

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

In the Matter of Determining the Proper)	DOCKET TV-143346
Carrier Classification of, and Complaint for)	
Penalties against:)	
MUNROE, GERALD d/b/a AAA MOVERS)	DECLARATION OF
AND DELIVERY SPECIALIST LLC)	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 Gerald Munroe d/b/a AAA Movers and Delivery Specialist LLC in May 2014 after a consumer called commission staff regarding AAA Movers. The consumer provided the owner's name as "Jerry Munroe" and a telephone number, (509) 315-9970. A search on www.google.com for the provided telephone number produces a website for the company, aaamoversspokane.com.¹
3. I reviewed Commission records related to Gerald Munroe d/b/a AAA Movers and Delivery Specialist LLC to determine whether the company held a household goods permit. According to Commission records, as of September 3, 2014, there is no record of Gerald Munroe d/b/a AAA Movers and Delivery Specialist LLC now (or ever) holding a household goods permit. However, a review of commission records produces a dismissed household goods permit application from September 2011. The application was dismissed due to a failure to complete the application and provide insurance information. In addition, a further review of commission records produces a Cease and Desist

¹ See Attachment A for advertisements on aaamoversspokane.com, which I printed on May 29, 2014.

order that was entered on September 8, 2011 in Docket TV-111386 and expired one year from that date on September 8, 2012.

4. On May 29, 2014, I called (509) 315-9970 and spoke to a woman who identified herself as "Laura." I requested a move within Spokane and "Laura" quoted me a price of \$80 an hour for two men and a truck. "Laura" also stated that the company was licensed and available to move me on June 4, 2014.
5. On September 3, 2014, I confirmed that no permit application had been submitted for "Gerald Munroe" or "AAA Movers and Delivery Specialist LLC." A search on www.google.com produces an updated company website, aaamoversspokane.com, with the same telephone number, (509) 315-9970.²
6. On August 29, 2014, I submitted an online request for an estimate for a move within Spokane through the company's website, aaamoversspokane.com. On the same day, the company responded by email, from the email address aaamover@gmail.com, and quoted me a price of \$80 an hour for two movers, a 24 foot truck, and all the blankets needed for the move. The person who responded, "Barb," also stated that the company charges extra for additional staircases and for unique, heavy items.³

DATED this 23 day of September, 2014, at Olympia, Washington.


MEGAN BANKS

² See Attachment B for advertisements containing Mr. Munroe's telephone number posted on aaamoversspokane.com, which I printed on August 29, 2014.

³ See Attachment C for AAA Movers's email response to a request to move household goods within Spokane, sent August 29, 2014.

Attachment A

Local Moves - AAA Movers Spokane

Page 1 of 1



Home (<http://www.aaamoversspokane.com>)

In Town (<http://www.aaamoversspokane.com/spokane-local-moves/>)

Long Distance (<http://www.aaamoversspokane.com/out-of-town-moves/>) [Heavy Items](#) »

Shipping (<http://www.aaamoversspokane.com/shipping/>)

<http://www.aaamoversspokane.com>

<http://www.aaamoversspokane.com/spokane-local-moves/>

AAA Movers Spokane, Washington - Helping with all of your moving needs - Call today: 509-315-9970

AAA Movers do in town moves for commercial and residential customers in the Spokane area. Whether moving across town or right next store we can help you pack up and move your items.



GET A FREE QUOTE

Your Name*

Your Email Your Phone

Zip code are you moving from?

Zip code are you moving to?

Anticipated move date:

4 Q L E

Get Quote

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(<http://www.20milesnorth.com>) by 20 Miles North

[Home](http://www.aaamoversspokane.com) (<http://www.aaamoversspokane.com>) | [Local Moves](#)
(<http://www.aaamoversspokane.com/spokane-local-moves/>) | [Out Of Town Moves](#)
(<http://www.aaamoversspokane.com/out-of-town-moves/>) | [Pianos](#)
(<http://www.aaamoversspokane.com/spokane-piano-mover/>) | [Packing/Unpacking](#)
(<http://www.aaamoversspokane.com/packingunpacking/>) | [Hot Tubs](#)
(<http://www.aaamoversspokane.com/spokane-hot-tub-movers/>) | [Shipping](#)
(<http://www.aaamoversspokane.com/shipping/>) | [Safe Moves](#)
(<http://www.aaamoversspokane.com/spokane-safe-moves/>) | [Contact Us](#)
(<http://www.aaamoversspokane.com/contact-us/>)

<http://www.aaamoversspokane.com/spokane-local-moves/>

5/29/2014



[Home \(http://www.aaamoversspokane.com/\)](http://www.aaamoversspokane.com/)

[In Town \(http://www.aaamoversspokane.com/spokane-local-moves/\)](http://www.aaamoversspokane.com/spokane-local-moves/)

[Long Distance \(http://www.aaamoversspokane.com/out-of-town-moves/\)](http://www.aaamoversspokane.com/out-of-town-moves/) [Heavy Items >](#)

[Shipping \(http://www.aaamoversspokane.com/shipping/\)](http://www.aaamoversspokane.com/shipping/)

[\(http://www.aaamoversspokane.com\)](http://www.aaamoversspokane.com/)

[Packing/Unpacking \(http://www.aaamoversspokane.com/packingunpacking/\)](http://www.aaamoversspokane.com/packingunpacking/)

[\(http://www.aaamoversspokane.com/contact-us/\)](http://www.aaamoversspokane.com/contact-us/)

Have a question or comment? Give us a call at 509-315-9970 or fill out the form below.

