

**WASHINGTON UTILITIES AND TRANSPORTATION
COMMISSION**

**STAFF INVESTIGATION
INTO THE BUSINESS PRACTICES OF**

**CAVLOGIX CORPORATION
D/B/A TEMPSTORE MOVING COMPANY**

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PURPOSE, SCOPE, AND AUTHORITY

Purpose

The purpose of this investigation is for the Washington Utilities and Transportation Commission (Commission) to review company records, policies, and processes of Cavlogix Corporation, d/b/a TempStore Moving Company (TempStore). Staff used this information to evaluate the company's business practices and to determine how those practices comply with Commission laws and rules relating to household goods carriers.

Scope

The scope of the investigation includes TempStore's business practices as reflected in records requested from the company and in company records on file with the Commission. Staff reviewed TempStore's records and evaluated the company's business practices for compliance with the household goods carrier rules.

Authority

Staff undertakes this investigation under the authority of the Revised Code of Washington (RCW) 80.01.040(3). In addition, RCW 80.04.070 makes it clear that the Commission is authorized to conduct such an investigation.¹

¹ See Appendix A for the text of all pertinent laws, rules, and the tariff.

INVESTIGATION SUMMARY

In September 2004, Business Practices Investigations Staff began an investigation of TempStore's business practices. After conducting the investigation, Staff found TempStore is not in compliance with each of the following state laws, Commission rules, or tariff requirements:

- RCW 81.80.357 and WAC 480-15-610, which require a carrier to list its permit number in every means of advertisement and correspondence showing the carrier's name or address.
- WAC 480-15-490(5), which requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff.
- WAC 480-15-650(2)(d), which requires that the complete physical address of the origin, destination, and any intermediate stops of the proposed shipment, be listed on the written estimate.
- WAC 480-15-650(2)(e), which requires that the total mileage between the origin and destination, including any intermediate stops, be listed on the written estimate.
- WAC 480-15-650(2)(f), which requires that the rates on which the estimated charges will be based be shown on the written estimate.
- WAC 480-15-650(2)(h), which requires that a list of articles upon which the estimate is based (inventory) be included on a written estimate.
- WAC 480-15-650(2)(i), which requires the estimated cubic footage for each article in the estimate.
- WAC 480-15-650(2)(l), which requires a printed statement on the first page of a non-binding estimate as outlined in the rule.
- WAC 480-15-650(3), which requires that a customer sign the written estimate.
- WAC 480-15-720, which requires carriers issue a bill of lading for each shipment of household goods transported.
- WAC 480-15-730, which requires carriers to use the bill of lading format shown in the published tariff.
- WAC 480-15-740(3), which requires the exact address at which the shipment, or any part of that shipment, was loaded or unloaded be listed on the bill of lading.
- Tariff 15-A, Item 85(4), which requires written estimates to show each applicable rate and charge that will be used to determine the total transportation charge.
- Tariff 15-A, Item 85(7)(e)(x), which requires a remarks section on the written estimate to be used for special instructions or agreements between the carrier and the customer.
- Tariff 15-A, Item 95, which requires a carrier to issue a bill of lading for each shipment of household goods transported.

- Tariff 15-A, Item 95(1)(b), which requires that carriers use a bill of lading that contains all of the information required in Item 95.
- Tariff 15-A, Item 95(2)(c), which requires the exact name, address, and telephone number of the consignee (i.e., the person accepting the goods at the delivery).
- Tariff 15-A, Item 95(2)(d), which requires the exact location of the origin pickup point, any split pickups, stops to partially load or unload, and the final destination point of the shipment be listed on the bill of lading.
- Tariff 15-A, Item 95(2)(g), which requires a declaration of the type of estimate (binding or non-binding) under which the shipment is moving on the bill of lading.
- Tariff 15-A, Item 95(2)(k), which requires the amount and type of any charges assessed be listed on the bill of lading and requires that each charge be fully described.
- Tariff 15-A, Item 95(2)(l), which requires that each accessorial charge performed and the charge for that service be shown as a separate line item on the bill of lading.
- Tariff 15-A, Item 100, which requires the carrier to ensure, if the customer has requested storage in transit or permanent storage, that the customer specifically initials the type of storage on the bill of lading. The carrier and the warehouse are also required to maintain an inventory on any shipment placed in storage.
- Tariff 15-A, Item 100(1)(B), which lists charges for storage-in-transit.
- Tariff 15-A, Item 160, which lists additional charges to be added on a bill of lading on mileage-rated moves if goods must be carried more than 75 feet between the carrier's vehicle and the door of the individual living unit.
- Tariff 15-A, Item 175(c), which requires the carrier to record on the bill of lading on mileage-rated moves the exact time its vehicle and employees are aboard a commercial ferry or are waiting in line to board the ferry and requires the carrier to bill the customer appropriately for this time.
- Tariff 15-A, Item 225, which lists fees to be added to the customer's total charge for new or used containers for hourly-rated moves.
- Tariff 15-A, Item 230(4), which requires that on hourly-rated moves, time must be recorded to the nearest increment of 15 minutes, requires the carrier's employees to record breaks and interruptions, and requires that the customer not be charged for those breaks and/or interruptions.
- Tariff 15-A, Item 230(6), which requires that on hourly-rated moves, the carrier must bill the customer for the time beginning when the moving vehicle leaves the carrier's terminal until the time the vehicle returns to the carrier's terminal or is dispatched to another job.

Staff recommends the Commission take no formal action at this time to sanction the company. Instead, Staff recommends that TempStore provide the Commission with a

compliance plan describing how the company plans change its practices and then follow up on those changes.

BACKGROUND

Introduction

This investigation is part of the Commission's broad review of the records and business practices of household goods moving companies operating inside Washington State. The focus of the investigation is on RCW 81.80, WAC 480-15, and Tariff 15-A, which detail the requirements for the business practices of household goods moving companies.

Company Information

Cavlogix Corporation, d/b/a TempStore Moving Company (TempStore), was granted temporary household goods carrier authority on June 5, 2002. The company was issued permanent authority on February 20, 2003. TempStore is headquartered in Seattle, Washington. Michael J. Meyer is listed as president of the company. For 2003, TempStore reported gross intrastate operating revenues of approximately \$88,000.

Commission Contact with the Company

On July 25, 2002, Commission Compliance Staff Leon Macomber met with Mr. Meyer, due to the provisional status of TempStore's household goods carrier permit, to provide technical assistance to the company on how to comply with Commission rules and requirements. Mr. Macomber provided the company with specific forms and information and reviewed the Commission's Household Goods Technical Assistance and Records Review Checklist, which covers the requirements of WAC 480-15 and Tariff 15-A.²

Data Request

The Commission's Business Practices Investigations section began an investigation into the company's business practices in September 2004.

As a part of Staff's investigation, on September 23, 2004, the Commission sent TempStore a data request asking the company to furnish Staff with information regarding its customer records.³

On October 7, 2004, Mr. Meyer provided a preliminary response to the Commission's data request on behalf of TempStore⁴.

On October 13, 2004, Foster Hernandez of TempStore provided the remaining information in response to the Commission's data request.⁵

² See Appendix B

³ See Appendix C

⁴ See Appendix D

⁵ See Appendix E

Staff determined that additional records and information were necessary to complete Staff's review into the business practices of the company. On November 2, 2004, Staff sent a supplemental data request by email to TempStore requesting additional records.⁶

TempStore responded with most of the requested information on November 15, 2004.⁷ As TempStore's response to Staff's request did not contain all of the information needed by staff, Staff requested additional records on November 16, 2004.⁸

TempStore responded with some of the requested information on November 24, 2004, however, the response was incomplete. Staff requested the remaining information on November 29, 2004.⁹ TempStore responded with the information on November 29, 2004.¹⁰

Compliance With Commission Rules

As part of the investigation, Staff reviewed the documents received from TempStore in response to the data requests and company documents on file with the Commission.

The following investigation results indicate TempStore's compliance status with Commission statutes and rules.

⁶ See Appendix F

⁷ See Appendix G

⁸ See Appendix H

⁹ See Appendix I

¹⁰ See Appendix J

GENERAL BUSINESS PRACTICES

Advertising and Correspondence

RCW 81.80.357 and WAC 480-15-610 require a carrier to list its permit number in every means of advertisement and correspondence showing the carrier's name or address.

