

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of Determining the Proper
Carrier Classification of, and Complaint
for Penalties against:

EUSTACIO GALEANA D/B/A WHITE
MOUNTAIN MOVING

DOCKET TV-170170

DECLARATION OF
RACHEL JONES

Rachel Jones, 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 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. On October 20, 2016, I received an email that White Mountain Moving Company was performing household goods moves without the proper permit from the Utilities and Transportation Commission (Commission).¹
3. On October 20, 2016, I reviewed Commission records to determine if White Mountain Moving Company is a permitted company. The results show that Eustacio A. Galeana d/b/a White Mountain Moving applied for a household goods permit on June 11, 2015. On October 15, 2015, the application was dismissed due to the application being incomplete, required fees not paid, and no proof of Uniform Motor Carrier Certificate of Insurance.²
4. On November 1, 2016, I conducted an internet search and found advertisements for White Mountain Moving on www.yelp.com, www.facebook.com, www.yellowpages.com, and www.wmmoving.net.³

¹ See Attachment A for copy of email, dated on Oct. 20, 2017.

² See Attachment B for copy of Order, dated on Oct. 15, 2015.

³ See Attachment C for a copy of Yelp, Facebook, Yellow pages, and business website advertisements, which I printed on Nov. 1, 2016.

5. On November 9, 2016, a compliance letter was sent to Eustacio Galeana requesting him to cease and desist as a household goods carrier within the state of Washington⁴
6. On January 25, 2017, I received a response from galeanafreddy@hotmail.com after requesting a household goods move. Someone who identified himself as Freddy requested to come by my home for an estimate.⁵
7. On January 26, 2017, I informed Mr. Galeana I was interested only in receiving a quote at this time prior to inviting someone into my home. Mr. Galeana requested I call him at (206) 883-6590 to speak over the phone.⁶
8. On February 1, 2017, I called (206) 883-6590 to discuss a quote for a residential move. The man who answered the phone stated that he was no longer in business and hung up.
9. On February 1, 2017, I sent an email to galeanafreddy@hotmail.com stating that I just called the number he gave me and that I was told he is no longer in business and got hung up on.
10. On February 1, 2017, I received a voicemail from Mr. Galeana apologizing for his behavior. He requested that I call him back at (206) 883-6590.
11. On February 1, 2017, I sent Mr. Galeana an email to galeanafreddy@hotmail.com stating that I just wanted a quote for a move and would rather email him than speak with him over the phone. Mr. Galeana responded that he was able to give me a lower estimate than the other companies I had called.⁷
12. On March 24, 2017, I sent Mr. Galeana a text message to (206) 883-6590 asking for a quote for a residential move including a truck and two laborers.⁸ On the same date, a return call was made from (206) 883-6590, but no message was left on the voicemail. Commission staff returned the call to (206) 883-6590 under an assumed name. A man, who later identified himself as "Freddy," answered the phone and staff requested a residential move, including a truck and laborers. Freddy quoted \$95 per hour for a truck and two men if he came out and did the estimate prior to the day of the move. He

⁴ See Attachment D for a copy of the compliance letter, dated on Nov. 9, 2016.

⁵ See Attachment E for a copy of the email, dated on Jan. 25, 2017.

⁶ See Attachment F for a copy of the email chain, dated on Jan. 26, 2017.

⁷ See Attachment G for a copy of the emails, dated on Feb. 1, 2017.

⁸ See Attachment H for a copy of the text message, dated on March 24, 2017.

stated if he came out the day of the move it would cost a flat rate of \$400 cash for a truck and at least two men. Freddy also stated the flat rate is a good deal because the price wouldn't change even if the move took ten hours.

DATED this 27th day of March, 2017, at Olympia, Washington.

RACHEL JONES

Attachment A

Jones, Rachel (UTC)

From: Jim Tutton <jim@watrucking.org>
Sent: Thursday, October 20, 2016 12:25 PM
To: Jones, Rachel (UTC)
Subject: White Mountain Moving

Good Morning Rachel –

Looks like we get the opportunity to meet next Tuesday, October 25, 2016, before or after the Commission's "Movers Court".

