



STATE OF WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION

621 Woodland Square Loop S.E. • Lacey, Washington 98503
P.O. Box 47250 • Olympia, Washington 98504-7250
(360) 664-1160 • TTY 1-800-833-6384 or 711

September 17, 2020

Friend, Tory D.
d/b/a Quality Movers
13525 98th Ave Ct E #1
Puyallup, WA 98373

Received
Records Management
09/17/20 08:53
State Of WASH.
UTIL. AND TRANSP.
COMMISSION

Re: TV-200747– Granting Temporary Household Goods Authority, Subject to Conditions,
Pending Decision on Permanent Authority - THG069376

Dear Friend, Tory D.:

On August 18, 2020, Friend, Tory D., d/b/a Quality Movers, filed an application with the Washington Utilities and Transportation Commission (Commission) to provide residential household goods transportation services in the state of Washington. You have met the initial application requirements by attending Household Goods training on August 7, 2019. The Commission provisionally grants your application and Friend, Tory D. is now authorized to operate on a **temporary** basis.

The Commission will evaluate whether Friend, Tory D. qualifies for permanent authority. To qualify for permanent authority, your company must satisfy the following requirements:


1. Operate for at least six months.
2. Allow the Commission to review your business operations and records. Commission staff will review records and inspect vehicle(s), and you must receive a satisfactory safety rating as a result of that review.
3. Complete a criminal background check on each person Friend, Tory D. employs or intends to employ. The Commission will not grant permanent authority if any company employee has been convicted of any crime within the past five years involving theft, burglary, assault, sexual misconduct, identity theft, fraud, false statements, or the manufacture, sale, or distribution of a controlled substance. Even if a conviction for any of these offenses is more than five years old, the Commission will not grant permanent authority if it determines that the nature or extent of the crime(s) will likely interfere with the proper operation of a household goods moving company.
4. Pay any outstanding monetary penalty or fee owed to the Commission.

5. Resolve all consumer complaints pending with the Commission.

Enclosed with this letter are copies of Friend, Tory D.'s provisional permit and a copy of a self-addressed consumer survey to assist the Commission in evaluating Friend, Tory D.'s application. Please provide a copy of this survey to your first 10 customers and ask them to complete and mail it to the Commission at the address on the reverse side.

The Commission may cancel your provisional authority if you violate any applicable state law, Commission rule or tariff provision. If you have any questions, please contact Licensing Services at 360-664-1222 or by email at transportation@utc.wa.gov.

Sincerely,

 Digitally signed by
Stillwell, Suzanne (UTC)
Date: 2020.09.17
08:25:40 -07'00'

Suzanne Stillwell
Licensing Services Manager

Enclosures:

- Provisional permit
- Customer Survey forms

NOTICE: This action is delegated to the Secretary, or the Secretary's delegate, for decision. In addition to serving you this letter, the Commission will post on its website for at least 14 days a list of all matters delegated to the Secretary for decision. You may seek Commission review of this decision. Email your request to Mark L. Johnson, Secretary, at records@utc.wa.gov. You may also mail your request to 621 Woodland Square Loop SE, Lacey, WA 98503, PO Box 47250, Olympia, WA 98504-7250. You must file a request for Commission review no later than 14 days after the date of this letter.