015, I emailed heidi@alicethemover.com and requested an estimate for a move, with a truck, within Stanwood. On April 2, 2015, I received an email response from a person who identified herself as "Heidi Bergman" stating that a truck is included in the move offer but that I would need to call for an exact price

¹ See Attachment A for a copy of the company's website, www.alicethemover.com, which I printed on April 7, 2015.

² See Attachment B for a copy of the cancellation notice sent to Ms. Bergman on February 25, 2015.

and to book the move. Ms. Bergman provided her telephone number, (425) 530-8136, and email address, heidi@alicethemover.com.³

5. On June 2, 2015, I conducted a search of the Washington Department of Revenue's Business Licensing Services for "Alice the Mover." The search produced two records for Alice the Mover. One entity was governed by Heidi A. Bergman and the other was governed by Terry Munsell.⁴
6. On August 11, 2015, I conducted a reverse search on www.accurint.com for (425) 530-8136. The search produced two listings, including a listing for Heidi Bergman in Camano City, WA.⁵
7. On August 5, 2015, I confirmed that no permit application had been submitted for "Heidi Bergman" or "Alice the Mover." A search on the company's website, www.alicethemover.com, produced an active website.⁶
8. On August 7, 2015, I called (425) 530-8136 and left a voicemail requesting a move from Mount Vernon to Anacortes. A woman who identified herself as "Toni" called me back on August 7, 2015, stating she was calling on behalf of Heidi, the owner of Alice the Mover. She told me it would cost \$90 an hour for two men and a truck. In addition, Toni said there was a two hour minimum for any move, and that if the move was within 55 miles, there would not be an additional gas fee.

DATED this 9th day of September, 2015, at Olympia, Washington.


MEGAN BANKS

³ See Attachment C for a copy of the email exchange with heidi@alicethemover.com, which I printed on April 7, 2015.

⁴ See Attachment D for the two business licenses associated with Alice the Mover, which I printed on June 2, 2015.

⁵ See Attachment E for the www.accurint.com cover page, which I printed on August 11, 2015. The information of individuals who are not a party to this action has been redacted.

⁶ See Attachment F for a copy of the company's website, www.alicethemover.com, which I printed on August 5, 2015.

Attachment A

Alice the Mover Stanwood Wa

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- [Home](#)
- [Services](#)
- [Contact Us](#)
- [What Can Alice Do For You?](#)
- [Things You Should Know!!!](#)

Contact Us

If you want more information fill in this form. You will be contacted as soon as possible. Please fill in all required fields.

Your name *

Your email *

Phone number

How did you hear about us?

Describe your request

I agree with your terms and conditions

By submitting this form, you accept our privacy policy.

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You are here: [Home](#)

<http://www.alicethemover.com/>

4/7/2015

Welcome to Alice the Mover



Alice the Mover is located in Stanwood, Wa and services all of King, Snohomish, Skagit and Island County Washington. We are licensed, bonded and insured.



Please call us at (425) 530-8136

Or write us an email at: info@alicethemover.com

Why Alice?

At Alice the mover our focus is on you and your needs. We care about you and your things as if they were our own.



Specials

Call to see what specials we have running they change all the time.



Submit Express
[Search Engine Marketing](#)

Services



- Pack
- Haul
- Deliver to storage units
- Remove from storage units
- Customs packing

Search

Search...

Local Weather



Stanwood

Cloudy
Humidity: 67%
Wind: 8 mph

54°F

7 Apr 2015



57°F **11:00**

8 Apr 2015



61°F **11:00**

Get Our Newsletter

Specials

----- 10% off for Vet's ----- Mentions this add and get \$50.00 off on Min. 5hr Job.



Moving Specials



Free Estimates Over The Phone

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Contact Us

If you want more information fill in this form. You will be contacted as soon as possible. Please fill in all **required fields**.

Your name *

Your email *

Phone number

How did you hear about us?

Describe your request

I agree with your terms and conditions

By submitting this form, you accept our privacy policy.