Findings

The company is not in compliance consistently. TempStore's permit number was not listed on all company letterhead sent to Commission.¹¹

Compliance Staff Leon Macomber provided TempStore with technical assistance on the requirements of WAC 480-15-610 on July 25, 2002.¹²

Recommendation

TempStore must list its permit number in every means of advertisement and correspondence showing the carrier's name or address.

¹¹ See Appendix D

¹² See Appendix B

ESTIMATES - FORMAT

RCW 81.80.132 requires that when a carrier gives an estimate of charges for services in transporting household goods, the carrier will endeavor to accurately reflect the actual charges. WAC 480-15-650 defines when a carrier may provide an estimate, describes specific information required on a written estimate, and defines the retention period for estimates. Item 85 in Tariff 15-A describes additional information required in a written estimate.

On July 25, 2002, although TempStore had not issued any written estimates at that point, Compliance Staff Leon Macomber provided TempStore with technical assistance on the requirements of WAC 480-15-650. Mr. Macomber also verified that the company had a current copy of Tariff 15-A.¹³

The written estimate forms used by TempStore appear to contain the required elements in the rule and the tariff, with the exception of the items listed below.

Rates

WAC 480-15-650(2)(f) requires that the rates on which the estimated charges will be based be shown on the written estimate. Tariff 15-A, Item 85(4), requires that written estimates show each applicable rate and charge that will be used to determine the total charge.

Findings

The company is not in compliance. In response to the supplemental data request, Tempstore provided copies of two written estimates. The estimate form does not contain a space for rates on which the total estimated charges are based.

Recommendation

TempStore must revise the written estimate form to include a space for the rates on which the estimated charges will be based.

Printed Statement

WAC 480-15-650(2)(l) requires a printed statement on the first page of a non-binding estimate as follows:

¹³ See Appendix B

IMPORTANT NOTICE

This nonbinding estimate covers only the articles and services listed. It is not a warranty or representation that the actual charges will not exceed the amount of the estimate. If you request additional services to complete the move or add articles to the inventory attached to this estimate, the household goods mover must prepare a supplemental estimate which will change the amount of the original estimate and may change the rate on which these new charges are based.

Household goods carriers are required by law to collect transportation and other incidental charges computed on the basis of rates shown in their lawfully published tariffs, except as provided below:

- (1) A household goods carrier may not charge more than twenty-five percent more than its written nonbinding estimate for time charges for a local hourly rated move nor can the household goods carrier charge more than fifteen percent more than the written nonbinding estimate for accessorial and other services not related to time, unless the household goods carrier prepares and the shipper signs a supplemental estimate.
- (2) A household goods carrier may not charge more than fifteen percent above your written nonbinding estimate for a long-distance-rated move, unless the household goods carrier prepares and the customer signs a supplemental estimate.

Findings

The company is not in compliance. The printed statement on TempStore's non-binding estimate form does not contain the information required by rule.

Recommendation

TempStore must revise the written non-binding estimate form to include the required statement outlined in WAC 480-15-650(2)(1).

Remarks Section

Item 85(7)(e)(x) requires a remarks section on the written estimate. Companies use this area for special instructions or agreements between the carrier and the customer.

Findings

The company is not in compliance. TempStore's written estimate form does not include a remarks section.

Recommendation

TempStore must revise the written estimate form to include the required section for remarks.

ESTIMATES - COMPLETION

RCW 81.80.132 requires that when a carrier gives an estimate of charges for services in carrying household goods, the carrier will endeavor to accurately reflect the actual charges. WAC 480-15-650 defines when a carrier may provide an estimate, describes specific information required on a written estimate, and defines the retention period for estimates. Tariff 15-A, Item 85, describes additional information required in a written estimate.

On July 25, 2002, although TempStore had not issued any written estimates at that point, Compliance Staff Leon Macomber provided TempStore with technical assistance on the requirements of WAC 480-15-650. Mr. Macomber also verified that the company had a current copy of Tariff 15-A.¹⁴

The written estimate forms used by TempStore appear to be completed according to the requirements in the rule and the tariff, with the exception of the items listed below.

Origin/Destination Addresses

WAC 480-15-650(2)(d) requires that the complete physical address of the origin, destination, and any intermediate stops of the proposed shipment be listed on the written estimate.

Findings

The company is not in compliance consistently. Of the two written estimates provided by TempStore, the destination address is incomplete on one of the estimates.

Recommendation

TempStore, on the written estimate, must include the complete physical address of the origin, destination, and any intermediate stops of the proposed shipment.

Total Mileage

WAC 480-15-650(2)(e) requires that the total mileage between the origin and destination, including any intermediate stops, be listed on the written estimate.

Findings

The company is not in compliance. Neither of the two written estimates provided by TempStore contained total mileage as required.

¹⁴ See Appendix B

Recommendation

TempStore, on the written estimate, must include the total mileage between the origin and destination, including any intermediate stops.

Rates

WAC 480-15-650(2)(f) requires that the rates on which the estimated charges will be based be shown on the written estimate. Tariff 15-A, Item 85(4), requires that estimates show each applicable rate and charge that will be used to determine the total charge.

Findings

The company is not in compliance. Neither of the two estimates provided by TempStore contains rates on which the estimates were based.

Recommendation

TempStore, on the written estimate, must show the rates on which the estimated charges will be based.

Inventory

WAC 480-15-650(2)(h) requires that a list of articles upon which the estimate is based (inventory) be included on a written estimate. WAC 480-15-650(2)(i) requires the estimated cubic footage for each article.

Findings

The company is not in compliance. Tempstore was unable to provide inventory sheets for either of the two written estimates. Tempstore stated that there were no inventory sheets because:

“For both of these walkthrough / estimates provided, the clients had not decided what they would like to do and simply asked for hourly rates based on the number of rooms or areas that they looking to move. As the moves were in preliminary state with items and houseoulds (*sic*) in disarray, solely an hourly rate was quoted, and solely the estimate paperwork (based on hourly rate and area) faxed to you was provided. No other paperwork or notes were kept.”¹⁵

If TempStore provides customers with written estimates of any kind, the estimates must comply with the rules and the tariff.

¹⁵ See Appendix J

Recommendation

TempStore, on the written estimate, must include a list of articles upon which the estimate is based (inventory) with the estimated cubic footage for each article.

Customer Signature

WAC 480-15-650(3) requires that a customer sign the written estimate.

Findings

The company is not in compliance. Neither of the two estimates provided by TempStore is signed by the customer.

Recommendation

TempStore must require the customer to sign the written estimate.

BILLS OF LADING - COMPLETION

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. WAC 480-15-720 requires carriers to issue a bill of lading for each shipment of household goods transported. WAC 480-15-730 requires carriers to use the bill of lading format shown in the published tariff. WAC 480-15-740 requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges. Tariff 15-A, Item 95, requires the carrier to properly complete and issue a bill of lading for each shipment of household goods transported. Item 100 requires that a carrier ensure that customers specifically choose storage in transit or permanent storage service by signing or initialing on the bill of lading, and requires the carrier and the warehouse to maintain an inventory on any shipment placed in storage.

On July 25, 2002, although TempStore had not issued any bills of lading at that point, Compliance Staff Leon Macomber provided TempStore with technical assistance on the requirements of WAC 480-15-490, WAC 480-15-720, WAC 480-15-730, and WAC 480-15-740. Mr. Macomber also verified that the company had a current copy of Tariff 15-A.¹⁶

In response to the data request, TempStore provided copies of 24 bills of lading. Seven of these bills of lading were unusable as they were on interstate forms. Interstate moves are not regulated by the Commission and the forms do not meet the Commission's criteria for intrastate bills of lading.¹⁷ The 17 usable bills of lading provided by TempStore appear to be completed to the extent that they meet the requirements in the rules and the tariff, with the exception of the items listed below.

Bills of Lading for Each Shipment

WAC 480-15-720 and Item 95 require carriers to issue a bill of lading for each shipment of household goods transported.

Findings

The company is not in compliance consistently. In its response to the data request, TempStore provided copies of 24 bills of lading for intrastate residential moves, seven of which were unusable. Two of the usable bills of lading were for customer Laukkanen, one dated July 28, 2004, the other dated July 29, 2004. It appears from the

¹⁶ See Appendix B

¹⁷ TempStore ran out of intrastate bills of lading and had difficulty reordering the correct forms from the Washington State Mover's Conference for a variety of reasons. While awaiting a new stock of intrastate forms, the company began using interstate forms to record intrastate moves.

information provided that the single shipment of this customer's goods took two days to complete. The items were picked up from and transported to the same address on both days. As the move on the second day was a continuation from the previous day, it is considered a part of the same shipment. Only one bill of lading should be issued for one shipment of household goods.