Here is a company that is giving regulated moving company Mountain Moving & Storage fits.

White Mountain Moving
2519 SE 221st Place
Kent, WA 98031

Tel: (206) 863-6590

When a customer has a complaint with White Mountain Moving, the customer calls Mountain Moving & Storage, HG 57070, because of similarity in the company names.

I could not find an Operating Authority for this company on the WUTC web site.

I did however find the following -

ORDER

THE COMMISSION ORDERS the application filed by Eustacio A. Galeana, d/b/a White Mountain Moving, on June 11, 2015 in Docket TV-151214 for household goods carrier authority is dismissed.

The Commission has delegated authority to the Secretary to enter this Order under RCW 80.01.030 and WAC 480-07-905(1)(k).

Dated at Olympia, Washington, and effective **October 15, 2015**.

By violating a Commission Order, this company should probably receive the maximum penalty of \$5,000!

Jim Tutton, Exec. Dir.
WMC

Tel: (253) 838-1650
Toll Free: (800) 732-9019
Direct Line: (253) 218-3897
Cell: (206) 499-9216
Twitter: Follow @wmcexec
[WEBSITE](#) / [FACEBOOK](#)

Attachment B

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION
1-360-664-1222**

In re Application of)
) DOCKET TV-151214
EUSTACIO A. GALEANA, d/b/a)
WHITE MOUNTAIN MOVING,) ORDER 01
)
for a permit to operate as a motor) ORDER DISMISSING APPLICATION
carrier of household goods.)
.....)

- 1 On June 11, 2015, Eustacio A. Galeana, d/b/a White Mountain Moving, (White Mountain Moving or Applicant), filed with the Washington Utilities and Transportation Commission (Commission) an application requesting authority to operate as a household goods carrier in the state of Washington under RCW 81.80 and WAC 480-15. White Mountain Moving's application is incomplete as it lacks a completed Household Goods Moving application, required fees, a Uniform Motor Carrier Certificate of Insurance (Form E) as well as cargo insurance.
- 2 On June 11, July 13, and September 11, 2015, the Commission sent White Mountain Moving notices to comply with the application requirements in RCW 81.80 and WAC 480.15. White Mountain Moving has not met these requirements as of the date of this Order.
- 3 The application filed by White Mountain Moving in Docket TV-151214 should be dismissed for failure to meet the application requirements in RCW 81.80 and WAC 480-15.

ORDER

- 4 **THE COMMISSION ORDERS** the application filed by Eustacio A. Galeana, d/b/a White Mountain Moving, on June 11, 2015 in Docket TV-151214 for household goods carrier authority is dismissed.
- 5 The Commission has delegated authority to the Secretary to enter this Order under RCW 80.01.030 and WAC 480-07-905(1)(k).

Dated at Olympia, Washington, and effective October 15, 2015.

WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

STEVEN V. KING
Executive Director and Secretary

NOTICE: This is an order delegated to the Secretary for decision. In addition to serving you a copy of the decision, the Commission will post on its Internet Web site for at least 14 days a listing of all matters delegated to the Secretary for decision. You may seek Commission review of this decision. You must file a request for Commission review of this order no later than fourteen (14) days after the date the decision is posted on the Commission's Web site.

The Commission will schedule your request for review by issuing a notice of hearing to be held before an administrative law judge. The Commission, at its discretion, may consider your request for review in an adjudicative proceeding under RCW 34.05 Part IV, or in a brief adjudicative proceeding under RCW 34.05.482 through .494. Following hearing, the administrative law judge will enter an initial order. If you wish to seek review of the initial order, you may file a petition for administrative review under RCW 34.05.464, or if the matter is heard in a brief adjudicative proceeding, under RCW 34.05.491.

The Commission will grant a late-filed request for review only on a showing of good cause, including a satisfactory explanation of why the person did not timely file the request. A form for late-filed requests is available on the Commission's Web site.

This notice and review process is pursuant to the provisions of RCW 80.01.030 and WAC 480-07-904(2) and (3), and WAC 480-07-905, as amended effective September 22, 2008.