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You are here: [Home](#) » [Contact Us](#)

Contact Us

 |  | Hits: 517

Direct Line: 425-530-8136

E-Mail: heidi@alicethemover.com

Search

Search...

Local Weather



Stanwood

Cloudy
Humidity: 67%
Wind: 8 mph

54°F

7 Apr 2015



57°F 

8 Apr 2015



61°F 

Get Our Newsletter

Specials

----- 10% off for Vet's ----- Mentions this add and get \$50.00 off on Min. 5hr Job.



Free Estimates Over The Phone

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Attachment B



STATE OF WASHINGTON

UTILITIES AND TRANSPORTATION COMMISSION

1300 S. Evergreen Park Dr. S.W., P.O. Box 47250 • Olympia, Washington 98504-7250

(360) 864-1180 • www.utc.wa.gov

Feb. 25, 2015

Heidi Ann Bergman
Alice the Mover
4133 268th St. NW
Stanwood, WA 98292

Re: Canceled Household Goods Permit

Dear Ms. Bergman:

Your household goods permit (THG-064915) was canceled on Feb. 25, 2015, for failure to maintain insurance. Unless and until you correct the issues that led to the cancellation, you may not conduct household goods moves in Washington.

You may not operate as a household goods mover in Washington state. Operating as a household goods mover without the required permit is illegal and subject to a penalty of \$5,000 per violation. This means that you may receive this penalty for each day you operate in violation of the law.

You may not advertise as a household goods mover in Washington state. Advertising for the transportation of property for compensation in Washington without a proper permit is against the law. The penalty for advertising without a permit is \$5,000 per violation. This means that you may receive a penalty for each and every advertisement.

If you advertise or operate as a household goods mover without a valid permit, the commission will take enforcement action against you. Such action will include the above-mentioned financial penalties; you will be served with a subpoena and be required to appear before a judge. In addition, the commission may file a civil action in Superior Court and request additional penalties against you should you fail to comply with commission's orders.

Alice the Mover
Feb. 25, 2015
Page 2

You may contact Tina Leipski at (360) 664-1170 to discuss the status of your canceled permit. If you have questions about the household goods laws, please contact Megan Banks, Compliance Investigator, at (360) 664-1129.

Sincerely,

**Sharon Wallace, Assistant Director
Consumer Protection and Communications**

Attachment C

Print

Page 1 of 1

Subject: RE: move within Stanwood
From: Heidi Bergman (heidi@alichelthemover.com)
To: sarah31986@yahoo.com;
Date: Thursday, April 2, 2015 2:32 PM

Sara,

Yes, we provide truck, labor, etc....Call me at 425-530-8136 to discuss. Or e-mail me your number and I will contact you...We are licensed, bonded and insured and have affordable rates and specials. As of today we have that date open, but it could change.

Heidi

425-530-8136

heidi@alichelthemover.com

From: Sara H. [mailto:sarah31986@yahoo.com]
Sent: Wednesday, April 01, 2015 4:48 PM
To: heidi@alichelthemover.com
Subject: move within Stanwood

Hi! Saw ur website. How much to move within Stanwood. Were moving from a 1 bed apt. to a 3 bed rental. Were hoping to move before April 15, but are flexible on the date. U provide a truck right?
Thxs! Sara

https://us-mg6.mail.yahoo.com/neo/launch?action=showLetter&umId=2_0_0_1_20087_ALPmjkQAAD... 4/7/2015

Attachment D

Business Licensing Service: License Query Search

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- [Contact us](#)
- [Forms](#)
- [About us](#)
- [Home](#)
- [Start your business](#)
- [Change or update your business information](#)
- [How to renew your license](#)

Search Business Licenses

License Information:

Entity Name: HEIDI A BERGMAN
Business Name: ALICE THE MOVER
License Type: Washington State Business
Entity Type: Sole Proprietor
UBI: 603355387 **Business ID:** 001 **Location ID:** 0001
Status: To check the status of this business, go to [Department of Revenue](#).

