

**DR 771, 772 RESPONSE**

**From:** [Charles Costanzo](#)  
**To:** [Gilson, April \(UTC\)](#)  
**Cc:** [Ivan Carlson - President](#)  
**Subject:** RE: WA UTC Complaint CAS-43379-N8Q5Q0 for General Steamship Corporation CRM:0134110  
**Date:** Sunday, March 19, 2023 10:20:00 AM  
**Attachments:** [image001.png](#)

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Hi April –

Thank you for passing along the complaint.

Puget Sound Pilots (PSP) responds to the complaint that ordinarily it maintains two pilot boats in service at its pilot station in Port Angeles – the “*Puget Sound*” and the “*Juan de Fuca*” – to deliver or “launch” pilots to ships requiring pilot service. On March 7<sup>th</sup> at 6 pm, while the *Juan de Fuca* was out of service for routine maintenance, the PSP President learned from boat operators in Port Angeles that the *Puget Sound* needed to be removed from service due to mechanical problems. Under normal circumstances, PSP would have used the *Juan De Fuca* to cover until the *Puget Sound* could be repaired. It was not clear at that time how long PSP would be without the service of both its pilot boats but most indicators suggested that the outage would not be extended.

The PSP President immediately asked PSP dispatchers to notify the agents of all vessels that were likely to be impacted by the service outage that Arrow Launch (a UTC regulated company) would be providing launch service of pilots to/from inbound/outbound ships during the outage period. Dispatch also notified those agents that PSP would not be invoicing the \$348 pilot boarding fee, typically charged to vessels requiring PSP pilot boat service at Port Angeles.

PSP dispatchers also gave the impacted agents the option to refuse Arrow Launch service and wait for the *Puget Sound* to be repaired. No agent opted to await the repairs of the pilot boat. The vessels were not charged the \$348 pilot boat fee but were instead invoiced by Arrow Launch at UTC authorized rates. The *Puget Sound* was repaired and placed back into ordinary service at 3 pm on March 9. The *Puget Sound* was out of service for a total of 45 hours and impacted 26 vessels. None of those 26 vessels were invoiced the \$348 pilot boat fee. Ships and ship agents are familiar with Arrow Launch service and its fee structure, as Arrow represents the primary launch service in all locations around Puget Sound except Port Angeles.

Please let me know if you have any questions. Thank you!

- Charlie

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**From:** Gilson, April (UTC) <april.gilson@utc.wa.gov>  
**Sent:** Thursday, March 16, 2023 4:25 PM  
**To:** Charles Costanzo <ccostanzo@pspilots.org>  
**Subject:** WA UTC Complaint CAS-43379-N8Q5Q0for General Steamship Corporation CRM:0134110

**New Complaint**

**PSP001903**

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**Washington UTC Complaint CAS-43379-N8Q5Q0**

Company: Puget Sound Pilots

Customer: General Steamship Corporation

Account #:

Contact:

Service Address:

19020 33rd Ave West, Suite 365

Lynnwood WA 98036

Primary Phone: 425-329-1040

Secondary Phone:

Email Address:

Complaint Information:

Complaint ID: CAS-43379-N8Q5Q0

Serviced By: April Gilson

Opened On: 3/14/2023 11:55 AM

Grouped By: Disputed Bill

Description:

On March 7, 2023, the customer was informed by Puget Sound Pilots (PSP) that another company would provide them pilot embarkation/disembarkation service at an unknown rate in Port Angeles while its boats were out-of-service. PSP subsequently informed the customer that its commission-approved tariffed rate of \$348 for pilot embarkation/disembarkation service would be suspended until its boats were operational. The customer asserted that the other company should charge PSP for the pilot embarkation/disembarkation service. PSP should then issue the customer a bill statement for the commission-approved tariffed rate of \$348 for pilot embarkation/disembarkation service.

Please provide a narrative response to all allegations stated in the complaint Description. Responses should include actions the company took to address each of the stated allegations, or why action was not taken, and other information such as account or billing history, bill copies, repair request records, etc.

Please note, Doug Coburn filed this commission-referred complaint on behalf of General Steamship Corporation.

Passed to Puget Sound Pilots (PSP) at 4:25 p.m. via email on March 16, 2023. Response due by 5 p.m. on March 20, 2023.

If you have questions, you may contact me by phone at (888) 333-9882 or via email at [april.gilson@utc.wa.gov](mailto:april.gilson@utc.wa.gov), Monday through Friday, 9 a.m. to 4 p.m.

Regards,

April Gilson  
Complaint Investigator, Consumer Protection

**Utilities and Transportation Commission**

Respect. Professionalism. Integrity. Accountability.  
[www.utc.wa.gov](http://www.utc.wa.gov)



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