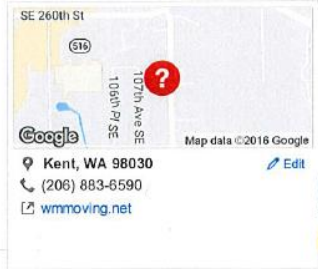
Attachment C



White Mountain Moving Unclaimed

★★★★★ 2 reviews [Details](#)

Movers [Edit](#)



See all 58 photos

Recommended Reviews

Your trust is our top concern, so businesses can't pay to alter or remove their reviews. [Learn more.](#)

Search within the reviews

Sort by **Yelp Sort** Language **English (2)**



With so few reviews, your opinion of **White Mountain Moving** could be huge. Start your review today.

C.H.
New Braunfels, TX
0 friends
4 reviews

★★★★★ 1/15/2016

We bought a couch off of craigslist from Freddy when we first moved to the area and he helped deliver it to our new home and told us that he owned a moving company. When our belongings were delivered we called Freddy and were able to schedule him to help us unpack the next day. Not only were the movers on time, but they were extremely nice and helpful and FAST. A job we thought would take 2 hours only took 45 minutes and these guys did a great job. We will definitely use them again and will recommend them to friends. Thanks guys for all of your hard work!

Gulam S.
New York, NY
0 friends
21 reviews

★★★★★ 12/27/2015

First to Review

Very impressed with the company. I called and Freddy the owner came to my place for estimate. We settled on a date and time. On a day of the move, they showed up right on time at 7am. We had all the furniture disassembled and ready to go. They carefully wrapped our furnitures with blankets. The move was done in 2 hrs. Very impressed and definitely recommend these guys.

Request Quotes

This provider has not enabled messaging on Yelp. Request a quote from other similar providers.

Today 8:00 am - 9:00 pm **Open now**

[Work here?](#) [Claim this business](#)

Hours

Mon 8:00 am - 9:00 pm
Tue 8:00 am - 9:00 pm
Wed 8:00 am - 9:00 pm
Thu 8:00 am - 9:00 pm **Open now**
Fri 8:00 am - 9:00 pm
Sat 8:00 am - 8:00 pm
Sun 8:00 am - 7:00 pm

[Edit business info](#)

Gulam S.
First to review

Other Movers nearby

People also viewed

AAA Budget Moving, Hauling & Demolition
★★★★★ 3 reviews

Browse nearby

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[Nightlife](#)

[Shopping](#)

[Show all](#)



Work here? Claim this business

- Respond to reviews and customer messages
- Claiming is free, and only takes a minute

Page 1 of 1

Best of Yelp Kent – Movers

A2B Moving & Storage
★★★★★ 87 reviews

UNITS Moving & Portable Storage
★★★★★ 25 reviews

MVP Moving
★★★★★ 29 reviews

[See More Movers in Kent](#)

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Find tacos, cheap dinner, Max's

