



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 • www.utc.wa.gov

May 10, 2018

NOTICE OF OPPORTUNITY TO SUBMIT WRITTEN COMMENTS

(By Thursday, May 24, 2018)

and

NOTICE OF OPEN MEETING

(Thursday, May 31, 2018, at 9:30 a.m.)

RE: Review of Commission Published Household Goods Tariff 15-C
Docket TV-180245

TO ALL INTERESTED PERSONS:

The Washington Utilities and Transportation Commission (Commission) will publish revisions to Tariff 15-C (Household Goods) with a proposed effective date of June 1, 2018. The Commission will consider the tariff changes proposed jointly by the Washington Movers Conference (WMC) and Commission staff (Staff) at its regularly scheduled open meeting on May 31, 2018. The proposed tariff changes would allow household goods companies to directly charge customers for fees associated with processing credit card payments. The allowed fee amount would be based on the fee charged to the merchant processor. Proposed revisions to Tariff 15-C are reflected in Attachment 2: Cover Page, Page 4 containing Item 10 – Definitions, Page 10 - Item 57 – Credit Card Processing Fees, and Page 14 – Item 85 – Estimates. Revisions are noted in track changes.

WRITTEN COMMENTS

Written comments on the Tariff 15-C items must be filed with the Commission's Executive Director and Secretary either by electronic transmission as described below, or by mail or courier delivery to 1300 S. Evergreen Park Drive S.W., P.O. Box 47250, Olympia, Washington, 98504-7250, no later than **5 p.m., Thursday, May 24, 2018.**

The Commission requests that any comments be provided in electronic format to enhance public access, for ease of providing comments, to reduce the need for paper copies, and to facilitate quotations from the comments. Comments may be submitted via the Commission's web portal at www.utc.wa.gov/e-filing, by electronic mail to the Commission's Records Center at

records@utc.wa.gov, or by using the Commission's online comment form at <http://www.utc.wa.gov/consumers/Pages/publicComment.aspx>. Please include:

- The docket number of this proceeding (TV-180245).
- The commenting entity's name.
- The title and date of the comment or comments.

An alternative method for submitting comments is mailing or delivering an electronic copy to the Commission's Records Center on a compact disc in the document's native format, as well as .pdf Adobe Acrobat format. Include all of the information requested above. The Commission will post on its website all comments that are provided in electronic format. The website is located at www.utc.wa.gov.

OPEN MEETING

The Commission will consider the tariff changes proposed by WMC and Commission Staff at its open meeting to be held on **Thursday, May 31, 2018**. Interested persons may present oral comments at that open meeting, which is scheduled to start at 9:30 a.m. The meeting will be held at the Commission's headquarters, Room 206, Richard Hemstad Building, 1300 S. Evergreen Park Drive S.W., Olympia, Washington.

If you have questions about this notice or about this tariff revision, you may contact Greg Hammond at greg.hammond@utc.wa.gov, or (360) 664-1278.



MARK L. JOHNSON
Executive Director and Secretary

Attachment 1: Letter from James R. Tutton, Jr. from WMC to Steve King (March 20, 2018)

Attachment 2: Tariff 15-C Proposed Tariff Revisions



James R. Tutton, Jr.
Executive Director

Washington Movers Conference

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March 20, 2018

Mr. Steve King
Executive Director/Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Dear Mr. King:

The Washington Movers Conference (WMC) would like to petition the Washington Utilities and Transportation Commission for a minor change to the Commission's Household Goods Tariff 15-C.

The proposed change to Tariff 15-C would allow Intrastate Household Goods Moving Companies the ability to charge customers who wish to use a credit card to pay for their HHG moving services the respective credit card processing fee following disclosure to the customer on the Estimated Costs for Services. The WMC wants the proposed change to bring intrastate moving companies in-line with State Government Agencies and other commercial service providers so assessing the credit card processing fee now.

The suggested changes to HHG Tariff No. 15-C needed would be the following:

ITEM 10 – DEFINITIONS (Added)

Credit Card Processing Fee: The explicit processing fee assessed by the Credit Card company when the customer elects to pay for their HHG Move with a MasterCard, Visa, Discover, or American Express credit card.

ITEM 57 – Credit Card Processing Fees (New)

The carrier may charge the applicable credit card processing fees assessed by credit card companies (MasterCard, Visa, Discover, or American Express) when the customer elects to pay for their HHG move with a credit card.

Before providing the service, the carrier must disclose to the customer the applicable credit card processing fee (by percentage) on any written estimate and obtain the customer's signature approving the additional cost.

"Committed To Excellence"



Tariff No. 15-C

(cancels Tariff No. 15-B)

Rates, terms and conditions for the transportation of

HOUSEHOLD GOODS

between points in the state of Washington

This tariff is established by Commission Order No. TV-072258
And Revised by Commission Orders No. TV-121197, TV-121771, TV-151474, ~~and~~ TV-
160432, and TV-180245

Issued by:
Washington Utilities and Transportation Commission
1300 South Evergreen Park Drive SW
P O Box 47250
Olympia, WA 98507-7250

Effective: ~~October 28, 2016~~ June 1, 2018

Washington Utilities and Transportation Commission
Tariff 15-C -- Household Goods

ITEM 05 – APPLICATION OF TARIFF

1. This tariff applies to the transportation of household goods.
2. Every household goods carrier must develop, establish and maintain policies, processes and procedures that ensure it complies with all rates, charges, terms, conditions and directions contained in this tariff.

