

**BEFORE THE WASHINGTON
UTILITIES AND TRANSPORTATION COMMISSION**

WASHINGTON UTILITIES AND
TRANSPORTATION COMMISSION,

Complainant

v.

SUPER FRIENDS MOVING L.L.C. D/B/A
SUPER FRIENDS MOVING,

Respondent.

DOCKET TV-200820

DECLARATION OF
JACQUE HAWKINS-JONES

Jacque Hawkins-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 June 5, 2020, the Commission in Docket TV-190835 approved a settlement agreement to resolve Commission staff's complaint against Super Friends Moving L.L.C., d/b/a Super Friends Moving, (Super Friends or Company), which concerned the company's unpermitted operations. The settlement agreement required Super Friends to cease and desist from operating as a household goods carrier until it obtained a permit from the Commission. The settling parties also acknowledged that if Super Friends continued to advertise or operate as a household goods mover without a valid permit, the Commission could take enforcement action against it.¹
3. On June 8, 2020, Super Friends submitted an application to the Commission for Household Goods Authority.

¹ See pages 1 through 6 of the attachment to this declaration for a copy of the settlement agreement.

4. On August 3, 2020, I used Thumbtack to obtain from Super Friends a quote for moving services between two residential points in the Tacoma, Washington area.² The company offered a rate of \$200 per hour for three workers and a truck.³
5. On August 24, 2020, I searched Yelp to see if Super Friends continued to advertise. The results produced an advertisement for Super Friends that included a review from a customer on August 12, 2020.⁴

DATED this 25th day of September, 2020, at Lacey, Washington.

/s/ Jacque Hawkins-Jones
JACQUE HAWKINS-JONES

² See page 7 of the attachment to this declaration for a copy of the request for a quote submitted to Super Friends through Thumbtack on August 3, 2020.

³ See page 8 of the attachment to this declaration for a copy of the quote provided by Super Friends on August 3, 2020.

⁴ See pages 9 through 11 of the attachment to this declaration for a copy of Super Friends' Yelp page, printed on Aug. 24, 2019.