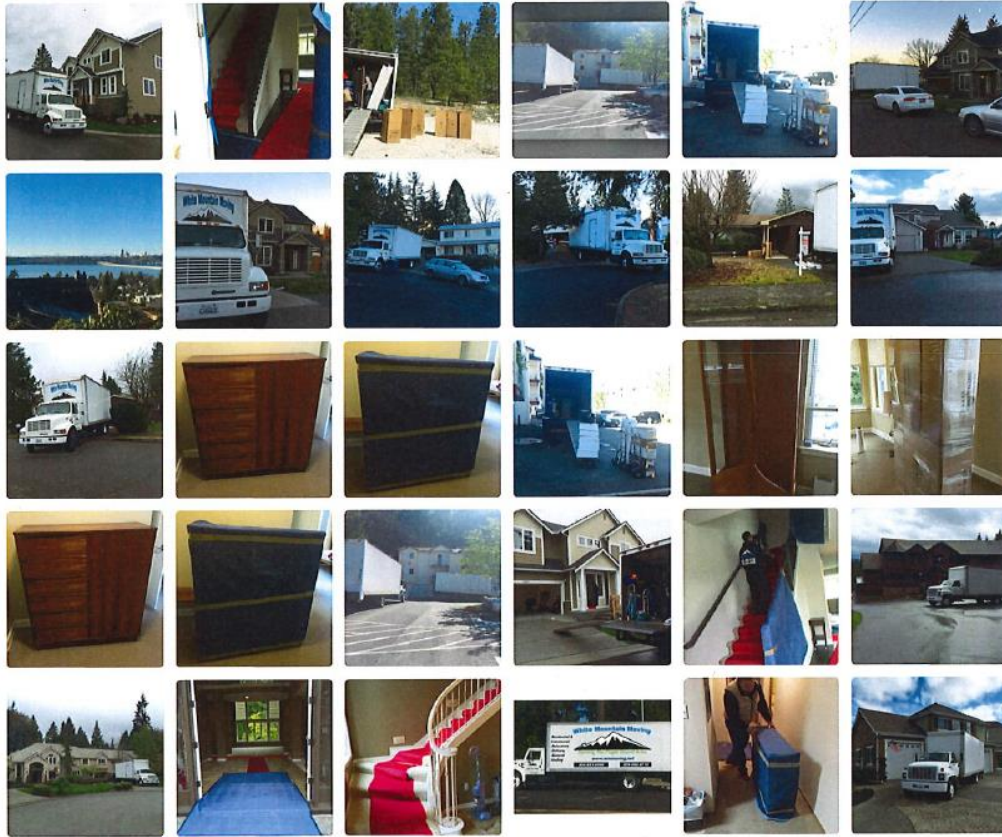
Near Seattle, WA

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White Mountain Moving
★★★★★ 2 reviews



Page 1 of 2

1 2 Next >

Find tacos, cheap dinner, Max's

Near Seattle, WA

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White Mountain Moving
★★★★★ 2 reviews





White Mountain Moving

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Like

Message

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More

Status

Photo / Video



Write something on this Page...



White Mountain Moving updated their cover photo.

May 23 ·



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Comment

Share



Rachelle

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Comment

Share

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Chat

White Mountain Moving



Schedule your Move Today.
206-883-6590 * 425-988-4710

**You pick the new residence,
 we will take care of the rest**

contact us

Contact Us for Your Free Estimate

Name
 Email
 Subject
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Our Trucks & Teams



**Residential
 and commercial Moving
 Services**

We are proud to serve you with over 11 years of moving experience to provide you with the highest quality service possible.

We train our teams to take extra care of your household goods through proper wrapping and packing procedures. On top of that, we take extra measures to protect your home and floors.

READ MORE



Free Estimates

Upon your request, we will send out our skilled estimator to give you an idea of how much your move will cost. Simply call 206-883-6590 and request your free estimate. This service is free and highly recommended.

READ MORE



Satisfaction Guaranteed

We aim to please you. Our courteous crew members will do all that is necessary to make your move as smooth and stress free as possible.

Call us today...206-883-6590 or 425-988-4710 and let us take care of your moving needs.

READ MORE

Areas We Cover

With our HQ based in Kent, Wa, we cover all Washington State, while also servicing the entire USA, including:

- | | |
|----------------------|------------------|
| Washington State | Oregon State |
| All Puget Sound Area | Idaho State |
| Spokane | California State |
| Any Where | Any State |

29 comments

- 
- 

These guys were great, one time and hard working. I highly recommend
 Molly · 3 months ago
- 

Everything was quick and perfect I definitely recommend this guys to anyone thank you so much Freddy
 Gina · 5 months ago
- 

Freddy and his crew were fast, polite and cheerful. Everything was great They did a great job.
 Lori Stephens · 5 months ago
- 

White Mountain Moving did an excellent job moving my furniture. They were professional and quick. Thank you for your service, and I look forward to using your services again.
 Marcel Wilson · 5 months ago
- 