Location Address:
4133 268TH ST NW
STANWOOD, WA, 98292-6423

Mailing Address:
4133 268TH ST NW
STANWOOD, WA, 98292-6423

	Status	Expires	First Issued
Licenses Held at this location Statement General Business	Active	12/31/2015	12/11/2013

Governing People:
HEIDI A BERGMAN

Information Current as of 06/02/2015 6:43AM Pacific Time

This site is limited to searching for business licenses issued through the Washington State Business Licensing Service.

- [Contact us](#)
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- [Contact us](#)
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- [How to renew your license](#)

Search Business Licenses

License Information:

Entity Name: TERRY MUNSELL
Business Name: ALICES CHEAP TREE SERVICES
License Type: Washington State Business
Entity Type: Sole Proprietor
UBI: 601766692 **Business ID:** CO1 **Location ID:** 0001
Status: To check the status of this business, go to [Department of Revenue](#).

Location Address:
 4126 268TH ST NW
 STANWOOD, WA, 98292-6423

Mailing Address:
 4126 268TH ST NW
 STANWOOD, WA, 98292-6423

	Status	Expires	First Issued
Registered Trade Names:			
ALICES CHEAP TREE SERVICES	Active	N/A	02/10/2015
ALICES TREE SERVICE	Active	N/A	11/18/1999
CHEAP TREE SERVICE	Active	N/A	05/16/2002
TERRY'S ODD JOBS	Active	N/A	02/19/1997

Governing People:

TERRY MUNSELL

Information Current as of 06/02/2015 6:43AM Pacific Time

[New Search](#)

This site is limited to searching for business licenses issued through the Washington State Business Licensing Service.