ITEM 10 -- DEFINITIONS

Accessorial Service: Any service provided by a household goods carrier that supplements, or is incidental to, the transportation of household goods. Examples include, but are not limited to, packing, unpacking, wrapping or protecting portions of the shipment or providing special equipment or services such as hoisting.

Article or Item: One unit of property, whether in a single piece (set up) or taken apart (knocked down) into its component parts. For example, a table and legs that have been removed is still considered a single article.

An article or item does not mean a "set" or all the articles in one container. For example, each individual chair of a matching set of dining chairs is considered an article or item. In a box containing a set of encyclopedias, each encyclopedia is considered an article.

Bill of Lading: A shipping document issued by the household goods carrier, signed by both the customer and the carrier that reflects the cost and components of a move.

Consignee: The person accepting the goods at the delivery.

Constructive Weight: A weight based on a formula of seven pounds per cubic foot of properly loaded van space occupied by the customer's goods.

Credit Card Processing Fee: The explicit permissible processing fee assessed by the Credit Card Company when the customer elects to pay for their household goods move with a MasterCard, Visa, Discover, or American Express credit card.

Customer: A person or entity that hires a household goods carrier.

Declared Value: The dollar amount the customer states on the bill of lading as the value of the goods being shipped.

Flat Travel Time: A fixed amount of time from the carrier's terminal to the origin and from the destination back to the carrier's terminal on a local move.

Flight of Stairs: The stairs leading from one complete floor to the next complete floor of a building, or a set of at least 8 but not more than 20 steps outside a building (less than 8 steps is

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ITEM 57 – CREDIT CARD PROCESSING FEES

The carrier may charge the actual permissible credit card processing fees assessed by the credit card companies (MasterCard, Visa, Discover, or American Express) when the customer elects to pay for their household goods move with a credit card. Item 57 allows the carrier to pass the permissible credit card processing fee through to the customer. The fee charged by the carrier cannot be more than the fee charged by the credit card company for the associated transaction, and must be permitted by the carrier's agreements with the credit card companies. The credit card processing fees would apply to the total cost of the services provided.

Before providing the service, the carrier must disclose to the customer the applicable credit card processing fee (by percentage) on any written estimate and obtain the customer's signature approving the additional cost. The actual amount of the credit card processing fee charged will be itemized separately on the invoice.

ITEM 62 – APPLIANCE SERVICE

The transportation rates in this tariff do not include the servicing or re-servicing of appliances or other articles to protect them from damage in, or incident to, transit. These appliances or articles include, but are not limited to: refrigerators, deep freezers, radios, microwaves, washing machines, television sets, satellite television/radio receiving discs/dishes, air conditioners, grandfather clocks, computers, clothes dryers, cooking ranges, and dishwashers.

Upon request of the customer, the carrier will, if it possesses qualified personnel, service at point of origin and re-service at point of destination appliances or other articles at the charges shown below. If the carrier does not possess qualified personnel to perform the services, the carrier will, with the authorization of the customer, engage third-party vendors to perform the servicing and/or re-servicing.

The service under the provisions of this item is performed solely to prepare the articles for safe transportation, but does not include disconnecting or reconnecting articles to gas, electrical, plumbing or ventilation hook-ups.

The following flat rates apply when carrier personnel provide service/re-service of appliances or other articles:

	Minimum	Maximum
Servicing		
Front Load Washing Machine ¹	\$29.25	\$60.96
First article or appliance	\$13.01	\$27.10
Each additional article or appliance	\$8.72	\$18.16
Re-servicing		
Front Load Washing Machine ¹	\$29.25	\$60.96
First article or appliance	\$8.72	\$18.16
Each additional article or appliance	\$7.61	\$3.17

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- r. The forms of payment the carrier will accept, including any terms or conditions that apply to the method of payment, such as interest rates charged for credit plans.
- r.s. Estimated charge for actual credit card processing fees as allowed by carrier's agreements with each credit card company.
- s.t. Signatures of the carrier personnel completing the form, ~~and~~ the customer, and the dates each signed.
3. A supplemental estimate must include the following, if changed from the original estimate:
- Carrier's name, address and phone number.
 - Customer's name, address and phone number.
 - Origin, destination and any intermediate stops for the shipment.
 - Customer contact person for the supplemental estimate, if other than the customer.
 - A complete description of the services or products added by the supplemental estimate and associated charges. Each service or product and charge must be listed separately in sufficient detail to determine if proper rates were charged according to the tariff or, where no tariff charges exist, in sufficient detail to determine the exact nature, number, and type of charges.
 - Signatures of the carrier personnel completing the form and the customer and the dates each signed.
4. Estimates for moves completed by the carrier must be filed with the bill of lading and retained for the same length of time as required for the bill of lading. Estimates for moves not completed may be discarded when the estimate expires.