Freddie did an outstanding job! He was very efficient and professional. None of my furniture or personal belongings were damaged. He was also very friendly & cordial. He worked fast but... Freddie handled all my belongings carefully & thoughtfully. I highly refer this company to everyone. You won't have any regrets & you'll be thrilled beyond words. I contacted Freddie last September & this May. I plan to contact him for the third time in July...and in the future when I need to call an excellent moving company, I would never consider calling any other moving company. From now on, I will always call: White Mountain Moving! Top Notch moving company!
 Sharon Clark · 5 months ago



Schedule your Move Today.
206-883-6590 * 425-988-4710

***You pick the new residence,
we will take care of the rest***

Name
Email
Subject
Message

Send

Home

Services

About

Our Trucks & Teams

Services



Residential Moves

- Moving: Interstate, long distance, and local
- Packing: complete packing, wrapping, items requiring custom packaging
- Unpacking: removal of goods, include labor
- Storage: short or long term, overnight



Commercial Moves

If your business is in process of expanding or the economy has forced you to downsize, we know an office move presents its own unique set of challenges. White Mountain Moving is proud to employ only experienced movers. Our dedicated commercial moving staff has the resources and depth of knowledge to move your company with ease and efficiency.



Wrapping & Packing

We take out time to wrap and pack in ways that ensure your goods are transported to their new location in perfect condition. Our services include:

- Professional moving materials for purchase ahead of time for pre-packing.
- We construct custom packing for unusual items that may require special packing needs.
- Packing services for a do-it-yourself move.

Book Us: 206-883-6590

>> **White Mountain Moving**



Schedule your Move Today.
206-883-6590 * 425-988-4710

***You pick the new residence,
we will take care of the rest***

Name
Email
Subject
Message

Send

About

Since our first year as a company, White Mountain Moving has served the Puget Sound area.

We have been in the moving business for more than 11 years. Our staff has experience to move everything from hot tubs to just a few small boxes.

Let one of our moving consultants develop a customized moving plan for you or prepare an estimate for your upcoming move. We'll design a plan that fits your specific needs and budget so your move is both cost-efficient and worry free. Whether it's across town or across the country, White Mountain Moving is the company for your move.



call us for a free estimate

206-883-6590
425-988-4710

>> **White Mountain Moving**



Schedule your Move Today.
206-883-6590 * 425-988-4710

***You pick the new residence,
we will take care of the rest***

Name
Email
Subject
Message

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OUR TRUCKS & TEAMS



2016-01-16 09.44.48



2016-01-16 10.02.45 HDR



2016-01-16 09.45.10



2016-01-16 10.12.41 HDR



2016-01-16 10.13.25 HDR



2016-01-16 09.47.41

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Attachment D



STATE OF 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

Nov. 9, 2016

Eustacio Galeana
White Mountain Moving
12519 SE 221st Pl.
Kent, WA 98031-3907

RE: Household Goods Moving in Washington State

Dear Mr. Galeana:

The Utilities and Transportation Commission has information that you are conducting household goods moves within the state of Washington. Advertisements for your household goods services have been found on www.facebook.com and www.yelp.com. You do not have a valid permit, as required by state law, to conduct this type of work. Conducting household goods moves requires a permit issued by the commission.

To avoid enforcement action, your complete household goods permit application, supporting materials, and application fee must be submitted to the commission by **Nov. 23, 2016**.

Until you obtain a permit, you must immediately cease operating 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 must also immediately cease advertising 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. At this time, the commission has documented advertisements for household goods moving services from White Mountain Moving.

If you advertise or operate as a household goods mover without a permit, the commission will take enforcement action against you. Such action may include the above-mentioned financial penalties; and you will be served with a subpoena and be required to appear before a judge.

Respect. Professionalism. Integrity. Accountability.

White Mountain Moving

Nov. 9, 2016

Page 2

Again, to avoid enforcement action, your complete application, supporting materials, and application fee must be submitted to the commission by **Nov. 23, 2016**.

If you have questions about the household goods laws, please contact Rachel Jones, Compliance Investigator, at (360) 664-1129.

Should you decide to apply for a household goods moving permit, please note that you still may not operate as a household goods mover in Washington State until you have received a permit. To request a permit application, please call (360) 664-1222. You may also download an application from the commission's website at www.utc.wa.gov/mover.