Additionally, two bills of lading were provided for customer Bedrossian. It was clear that the two bills of lading were for one shipment that involved storage-in-transit (SIT). SIT is defined as temporary storage of a shipment for 90 days or less pending further transportation. Only one bill of lading should be completed for a move involving SIT, as it is considered one continuous move.

Recommendation

TempStore must issue only one bill of lading for transportation of one shipment of household goods.

Receipt for Goods

WAC 480-15-730 requires carriers to use the bill of lading format shown in the published tariff. Item 95(1)(b) requires that carriers use a bill of lading that contains all of the information required in Item 95. The bill of lading format shown in the tariff requires a space for the carrier's driver to sign indicating receipt of the customer's goods.

Findings

The company is not in compliance consistently. On one of the 17 usable bills of lading, the driver did not sign for receipt of the customer's goods.

Recommendation

TempStore must ensure that the company's driver signs the bill of lading indicating receipt of the goods from the customer.

Name of Consignee

Item 95(2)(c) requires the exact name, address, and telephone number of the consignee (i.e., the person accepting the goods at the delivery).

Findings

The company is not in compliance consistently. On one of the 17 usable bills of lading provided by TempStore, the consignee's name is not filled in.

Recommendation

TempStore, on the bill of lading, must ensure that the name of the consignee is listed.

Storage

Item 100 defines storage-in-transit (SIT) and permanent storage, and requires the carrier to ensure, if the customer has requested storage, that the customer specifically initials the type of storage on the bill of lading. The carrier and the warehouse are also required to maintain an inventory on any shipment placed in storage.

Findings

The company is not in compliance. Two of the 17 usable bills of lading provided by TempStore were provided for customer Bedrossian. It was clear from the information on the bills of lading that the shipment involved SIT. However, the customer did not initial a storage option, nor did the company fill in the SIT information, on the bill of lading.

Additionally, TempStore could not provide an inventory for the SIT. The company stated, in part:

“I was unable to locate any other information on this storage-in-transit shipment, except for the Bill of Lading #0278, which covers the items leaving our warehouse. An inventory form has not been completed on intrastate moves, only for interstate shipments. However, it has been pointed out that Tariff 15-A Item 100 Storage does require inventories be conducted on storage-in-transit shipments. We will start inventory all shipment of storage and storage-n-transit (*sic*).”¹⁸

Recommendations

TempStore, if the customer has requested storage, must ensure that the customer specifically initials SIT or permanent storage on the bill of lading.

TempStore must maintain an inventory on any shipment placed in storage.

¹⁸ See Appendix G

BILLS OF LADING - RATES AND CHARGES HOURLY-RATED MOVES

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. WAC 480-15-490(5) requires that household goods carriers charge the rates and charges contained in the tariff unless the Commission has approved deviations from the tariff. WAC 480-15-740 requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges. Tariff 15-A, Item 95(1), states that the carrier must issue a bill of lading for each shipment of household goods transported. Item 95(2)(k) requires the amount and type of any charges assessed be listed on the bill of lading, and requires that each charge be fully described. Item 95(2)(l) requires that each accessorial charge performed, and the charge for that service, must be shown as a separate line item on the bill of lading. Item 225 lists fees for containers. Item 230 defines rates to be charged for hourly-rated shipments moving less than 35 miles.

On July 25, 2002, although TempStore had not issued any bills of lading at that point, Compliance Staff Leon Macomber provided TempStore with technical assistance on the requirements of WAC 480-15-490 and WAC 480-15-740. Mr. Macomber also verified that the company had a current copy of Tariff 15-A.¹⁹

In response to the data request, TempStore provided copies of 24 bills of lading. Seven of these bills of lading were unusable as they were on interstate forms. Interstate moves are not regulated by the Commission and the forms do not meet the Commission's criteria for intrastate bills of lading.²⁰ Of the 17 usable bills of lading, 16 were for hourly-rated moves. These 16 bills of lading appear to include the information necessary to bill the customer correct rates and charges, as required in the rules and the tariff, with the exception of the items listed below.

Rates and Charges

WAC 480-15-490(5) requires that household goods carriers charge the rates and charges contained in the tariff unless the Commission has approved deviations from the tariff. Item 95(2)(k) requires the amount and type of any charges assessed be listed on the bill of lading and requires that each charge be fully described. Item 95(2)(l) requires that

¹⁹ See Appendix B

²⁰ TempStore ran out of intrastate bills of lading and had difficulty reordering the correct forms from the Washington State Mover's Conference for a variety of reasons. While awaiting a new stock of intrastate forms, the company began using interstate forms to record intrastate moves.

each accessorial charge performed and the charge for that service be shown as a separate line item on the bill of lading.

Findings

The company does not appear to be in full compliance. On one of the 16 hourly-rated bills of lading, the company listed a charge of \$75.00. Staff is unable to determine what the charge is for, as the company did not fully describe the charge on the bill of lading. There is no \$75.00 charge listed in the tariff.

Additionally, one of the 16 bills of lading did not list charges for SIT. TempStore must list all of the information necessary to bill the customer correct rates and charges on the bill of lading.

Recommendation

TempStore, on the bill of lading, must charge the rates and charges contained in the tariff unless the Commission has approved deviations from the tariff.

TempStore, on the bill of lading, must list the amount and type of any charges assessed and must fully describe each charge.

TempStore, on the bill of lading, must show each accessorial charge performed as a separate line item and the charge for that service.

Location

WAC 480-15-740(3) requires the exact address at which the shipment, or any part of that shipment, was loaded or unloaded. Item 95(2)(d) requires the exact location of the origin pickup point, any split pickups, stops to partially load or unload, and the final destination point of the shipment.

Findings

The company is not in compliance consistently. One of the 16 hourly-rated bills of lading did not include the exact location of the origin pickup point. Three of the 16 bills of lading did not include the exact location of the final destination point of the shipment. The exact address of the shipment is required in order for TempStore to determine appropriate rates and charges.

Recommendation

TempStore, on the bill of lading, must list the exact address at which the shipment, or any part of that shipment, was loaded or unloaded.

Estimates

Item 95(2)(g) requires a declaration of the type of estimate (binding or non-binding) under which the shipment is moving, including the customer’s initials by the estimate option selected.

Findings

The company is not in compliance consistently. On one of 16 hourly-rated bills of lading, the customer initialed the non-binding estimate option. When Staff requested a copy of the estimate from the company, TempStore initially stated that the estimate had been misplaced and that the company had “re-created” a similar estimate to provide to Staff.²¹ Subsequently, TempStore contacted staff and stated, in part:

“In your last group of questions to TempStore Moving Co., you asked about providing a copy of the walkthrough estimate supported by the bill of lading for one of our Clients... As stated in our answer, I was unable to find a walkthrough estimate for (customer)...I contacted the client and asked if he had a copy of one that was provided. He informed us (which supports why we were unable to find one) that an estimate was not provided prior to the move. Thus, please amend our answer to this question, to state that we did not provide a walkthrough estimate prior to the move, and the client simply checked the wrong box on the bill of lading.”²²

Recommendation

TempStore, if the customer has requested a written estimate, must ensure that the customer has properly initialed the type of estimate (binding or non-binding) under which the shipment is moving on the bill of lading.

Storage

Item 100(1)(B) lists charges for storage-in-transit. Charges are determined in 30-day increments and are not pro-rated. The tariff charges are:

Service	Rate to be charged per 100 pounds stored		Minimum charge	
	Minimum	Maximum	Minimum	Maximum
For each 30-day period goods remain in storage	\$0.95	\$1.58	\$4.75	\$7.91
Warehouse handling in	\$0.86	\$1.43	\$4.28	\$7.14
Warehouse handling out	\$0.86	\$1.43	\$4.28	\$7.14

Findings

Staff is unable to determine if the company is in compliance. Two of the 16 hourly-rated bills of lading were for customer Bedrossian. It was clear that the two bills of lading were for one shipment that involved SIT. The company did not list any SIT

²¹ See Appendix G

²² See Appendix H

charges on the bill of lading. When Staff questioned the company about what the customer was charged, the company responded with the rates for the SIT.²³ As the company was unable to provide an inventory for the shipment placed in storage,²⁴ Staff is unable to determine if the company charged correctly for the SIT.