AAA Movers Spokane, Washington - Helping with all of your moving needs - Call today: 509-315-9970

Your Name (required)

Your Email (required)

Subject

Your Message

<http://www.aaamoversspokane.com/contact-us/>

GET A FREE QUOTE

Your Name*

Your Email Your Phone

Zip code are you moving from?

Zip code are you moving to?

Anticipated move date:

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[Home \(http://www.aaamoversspokane.com/\)](http://www.aaamoversspokane.com/) | [Local Moves \(http://www.aaamoversspokane.com/spokane-local-moves/\)](#) | [Out Of Town Moves \(http://www.aaamoversspokane.com/out-of-town-moves/\)](#) | [Pianos \(http://www.aaamoversspokane.com/spokane-piano-movers/\)](#) | [Packing/Unpacking \(http://www.aaamoversspokane.com/packingunpacking/\)](#) | [Hot Tubs \(http://www.aaamoversspokane.com/spokane-hot-tub-movers/\)](#) | [Shipping \(http://www.aaamoversspokane.com/shipping/\)](#) | [Safe Moves \(http://www.aaamoversspokane.com/spokane-safe-moves/\)](#) | [Contact Us \(http://www.aaamoversspokane.com/contact-us/\)](#)

Attachment B

AAA Movers And Delivery Specialists | for all your moving needs


Page 1 of 4



MENU

Helping with all your moving needs — one call does it all!

Call Us Today: ☎ **(509) 315-9970 (tel:5093159970)**

 **Get A Free Quote (/free-quote)**



We make moving a breeze!

Whether you're moving across town, or across the country, we have what it takes to make your next move painless.

☎ **(509) 315-9970 (tel:5093159970)**

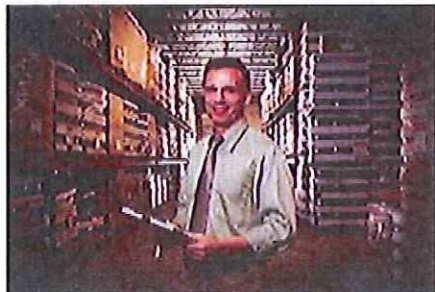
<http://aaamoversspokane.com/>

8/29/2014

Call us today for a complimentary no obligation estimate, and let us take the worry and stress out of your next move.

 [Get A Free Quote \(/free-quote\)](#)

• **Who We Are**



We're Spokane's top movers, and we will move your home or business items from place to place within Spokane, or to anywhere across the country. No job is too large or too small. We are your, hometown friendly movers.

[More about us \(http://aaamoversspokane.com/content/were-here-when-you-need-us\)](http://aaamoversspokane.com/content/were-here-when-you-need-us)

• **What We Do**



Need help moving across town, or across the country? No problem, we've got you covered. Just need someone to help pack your items? Need packing supplies? We can help! We can help with all your moving needs, and we will handle your items with the proper care to make sure they arrive at the destination safe and sound.

[More about our services \(http://aaamoversspokane.com/our-services\)](http://aaamoversspokane.com/our-services)

• **We Deliver Tool**



Have a furniture or hot tub storefront? Let us help you get your products to your customers. Our movers and drivers are reliable and well trained to make your deliveries seamless.

[More about our services \(http://aaamoversspokane.com/our-services\)](http://aaamoversspokane.com/our-services)

What Our Customers Say...

AAA Movers has helped me with my own house move as well as several moves for customers of mine. Jerry and his staff have always provided a high quality of customer service and communication throughout the process. I appreciate the work they do and their professionalism and care with personal belongings. I would highly recommend AAA Movers to my friends and customers.

— *Brandon Rogers*

[More testimonials \(/testimonials\)](#)

[Get A Quote \(/content/get-free-quote\)](#) [Services \(/our-services\)](#) [Contact \(/contact-us\)](#)
[Admin \(/user/login\)](#)

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Attachment C

Web Submission Quote

From: AAA Movers (aaamover@gmail.com)
Sent: Fri 8/29/14 12:01 PM
To: gyrlfromwa@hotmail.com

Hello Allie,

for a 2 bedroom move within Spokane we would charge 80\$ per hour. This includes 2 movers, a 24ft truck and roughly 200 or so blankets for packing securely. We do not have any charges related to gas or mileage. However, we do charge for additional staircases. The first staircase is at no charge, however if there are additional staircases the cost is an additional 35\$ one time charge. Please keep in mind that we do have a 4 hour minimum for weekend (Saturday) moves. Additional unique heavy items such as pianos, hot tubs or safe(s) are a separate cost. Please feel free to give us a call in the office at any time at 509.315.9970

Thank you!

Barb
AAA Movers