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Attachment E

1

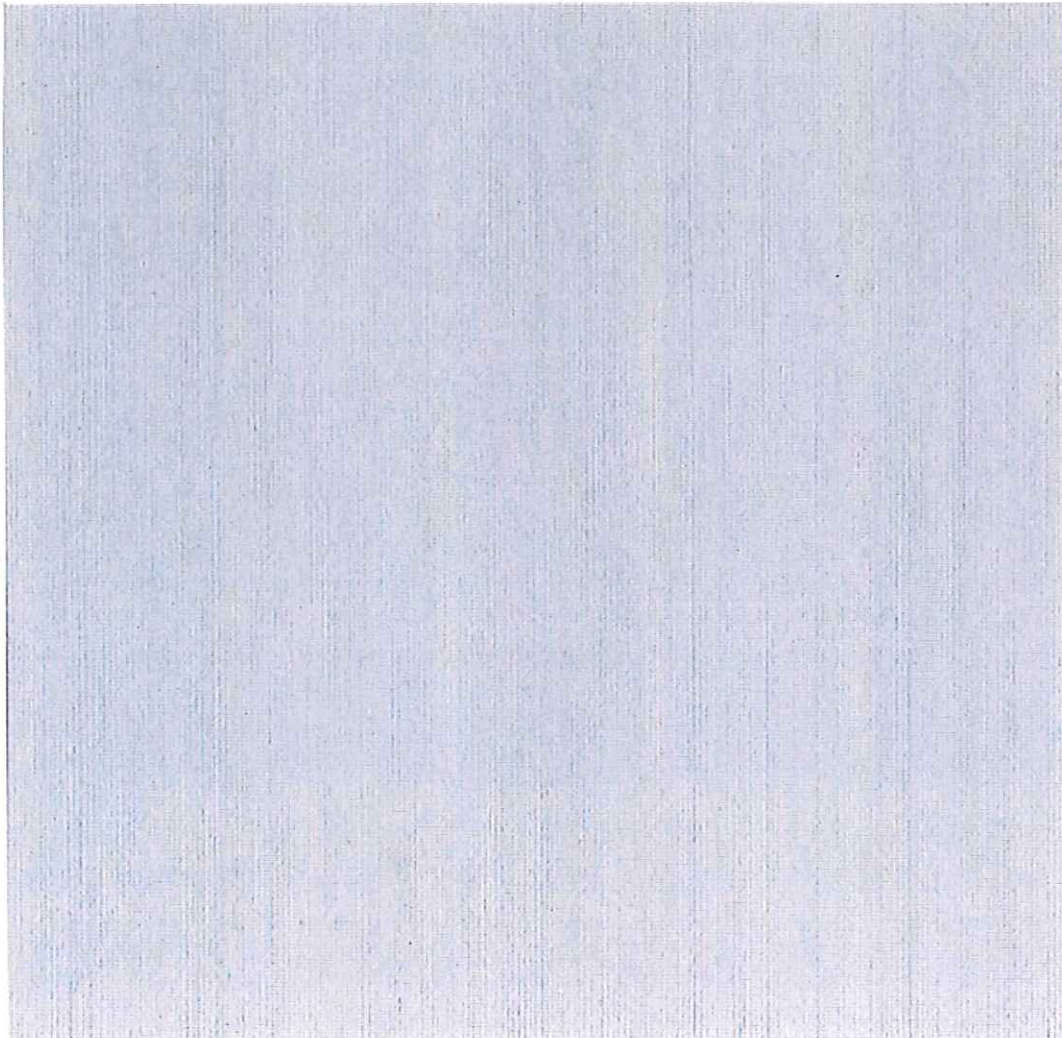
Results 1 to 2 of 2
Phone: 4253206134

ALL	NAME / SSN	ADDRESS	PHONE / TIMEZONE / SOURCE	CARRIER / LOCATION	DATES
1.			425-530-8134 - PDT Real-Time Phones Active Phone	Delco Partnership dca Verizon Wireless - WA	09/2014
2.	HEIDI BERGMAN SSN: 888-XX-87XX LexID: 929862007	4128 2631151 NW CAMANO CITY, WA 98292-6423	425-530-8134 - PDT Passive Wireless	VERIZON WIRELESS- WA EVERETT, WA	10/2013 - 07/2015

Your DPPA Permissible User: Court, Law Enforcement, or Government Agencies

Your GLBA Permissible User: Legal Compliance

Your DMF Permissible Use: No Permissible Purpose



Attachment F

Services

1

- [Home](#)
- [Services](#)
- [Contact Us](#)
- [What Can Alice Do For You?](#)
- [Things You Should Know!!!](#)

Contact Us

If you want more information fill in this form. You will be contacted as soon as possible. Please fill in all **required fields**.

Your name *

Your email *

Phone number

How did you hear about us?

Describe your request

I agree with your terms and conditions

By submitting this form, you accept our privacy policy.

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Our Services

  | Hits: 1067

Changing lives one move at a time...

- **Setting People Up Into Senior Living Retirement Homes.**
* 2hr Minimum.
- **Appliance Removal And Delivery**
- **Organize Storage Units**
- **Clean Storage Units**
- **Unload Customers Loaded UHaul**
- **Pack Rented Trailers For Long Haul**
- **Box Customer Household Belongings**
- **Hospital Equipment Delivery**
- **Fragile Item Pickup And Delivery**
- **Fitness Equipment Pickup And Delivery**
- **Mattress Pickup And Delivery**
- **Piano And Gunsafe Pickup And Delivery**
- **Pack**
- **Haul**
- **Delivery To Storage Units**
- **Removal From Storage Units**
- **Small Vehicle Hauling**
- **Customs Packing**

And Much, Much More Just Ask We Do It All...

Search

Search...

Local Weather



Stanwood

Cloudy
Humidity: 56%
Wind: 8 mph

64°F

5 Aug 2015



67°F 55°F

6 Aug 2015



74°F 52°F

Get Our Newsletter

Name

E-mail

Specials

----- 10% off for Vet's ----- Mentions this add and get \$50.00 off on Min. 5hr Job.



Moving Specials



Free Estimates Over The Phone

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