Additionally, on one of the 16 bills of lading, a charge of \$54.19 is listed for “Storage – Partial Month.” SIT charges must be based on a 30-day period, not a partial month.

Recommendation

TempStore, on the bill of lading, must charge tariff rates for SIT in 30-day increments.

Container Charges

Item 225 lists fees to be added to the customer’s total charge for new or used containers for hourly-rated moves.

Findings

The company is not in compliance consistently. Prices listed by TempStore on one of the 16 hourly-rated bills of lading were below the minimum charges for containers listed in the tariff. The correct fees must be used in order for TempStore to determine appropriate rates and charges. The following table indicates where charges were not in compliance.

Hourly Moves

Container	Tariff Price per Container		Charge on Bill of Lading
	Minimum	Maximum	
Cartons:			
Less than 3 cu. ft.	\$2.00	\$3.33	\$1.50
3 cubic ft.	\$2.97	\$4.95	\$2.00
4.5 cubic ft.	\$3.56	\$6.98	\$2.50

Recommendation

TempStore, on the bill of lading, must only charge fees for new or used containers as listed in the tariff.

²³ See Appendix K

²⁴ See Appendix G

Recording Time

Item 230(4) requires that time be recorded to the nearest increment of 15 minutes. The carrier must require its employees to record breaks and interruptions, and customers must not be charged for those breaks and interruptions. Item 230(6) requires that when a single shipment is being transported, the carrier must bill the customer for the time beginning when the moving vehicle leaves the carrier's terminal until the time the vehicle returns to the carrier's terminal or is dispatched to another job.

Findings

The company is not in compliance consistently. On five of the 16 hourly-rated bills of lading, it appears that TempStore did not calculate the total hours for the move correctly, based on the start and stop times recorded for the moves. In one of the five moves, it appears that the company charged the customer for a ½ hour break. In three of the five moves, TempStore listed no breaks but charged the customer for ½ hour less time than what was recorded on the bill of lading. On the last of the five moves, it appears that the company overcharged the customer by one hour. The correct time must be recorded and calculated in order to determine proper rates and charges.

Recommendations

TempStore, on the bill of lading, must require its employees to record breaks and interruptions, and customers must not be charged for those breaks and interruptions.

TempStore, when a single shipment is being transported, must bill the customer for the time beginning when the moving vehicle leaves the carrier's terminal until the time the vehicle returns to the carrier's terminal or is dispatched to another job on the bill of lading.

BILLS OF LADING - RATES AND CHARGES MILEAGE-RATED MOVES

WAC 480-15-490(5) requires that all household goods carriers charge the rates and charges and comply with the rules contained in the tariff unless the Commission has approved, in writing, deviations from the tariff. WAC 480-15-740 requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges. Tariff 15-A, Item 95(1), states that the carrier must issue a bill of lading for each shipment of household goods transported. Item 95(2)(k) requires the amount and type of any charges assessed be listed on the bill of lading, and requires that each charge be fully described. Item 155 requires customers be charged for every stop during a move. Item 160 lists additional charges to be added on a bill of lading if goods must be carried more than 75 feet between the carrier's vehicle and the door of the individual living unit. Item 175 addresses commercial ferry fares and charges.

On July 25, 2002, although TempStore had not issued any bills of lading at that point, Compliance Staff Leon Macomber provided TempStore with technical assistance on the requirements of WAC 480-15-490 and WAC 480-15-740. Mr. Macomber also verified that the company had a current copy of Tariff 15-A.²⁵

In response to the data request, TempStore provided copies of 24 bills of lading. Seven of these bills of lading were unusable as they were on interstate forms. Interstate moves are not regulated by the Commission and the forms do not meet the Commission's criteria for intrastate bills of lading.²⁶ Of the 17 usable bills of lading, only one was for a mileage-rated move. This bill of lading was incomplete to the extent that Staff was unable to determine whether or not the company's rate calculations were correct. The specific areas of non-compliance with the rules and tariff are listed below.

Total Mileage

WAC 480-15-740 requires the company to fill out the bill of lading listing specific information necessary to bill the customer the correct rates and charges.

Findings

The company is not in compliance. Total mileage for the move is not written on the mileage-rated bill of lading provided. TempStore cannot determine appropriate rates and charges without accurate mileage.

²⁵ See Appendix B

²⁶ TempStore ran out of intrastate bills of lading and had difficulty reordering the correct forms from the Washington State Mover's Conference for a variety of reasons. While awaiting a new stock of intrastate forms, the company began using interstate forms to record intrastate moves.

Recommendation

TempStore, on the bill of lading, must list specific information necessary to bill the customer the correct rates and charges, including total mileage.

Fuel Surcharge

The Commission issued Rate Increase Supplement No. 2004-1 to Tariff 15-A, effective June 12, 2004, for fuel surcharges (Docket No. TV-040977). The surcharge increased maximum rates and charges by 1.67 percent. Carriers assess the surcharge, up to the allowable percentage amount, based on operational needs. Item 95(2)(k) requires the amount and type of any charges assessed be listed on the bill of lading, and requires that each charge be fully described.

Findings

Staff is unable to determine if the company is in compliance. The mileage-rated bill of lading lists a charge in the space for the fuel surcharge as \$0.17, with a handwritten notation that staff is unable to read. If TempStore assesses a fuel surcharge, the percentage must be clearly listed on the bill of lading.

Recommendation

TempStore, on the bill of lading, must clearly list the amount of any fuel surcharge assessed, with a full description of the charge.

Long Carry Charges

Item 160 lists additional charges to be added to all other applicable rates and charges on a bill of lading if goods must be carried more than 75 feet between the carrier's vehicle and the door of the individual living unit.

Findings

Staff is unable to determine if the company is in compliance. The mileage-rated bill of lading lists a charge or percentage (.01) in the area of the bill of lading titled, "Distance Carry." There is an additional hand-written notation on the same line, but Staff is unable to read it. If TempStore is charging long carry charges, the company must use the rates listed in the tariff.

Recommendation

TempStore must use tariff rates for long carry charges.

Commercial Ferry Fees

Item 175(a) requires the carrier to pass through to the customer the actual cost of ferry fares. A copy of the fare receipt must be attached to the bill of lading provided to the customer and the carrier must retain a duplicate copy in its files. Item 175(c) requires

the carrier to record on the bill of lading the exact time its vehicle and employees are aboard a commercial ferry or are waiting in line to board the ferry and requires the carrier to bill the customer appropriately for this time.

Findings

The company does not appear to be in full compliance. On the mileage-rated bill of lading provided, the company passed the cost of ferry fares on to the customer, as required by the tariff. Staff requested a copy of the actual ferry fare receipt in the supplemental data request.²⁷ In response, TempStore provided a copy of a credit card receipt. TempStore must retain a copy of the actual ferry fare receipt for its files.

Additionally, TempStore did not record on the bill of lading the exact time its vehicle and employees were aboard the ferry or were waiting in line to board the ferry, nor did the company bill the customer appropriately for this time. TempStore cannot properly bill the customer if it does not charge for all services provided on a move.

Recommendations

TempStore must maintain copies of original ferry fare receipts.

TempStore, on the bill of lading, must record the exact time its vehicle and employees are aboard a commercial ferry or are waiting in line to board the ferry, and bill the customer appropriately for this time.

²⁷ See Appendix F

SUMMARY OF RECOMMENDATIONS

TempStore must list its permit number in every means of advertisement and correspondence showing the carrier's name or address.

TempStore, must revise the written estimate form to include a space for the rates on which the estimated charges will be based.

TempStore must revise the written non-binding estimate form to include the required statement outlined in WAC 480-15-650(2)(1).

TempStore must revise the written estimate form to include the required section for remarks.

TempStore, on the written estimate, must include the complete physical address of the origin, destination, and any intermediate stops of the proposed shipment.

TempStore, on the written estimate, must include the total mileage between the origin and destination, including any intermediate stops.

TempStore, on the written estimate, must show the rates on which the estimated charges will be based.

TempStore, on the written estimate, must include a list of articles upon which the estimate is based (inventory) with the estimated cubic footage for each article.

TempStore must require the customer to sign the written estimate.

TempStore must issue only one bill of lading for transportation of a shipment of household goods.

TempStore must ensure that the company's driver signs the bill of lading indicating receipt of the goods from the customer.

TempStore, on the bill of lading, must ensure that the name of the consignee is listed.

TempStore, if the customer has requested storage, must ensure that the customer specifically initials storage-in-transit or permanent storage on the bill of lading.

TempStore must maintain an inventory on any shipment placed in storage.