Sincerely,

Susie Paul, Compliance Investigations Manager
Consumer Protection

Attachment E

From: Freddy Galeana <galeanafreddy@hotmail.com>

Sent: Wednesday, January 25, 2017 10:45:54 AM

To: LDouglas40@outlook.com

Subject: Moving requested

Hi, we can come to give you an estimate. The we can talk the rate. Let me know if that work for you.

Sent from my iPhone

Attachment F

On Jan 26, 2017, at 11:04 AM, Lisa Douglas <ldouglas40@outlook.com> wrote:

Good morning,

I have been calling around for estimates. At this point in time I'm just looking for an estimate on the best price before I invite the company over. I'm sorry, but I have had problems in the past and I'm very cautious of now giving out my address. I've been in contact with a few other companies that have offered competitive prices. I'm just looking for a round about figure. Give or take being off by a \$1000. I understand moving isn't cheap. lol

Lisa Douglas

From: Freddy Galeana <galeanafreddy@hotmail.com>

Sent: Thursday, January 26, 2017 11:27 AM

To: Lisa Douglas

Subject: Re: Moving requested

No problem, I understand your point. If you like to call me so we can talk about numbers.

Sent from my iPhone

Will you be available to speak around 1:30 pm- 2pm?

Lisa Douglas

From: Freddy Galeana <galeanafreddy@hotmail.com>

Sent: Thursday, January 26, 2017 11:59 AM

To: Lisa Douglas

Subject: Re: Moving requested

Absolutely. Thank you.

Sent from my iPhone

On Jan 26, 2017, at 1:54 PM, Lisa Douglas <ldouglas40@outlook.com> wrote:

I just realized that I dont have your number. I was getting ready to call you.

Lisa

From: Freddy Galeana <galeanafreddy@hotmail.com>

Sent: Thursday, January 26, 2017 2:34:33 PM

To: Lisa Douglas

Subject: Re: Moving requested

I. Sorry. 2068836590
Freddy

Sent from my iPhone

Attachment G

Lisa Douglas

Wed 2/1/2017 10:43 AM

Sent Items

To: Freddy Galeana <galeanafreddy@hotmail.com>;

Good morning,

I just called the number you gave me and was told that you were no longer in business and the line went dead. I called back and got a voicemail. Anyhow, you dont seem very professional and I'm going to have another moving company help me with my move.

Thank you.

Lisa Douglas.

On Feb 1, 2017, at 2:01 PM, Lisa Douglas <ldouglas40@outlook.com> wrote:

I received your voicemail and would rather you tell me what you would charge me for moving out of a 2 bedroom apt. on the second floor to a three bedroom house within the same city. I would need help with packing, loading, unloading, and a truck. I've already got estimates from other companies ranging from \$2800 to \$3000. I haven't made my choice yet. But I must say I was very disappointed by the way i was treated over the phone. So please just give me a round about figure. Everyone else is predicting having 3 laborers. I also have some things in storage that I will be including.

Thank you,

Lisa Douglas

Freddy Galeana <galeanafreddy@hotmail.com>

Wed 2/1/2017 4:45 PM

To: Lisa Douglas <ldouglas40@outlook.com>;

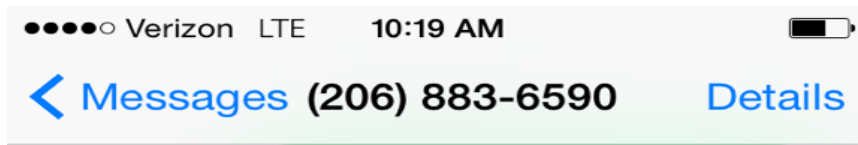
Hello, again very sorry.

well... what I can do.

I will give you better price, lower then those estimates. Thank you

Sent from my iPhone

Attachment H



Found your ad on yelp. Looking for help for a move. Need someone with a truck and laborers to help me move from a 2 bedroom townhouse to a 3 bedroom house in Renton. What do you charge?