TempStore, on the bill of lading, must charge the rates and charges contained in the tariff unless the Commission has approved deviations from the tariff.

TempStore, on the bill of lading, must list the amount and type of any charges assessed and must fully describe each charge.

TempStore, on the bill of lading, must show each accessorial charge performed as a separate line item and the charge for that service.

TempStore, on the bill of lading, must list the exact address at which the shipment, or any part of that shipment, was loaded or unloaded.

TempStore, if the customer has requested a written estimate, must ensure that the customer has properly initialed the type of estimate (binding or non-binding) under which the shipment is moving on the bill of lading.

TempStore, on the bill of lading, must charge tariff rates for storage in transit in 30-day increments.

TempStore must only charge fees for new or used containers as listed in the tariff.

TempStore must require its employees to record breaks and interruptions, and customers must not be charged for those breaks and interruptions.

TempStore, when a single shipment is being transported, must bill the customer for the time beginning when the moving vehicle leaves the carrier's terminal until the time the vehicle returns to the carrier's terminal or is dispatched to another job on the bill of lading.

TempStore, on the bill of lading, must list specific information necessary to bill the customer the correct rates and charges, including total mileage.

TempStore, on the bill of lading, must clearly list the amount of any fuel surcharge assessed, with a full description of the charge.

TempStore, on the bill of lading, must use tariff rates for long carry charges.

TempStore must maintain copies of ferry fare receipts.

TempStore, on the bill of lading, must record the exact time its vehicle and employees are aboard a commercial ferry or are waiting in line to board the ferry, and bill the customer appropriately for this time.

APPENDIX A

RCW 80.01.040(3) General powers and duties of commission. The utilities and transportation commission shall:

(3) Regulate in the public interest, as provided by the public service laws, the rates, services, facilities, and practices of all persons engaging within this state in the business of supplying any utility service or commodity to the public for compensation, and related activities; including, but not limited to, electrical companies, gas companies, irrigation companies, telecommunications companies, and water companies.

[1985 c 450 § 10; 1961 c 14 § [80.01.040](#). Prior: (i) 1949 c 117 § 3; Rem. Supp. 1949 § 10964-115-3. (ii) 1945 c 267 § 5; Rem. Supp. 1945 § 10459-5. (iii) 1945 c 267 § 6; Rem. Supp. 1945 § 10459-6. Formerly RCW [43.53.050](#).]

RCW 80.04.070 - Inspection of books, papers, and documents. The commission and each commissioner, or any person employed by the commission, shall have the right, at any and all times, to inspect the accounts, books, papers and documents of any public service company, and the commission, or any commissioner, may examine under oath any officer, agent or employee of such public service company in relation thereto, and with reference to the affairs of such company: PROVIDED, That any person other than a commissioner who shall make any such demand shall produce his authority from the commission to make such inspection.

[1961 c 14 § [80.04.070](#). Prior: 1911 c 117 § 77; RRS § 10415.]

RCW 81.80.357 - Advertising -- Household goods -- Permit number required -- Penalty. - (1) No person in the business of transporting household goods as defined by the commission in intrastate commerce shall advertise without listing the carrier's Washington utilities and transportation commission permit number in the advertisement.

(2) As of June 9, 1994, all advertising, contracts, correspondence, cards, signs, posters, papers, and documents which show a household goods motor carrier name or address shall show the carrier's Washington utilities and transportation commission permit number. The alphabetized listing of household good[s] motor carriers appearing in the advertising sections of telephone books or other directories and all advertising that shows the carrier's name or address shall show the carrier's current Washington utilities and transportation commission permit number.

(3) Advertising by electronic transmission need not contain the carrier's Washington utilities and transportation commission permit number if the carrier provides it to the person selling the advertisement and it is recorded in the advertising contract.

(4) No person shall falsify a Washington utilities and transportation commission permit number or use a false or inaccurate Washington utilities and transportation commission permit number in connection with any solicitation or identification as an authorized household goods motor carrier.

(5) If, upon investigation, the commission determines that a motor carrier or person acting in the capacity of a motor carrier has violated this section, the commission may issue a penalty not to exceed five hundred dollars for every violation.

[1994 c 168 § 1.]

WAC 480-15-490 Tariff and rates, general. (1) **What is a tariff?** A tariff is a publication containing the rates and charges that household goods carriers must assess on shipments of household goods, including rules that govern how rates and charges are assessed.

(2) **How are tariff rates and charges established?**

(a) Pursuant to RCW [81.80.130](#) and [81.80.150](#), the commission publishes tariffs to be used by all household goods carriers, or allows household goods carriers to file individual tariffs if the commission finds it is impractical to publish tariffs for certain commodities or services. The commission determines the rates and charges contained in the tariffs by commission order following notice and hearing. Under RCW [81.80.130](#), the commission must set fair, just, reasonable, and sufficient rates and charges. The commission will do this by setting minimum and maximum rates.

(b) Upon the effective date of these rules, and continuing until such time as the commission, after notice and hearing, determines a different rate level, household goods carriers must assess rates and charges within a band.

(i) The maximum rates and charges must be no more than twenty percent above the rates and charges as published by the commission in Tariff 15A in effect on February 1, 2000.

(ii) The maximum rates and charges established in (b)(i) of this subsection will be adjusted each June 1, through 2005, by an index calculated using the first-quarter implicit price deflator (IPD) of the gross domestic product as follows:

Index for Current Year = IPD for Previous Year First Quarter / IPD for Current Year First Quarter

Example: Using the following data:

IPD for Previous Year First Quarter	102.35
IPD for Current Year First Quarter	103.83

Index for Current Year is calculated as follows:

IPD for Current Year First Quarter	103.83
Divided by IPD for Previous Year First Quarter	102.35
Equals Index for Current Year	= 1.0145

Maximum Rate or Charge is calculated as follows:

Maximum Rate for Previous Year	\$ 100.00
Multiplied by Index for Current Year	x 1.0145
Equals the Maximum Rate for Current Year	= \$ 101.45

Round the maximum rate to the next \$.01, with \$.005 and greater rounded up and less than \$.005 rounded down.

Mileage rates are rounded to the next \$.0001.

(iii) The minimum rate or charge is fixed at no less than forty percent below the maximum rate or charge established in (b)(i) of this subsection.

(3) **Who must have tariffs?** Each person holding household goods permit authority must purchase and display at least one copy of the current tariff, and pay applicable tariff maintenance fees. Any interested person may purchase a copy by paying the applicable fees in advance.

(4) **Where must a household goods carrier display its tariffs?** A household goods carrier must display

a current copy of the tariff in its main office and in each billing office.

(5) **Who must charge rates contained in the tariff?** All household goods carriers must charge the rates and charges, and comply with the rules contained, in the tariff unless the commission has approved, in writing, deviations from the tariff.

(6) **Is the tariff the only publication a household goods carrier needs to use to determine rates?** The commission may adopt other publications that will be used to assess rates. If we do, we will notify tariff subscribers of the change.

(7) **Where may the public view tariffs?** Tariffs are public documents and you must make them available for the public by posting copies at your main office and any billing office. Tariffs are also available for review at our headquarters office.

(8) **How much does a tariff cost?** The cost of tariffs may change periodically depending on our costs for compiling, printing, distributing, and maintaining them. To find out the current cost, you may contact the commission as described in WAC [480-15-060](#).

(9) **Are copies of current or expired tariff pages available?** The commission will supply you with current or expired single tariff pages upon request. Copies of entire expired tariffs, or entire tariffs applicable on a specific date in the past, generally are not available.

[Statutory Authority: RCW [81.04.160](#), [81.04.250](#), [81.28.040](#), [81.80.090](#), [81.80.120](#), [81.80.130](#), [81.80.290](#), [81.80.211](#), and [80.01.040](#). 00-14-010 (General Order No. R-471, Docket No. TV-991559), § 480-15-490, filed 6/27/00, effective 7/28/00. Statutory Authority: RCW [81.04.160](#) and [80.01.040](#). [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-490, filed 12/15/98, effective 1/15/99.]

WAC 480-15-610 What are my responsibilities regarding advertising? (1) You must include your permit number in any advertising of your household goods moving services. Advertising includes, but is not limited to, reference to your services on your vehicles, equipment, and in telephone books, internet, contracts, correspondence, cards, signs, posters, newspapers, and documents which show your name and address.

(2) You may only advertise services authorized by your permit.

(3) You may advertise services you provide as an agent of, or connecting carrier to, another household goods carrier if you include the name and permit number of the other household goods carrier in your advertising.

(4) You must not advertise services or rates and charges that conflict with those in the tariff.

(5) If you violate these advertising rules we may assess a penalty of up to five hundred dollars for each violation, or initiate other administrative action. See WAC [480-15-130](#)(3).

[Statutory Authority: RCW [81.04.160](#) and [80.01.040](#). [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-610, filed 12/15/98, effective 1/15/99.]

WAC 480-15-650 Form of estimates. (1) **When must a household goods carrier provide a written estimate?** If a customer requests an estimate, you must provide a written estimate only after you, or your representative, have visually inspected the goods to be shipped.

(2) **What must a household goods carrier include on a written estimate?** Your written estimate must include the following information:

(a) The name, address and telephone number of the household goods carrier who will perform the service;

(b) The name, company affiliation, title and telephone number of the person preparing the estimate;

(c) The name of the customer and the receiver of the goods;

(d) The complete physical address of the origin, destination and any intermediate stops of the proposed movement;

- (e) The total mileage between the origin and destination, including any intermediate stops;
- (f) The rates on which the estimated charges will be based;
- (g) A list of the articles upon which the estimate is based (inventory);
- (h) The estimated cubic footage for each article;
- (i) The estimated total weight of the shipment, based upon a formula of not less than seven pounds per cubic foot (example: A box one foot by one foot by one foot = seven pounds);
- (j) An itemized statement of all known accessorial services to be performed, articles supplied, and their charges;
- (k) An estimate of the total charges, including transportation and accessorial charges;
- (l) A printed statement on the first page of a nonbinding estimate, in contrasting lettering, and not less than eight-point bold or full-faced type, as follows:

IMPORTANT NOTICE

This nonbinding estimate covers only the articles and services listed. It is not a warranty or representation that the actual charges will not exceed the amount of the estimate. If you request additional services to complete the move or add articles to the inventory attached to this estimate, the household goods mover must prepare a supplemental estimate which will change the amount of the original estimate and may change the rate on which these new charges are based.

Household goods carriers are required by law to collect transportation and other incidental charges computed on the basis of rates shown in their lawfully published tariffs, except as provided below:

- (1) A household goods carrier may not charge more than twenty-five percent more than its written nonbinding estimate for time charges for a local hourly rated move nor can the household goods carrier charge more than fifteen percent more than the written nonbinding estimate for accessorial and other services not related to time, unless the household goods carrier prepares and the shipper signs a supplemental estimate.
- (2) A household goods carrier may not charge more than fifteen percent above your written nonbinding estimate for a long-distance-rated move, unless the household goods carrier prepares and the customer signs a supplemental estimate.

(3) **Must the customer sign the estimate?** Yes, customers must sign the written estimate.

(4) **How long must a household goods carrier keep written estimates?** You must keep a written estimate in your files for at least two years after you conduct the move.

(5) **What if a household goods carrier is unable to provide a written estimate?** If a customer requests a written estimate and you refuse to provide one, you may not conduct that move by agreeing to meet or beat another company's estimate.

[Statutory Authority: RCW [81.04.160](#), [81.04.250](#), [81.28.040](#), [81.80.090](#), [81.80.120](#), [81.80.130](#), [81.80.290](#), [81.80.211](#), and [80.01.040](#). 00-14-010 (General Order No. R-471, Docket No. TV-991559), § 480-15-650, filed 6/27/00, effective 7/28/00. Statutory Authority: RCW [81.04.160](#) and [80.01.040](#). [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-650, filed 12/15/98, effective 1/15/99.]

WAC 480-15-720 Who must issue bills of lading? You must issue a bill of lading for each shipment of household goods you transport.

[Statutory Authority: RCW 81.04.160 and 80.01.040. 99-01-077 (Order R-454, Docket No. TV-971477), § 480-15-720, filed 12/15/98, effective 1/15/99.]

WAC 480-15-730 What is the format for bills of lading? You must use the bill of lading format shown in our published tariff.

[Statutory Authority: RCW [81.04.160](#) and [80.01.040](#). [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-730, filed 12/15/98, effective 1/15/99.]

WAC 480-15-740 Information required on a bill of lading. You must list on the bill of lading all information necessary to determine tariff rates and charges. Any element that you use in determining transportation charges must be clearly shown on the bill of lading. This information includes, but is not limited to:

- (1) The date the shipment was packed, loaded, transported, delivered, unloaded and unpacked;
- (2) The number and size of each type of carton, crate, or container used in packing the customer's goods;
- (3) The exact address at which the shipment, or any part of that shipment, was loaded or unloaded;
- (4) The nature of any special services performed on behalf of the customer;
- (5) The name, address, and total charges of any third party services incurred on behalf of the customer;
- (6) Any special circumstances that entered into the determination of transportation charges (for example: Detours or road conditions that required you to take a circuitous route, thus incurring additional mileage charges);
- (7) The start time, stop time, and any interruptions for each person involved in or on a shipment rated under hourly rates:
 - (a) In lieu of recording each person's start time, stop time, and interruptions on the bill of lading, a carrier may maintain a separate, but complete, record of each person's activities in sufficient detail to verify the proper rates and charges.
 - (b) A carrier must be able to identify, through payroll records, each person involved in a move and provide that information to commission staff on request.
 - (c) In all cases a carrier must record on the bill of lading the start time and stop time of any hourly rated move, and any interruptions in service;
- (8) On any shipments where the customer did not receive a written estimate, you must make a notation on the bill of lading that the customer was given a copy of the brochure "*Your Rights and Responsibilities as a Moving Company Customer.*" The customer must initial on or near your notation on the bill of lading, acknowledging receipt of the information.

[Statutory Authority: RCW [81.04.160](#), [81.04.250](#), [81.28.040](#), [81.80.090](#), [81.80.120](#), [81.80.130](#), [81.80.290](#), [81.80.211](#), and [80.01.040](#). 00-14-010 (General Order No. R-471, Docket No. TV-991559), § 480-15-740, filed 6/27/00, effective 7/28/00. Statutory Authority: RCW [81.04.160](#) and [80.01.040](#). [99-01-077](#) (Order R-454, Docket No. TV-971477), § 480-15-740, filed 12/15/98, effective 1/15/99.]

Tariff 15-A

Item 85 – Estimates

1. All estimates must comply with the provisions of Chapter 480-15 WAC, Part 5.2.
2. Carriers may provide customers with two kinds of estimates:
 - Binding estimates; and
 - Non-binding estimates.
3. A supplemental estimate is to be used whenever there is any change to the move, by the customer, that results in an increase in cost. Supplemental estimates must be issued at the same level of rates as were contained in the original estimate.
4. Estimates must show each applicable rate and charge that will be used to determine the total transportation charge.
5. All estimates must be written. Verbal estimates are prohibited.
6. Whenever a written estimate is provided, all moving companies must give the potential customer a copy of the commission brochure "Your Rights and Responsibilities as a Moving Company Customer."
7. Carriers may design and use their own estimate and supplemental estimate forms. The Commission has not defined either a specific estimate form or a supplemental estimate form. The Commission instead establishes format criteria that must be used by all carriers in designing their own forms. Forms designed and used by carriers must:
 - a. Be printed on paper that is at least 8-1/2 inches by 11 inches in size.
 - b. Be printed in at least 8 point type.
 - c. Contain information that identifies the company name, address, phone number, telefacsimile number(if any), and e-mail address (if any) of the company making the estimate or supplemental estimate.
 - d. Contain information that clearly identifies whether the estimate or supplemental estimate is binding or non-binding.

Contain clearly captioned sections that provide adequate information to the customer so that the customer may make informed choices regarding transportation needs. At a minimum the form must contain the following sections:

- i. Identification of customer – name, phone number, address of shipper, origin of shipment, destination of shipment, shipper's contact person (if other than customer).
- ii. For hourly-rated shipments, the number of carrier personnel and carrier vans (or trucks) that will be used, and the number of hours each will be involved in the move.
- iii. For mileage-rated shipments, the mileage between origin and destination, the estimated weight of the shipment, and the total transportation cost. Note: If the customer requests additional stops be made, mileage must be figured through those stopping points.
- iv. Overtime.
- v. Services to be provided (stairs, long carry, third party, etc.)
- vi. Valuation charges.

- vii. Storage. (Storage-in-transit, storage-in-vehicle, permanent storage, etc.)
- viii. Packing, unpacking, and containers.
- ix. A summary of charges. The summary must be printed in the right lower quadrant of the form and must be set off by being placed in a box as shown in the following sample:

Summary of Charges	
Moving	\$ _____
Storage.....	\$ _____
Packing/ Unpacking..	\$ _____
Containers....	\$ _____
Services.....	\$ _____
Valuation.....	\$ _____
Other.....	\$ _____

- x. "Remarks" section. This area to be used for special instructions or agreements between carrier and customer.
- xi. Signatures. This section must be in the lower, right-hand portion of the form and must contain the signature of the estimator, the estimator's title, customer's signature, and the date signed. See example:

Estimator's Signature _____

Estimator's Title _____

Shipper's Signature _____

Date Signed _____

ITEM 95 -- BILLS OF LADING

1. In compliance with RCW 81.29.020 and WAC 480-15-720 carriers must issue a bill of lading on each shipment of household goods transported.
 - (a) A sample bill of lading form follows the text of this item. Carriers are invited to have this sample bill of lading reproduced, in triplicate, for use on Washington intrastate household goods moves.
 - (b) Carriers are not required to use the sample form, it is provided as a guideline only. Carriers may elect to publish their own forms, provided the information shown in this tariff item is contained on the bill of lading.
 - (c) The information shown below, and on the sample bill of lading, is not required to be shown on a single document. Carriers may elect to divide the material between two or more documents. Carriers electing to do so, however, are required to cross reference the records to one another and must file all documents together to facilitate inspection of bills by Commission regulatory staff to determine that all information required by this tariff item have been included on the documents.

2. **Information That Must Be Included on Uniform Household Goods Bills of Lading:**
 - a. The name, permit number, address, telephone number, and fax number (if any) of the household goods carrier;
 - b. The name, address, and telephone number of the customer;

- c. The name, address, and telephone number of the consignee;
- d. The exact location of the origin pickup point, any split pickups, stops to partially load or unload, and the final destination point of the shipment;
- e. The actual pickup date; and
- f. A declaration of the length of time the shipper wishes property to be stored (permanent storage or storage in transit). The declaration must state as follows:

STORAGE: If shipment will be placed into storage, the customer must initial option selected.

_____ This shipment is to be placed in storage for a period of less than 90 days (storage in transit). I understand that on the 91st day of storage the shipment becomes permanent storage.

_____ This shipment is to be placed in storage for more than 90 days (permanent storage).

- g. A declaration of the type of estimate (binding or non-binding) under which the shipment is moving. If the household goods carrier does not offer binding estimates, the language shown below relating to binding estimates may be omitted. The declaration must state:

ESTIMATES: The customer must initial option selected:

_____ I did not request a written estimate on this shipment and understand I will be required to pay charges shown on this contract.

_____ I understand this shipment is moving under a binding estimate and that I will be required to pay the amount shown on that estimate.

_____ I understand this shipment is moving under a non-binding estimate. **NOTE:** If the charges shown on this bill exceed the charges on the non-binding estimate given me by the carrier, the carrier must release the shipment to me upon payment of no more than 110 percent of the estimated charges and will extend credit for 30 days in which I must pay the remainder due. In no case will I be required to pay more than 115 percent of the estimate (plus any supplements) for mileage-rated shipments, nor more than 125 percent of the estimate plus supplements for hourly-rated shipments.

- h. A section where the customer must select the type of valuation coverage under which the shipment is moving. This section must read as follows:

VALUATION: The customer must initial option selected:

_____ **Basic value protection.** I release this shipment to a value of 60 cents per pound per article, with no cost to me for the protection; or

_____ **Depreciated value protection.** I release this shipment to a value of \$2.00 per pound times the weight of the total shipment; or

_____ I declare a lump sum total dollar valuation on this entire shipment of:
\$_____ and select the following option:

_____ **Replacement Cost Coverage with a \$300 Deductible.**
Declared value must be at least \$3.50 times the weight of this Shipment.

Replacement Cost Coverage with no deductible. Declared
value must be at least \$3.50 times the weight of this s

- i. **If the shipment will be rated under mileage rates:** The tare, gross, and net weights of the shipment.
- j. **If the shipment will be rated under hourly rates:**
 - (a) The time the vehicle left the carrier's terminal and the time it returned to the terminal or was released to go to another customer; and
 - (b) The start time, stop time, and any interruption for each person involved in or on the shipment.
- k. The amount and type of any charges assessed. Each charge must be fully described. Example: the number of each type of packing cartons used, the charge per carton, and total charge for each type of carton must be shown.
- l. Each accessorial service performed, and the charge for that service, must be shown as a separate line item on the bill of lading.
- m. Each advance or third party billing charge must be shown on the bill of lading as a separate line item.
- n. Any item, reason, or circumstance that entered into the determination of the final charges must be shown as a separate line item. Example: If the carrier was required to travel via other than the regular route between origin and destination due to road closure, this information must be shown on the bill of lading.
- o. A notation that the customer was provided a copy of the brochure "Your Rights and Responsibilities as a Moving Company Customer" or that the customer refused a copy when it was offered.

p. The method of payment of total tariff charges. This section of the bill must state:

PAYMENT: The customer agrees to pay charges, at time of delivery, by:

cash money order certified check credit card
 personal check business check debit card

If credit arrangements are made, bill to:

Name: _____

Address: _____

©Note: If carrier will never accept personal checks or debit cards, those options may be omitted from the section, or replaced with the term "other." (TV-001242)

ITEM 100 -- STORAGE

"Storage-in-transit" (SIT) - is temporary warehouse storage of a shipment for 90 days or less pending further transportation. Property may be placed into SIT one or more times but may not exceed a total of 90 days. This temporary storage may be in either a warehouse owned by the carrier, or in a warehouse the carrier has chosen as its agent. Liability for the shipment while in storage-in-transit is the responsibility of the carrier. For information related to temporary storage-in-vehicle refer to Item 101.

"Permanent storage" is warehouse storage of a shipment for longer than 90 days. The warehouse is considered the destination of a shipment delivered to permanent storage. The carrier's liability for the shipment ceases upon delivery to the warehouse. Liability for the shipment while in permanent storage is the responsibility of the warehouse.

Customer choice of storage. The carrier must ensure that the customer specifically choose SIT or Permanent Storage service by signing or initialing on the bill of lading. The customer is responsible for the added charges for storage service, warehouse handling and final delivery of the shipment.

Inventory required. Both the carrier and warehouse must maintain an inventory on any shipment placed in storage. The records must show:

- (a) An itemized list of the items in the shipment and the number of the bill of lading under which the shipment is moving;
- (b) The origin and destination points of the shipment;
- (c) The condition of each article when it was received at, and forwarded from, the SIT warehouse;
- (d) The dates when all charges, advances, or payments were made or received; and
- (e) The dates the shipment was delivered into, and forwarded from, the warehouse.

A. **Charges due when a shipment is placed into SIT:** On the date a shipment is placed into SIT the carrier may bill the customer:

- (a) The charges for transporting the shipment from the origin to the warehouse. Charges for transportation are determined by using Item 200 (mileage rates) for shipments moving more than 35 miles, Item 230 (hourly rates) if the shipment is 35 miles or less;
- (b) The storage charges for the first 30-day period;
- (c) Charges for any additional services such as packing materials, overtime incurred, third party billings, etc.;
- (d) Warehouse handling in charges; and
- (e) Valuation charges B see item 90.

B. **Charges for Storage-In-Transit**

Service	Rate to be charged per 100 pounds stored		Minimum charge	
	Minimum	Maximum	Minimum	Maximum
For each 30-day period goods remain in storage	▲\$0.95	▲\$1.58	▲\$4.75	▲\$7.91
Warehouse handling in	▲\$0.86	▲\$1.43	▲\$4.28	▲\$7.14
Warehouse handling out	▲\$0.86	▲\$1.43	▲\$4.28	▲\$7.14

(TV-030620)

C. **Adding to, or removing a portion of, property from SIT:** A customer may add to, or remove a portion of, the property in SIT. SIT charges for the balance of the SIT period will be based on the weight of goods remaining in storage. Charges for transportation furnished, if any, for the delivery of the remainder of the shipment will be based on the weight remaining in SIT.

- (1) **Removing a portion of the property from SIT:** A customer may remove a portion of the property from SIT if all charges for the shipment have been paid in full or the customer and carrier have negotiated for payment arrangements. If the customer requests the carrier to deliver the portion of the property removed from SIT, the carrier will charge for delivery as if it were a separate shipment with the origin being the SIT warehouse.

No property may be removed from the carrier's or agent's warehouse until all lawful charges are paid or satisfactory payment arrangements are negotiated.

- (2) **Adding property to a SIT shipment:** During the SIT period, the customer may add property to that already in SIT. The following charges and rules will apply:
- (a) If the carrier transports the additional property to SIT, charges will be calculated from origin to the warehouse by using the rates shown in Item 200 (mileage rates) or Item 230 (hourly rates);
 - (b) Warehouse handling in charges as shown in the table below; and
 - (c) All subsequent charges, including SIT fees, will be based on the total weight of the combined shipment.
- (3) The customer must pay warehouse handling charges if the warehouse is required to unstack or restack the shipment, or a portion of the shipment, to facilitate the customer's selection of property. See table of charges below.

Service	Rate to be charged per 100 pounds stored		Minimum charge per occurrence	
	Minimum	Maximum	Minimum	Maximum
Warehouse handling, stacking or restacking to withdraw property from SIT	▲\$1.71	▲\$2.85	▲\$8.55	▲\$14.24
Warehouse handling in	▲\$0.86	▲\$1.43	▲\$4.28	▲\$7.14
Warehouse handling out	▲\$0.86	▲\$1.43	▲\$4.28	▲\$7.14

(TV-030620)

- D. **If the customer does not remove the shipment from SIT within 90 days:**
- (a) The carrier's liability terminates at midnight on the 90th day;
 - (b) The warehouse is considered the destination of the shipment;
 - (c) The warehouse is considered to be the agent of the customer and the property becomes subject to the rules, regulations and charges of the warehouse; and
 - (d) The carrier must bill the customer for all charges accrued to date.
- E. **Delivery from SIT requested, but not provided:** If a customer notifies the carrier, at least 15 days before the end of a 30-day SIT period, that it wants its property delivered, but the carrier does not make the delivery by the end of that period, the carrier cannot charge any additional SIT or storage charges. All other SIT provisions will apply until the carrier can deliver the property.
- F. **Change in destination from that shown on the original bill of lading:** The owner of the property in SIT may change the destination originally shown on the bill of lading by

notifying the carrier in writing. When the carrier receives the notice, the carrier will make a notation on the bill of lading indicating that the customer requested the change.

- G. **Delivery attempted but cannot be accomplished:** If delivery cannot be made at the address specified on the bill of lading because of circumstances listed in Item 15, (Refusal to Pickup or Deliver Shipment), and the customer has not given another address where delivery can be made, the carrier will hold the shipment under the SIT provisions of this item.
- H. **Rates and charges to be assessed if there is a rate increase while property is in SIT:** Rates that were in effect on the date the shipment was loaded at the point of origin will remain in effect until delivery of the shipment at the point of destination.

2. Permanent Storage

Transferring property from SIT into permanent storage:

- (a) The customer may at any time decide to transfer property from SIT to permanent storage by providing written notice to the carrier and the warehouse.
- (b) Once property is transferred to permanent storage, the warehouse is considered the destination of the shipment.
- (c) Within seven days of receiving notice that the customer wants its property moved into permanent storage, the carrier must provide a final bill for all SIT charges due.
- (d) The carrier's liability for the property ceases when the property is transferred into permanent storage. Liability for the property while in permanent storage is the responsibility of the warehouse. Valuation coverage for the property must be purchased from the warehouse.

ITEM 160 -- LONG CARRY CHARGES

If goods must be carried more than 75 feet between the carrier's vehicle and the door of the individual living unit, the following will be charged to the customer in addition to all other applicable rates and charges:

For each 50 feet (or fraction of 50 feet) beyond the first 75 feet:	
Minimum Per 100 pounds carried	Maximum Per 100 pounds carried
\$0.67	\$1.12

(TV-030620)

ITEM 175 -- CHARGES FOR USING COMMERCIAL FERRIES AND TOLL BRIDGES

If the carrier must use a commercial ferry or toll bridge, the following charges will apply In addition to all other applicable rates and charges:

- (c) The carrier must record on the bill of lading the exact time its vehicle and employee(s) are on board a commercial ferry or are waiting in line to board the ferry. The carrier will

bill the customer for the time its vehicle and employee(s) are detained waiting in line and the time on board the ferry at the rates shown in Items 230 (Hourly rates) and 235 (Labor charges).

ITEM 225 - CONTAINER PRICES

1. Prices are for containers (packing materials) only.
2. If the customer requests delivery or pickup of containers, Item 230 (Hourly Rates) and Item 235 (Labor Charges) will apply.
3. When available, the customer may purchase used containers at 50% of the prices shown below.

Type of Container	Price Per Container	
	Minimum	Maximum
DRUM, DISH-PACK (drum, dish-pack, barrel or other specially designed containers, not less than 5 cu. ft. capacity, used for packing glassware, chinaware, table lamps or similar fragile articles, with inserts or dividers)	\$9.64	\$16.06
WASHER SERVICE KIT	\$3.17	\$5.28
CARTONS:		
Less than 3 cubic ft (not less than 200 lb. test)	\$2.00	\$3.33
3 cubic ft (not less than 200 lb. test)	\$2.97	\$4.95
4-1/2 cubic ft (not less than 200 lb. test)	\$3.56	\$5.93
6 cubic ft (not less than 200 lb. test)	\$4.19	\$6.98
WARDROBE CARTON (less than 10 cubic ft.)	\$7.56	\$12.60
MATTRESS CARTONS:		
Crib Mattress Carton	\$3.42	\$5.71
Twin Mattress Carton	\$6.18	\$10.31
Double Mattress Carton	\$7.70	\$12.84
Queen Mattress Carton	\$8.71	\$14.52
King Mattress Carton	\$12.48	\$20.80
King Box Spring Carton	\$14.36	\$23.93
MIRROR CARTON (corrugated)	\$7.69	\$12.82
CRATES AND CONTAINERS , other than described above (designed for mirrors, paintings, glass or marble tops, and similar fragile articles):		
Price per cubic foot or fraction (gross measurement of container)	\$1.78	\$2.97
Minimum charge	\$6.08	\$10.13

(TV-030620)

ITEM NO. 230 - HOURLY RATES

1. Hourly rates apply:
 - (a) On shipments where the loaded distance is 35 miles or less; or
 - (b) When referred to by another item of the tariff.

Note: For moves longer than 35 miles, see Item 200 (Mileage Rates).

2. Rates shown in this item apply for the vehicle and driver. See Item 235 (Labor Charges) if additional carrier personnel are involved in the move. Charges for the driver are computed at the same charges as those in Item 235 (Labor Charges), with the balance being the charge for use of the vehicle.
3. Hourly rates apply during regular hours only. For other than regular hours, overtime charges will apply in addition to these hourly rates. See Item 220 for overtime rates.
4. Time must be recorded to the nearest increment of 15 minutes. The carrier must require its employees to record breaks and interruptions. The customer must not be charged for those breaks and/or interruptions.
5. The minimum charge for a shipment moving under hourly rates is one hour.
6. When a single shipment is being transported, the carrier will bill the customer for the time beginning when the moving vehicle leaves the carrier's terminal, or other location of the vehicle, whichever is closest to the origin of the shipment, until the time the vehicle returns to the carrier's terminal or is dispatched to another job.
7. When two or more shipments are being transported on a single vehicle, the time charged to each customer must be:
 - (a) The actual time spent conducting packing, loading, unloading and unpacking; plus
 - (b) An equitable division of the total travel time.

APPENDIX B



Leon Macomber

07/26/2002 08:58 AM

To: Carolyn Caruso/WUTC@WUTC

cc:

cc:

Subject: Cavlogix Corporation HG-60620/#102200/P-79053

Cavlogix Corporation HG-60620
d/b/a Tempstore Moving Company
P.O. Box 19237
201 Galer Street, Apt. #304
Seattle, WA. 98109
Phone: (206) 213-0096
(206) 755-0101 Cell
UBI# 601-841-381
MotCar# 39693
U.S. DOT# 970528
MC-429226
P-79053

Assignment No: 102200
Industry Code: 207

On July 25, 2002 I contacted Mr. Michael J. Meyer, President of Cavlogix Corporation, and his bookkeeper, Ms. Ann O. Schlemmer, at 71 S. Orcas Street, Seattle, Washington, concerning an economic technical assistance to comply with requirements of their six month provisional household goods permit authority grant.

At this time I followed a Household Goods Technical Assistance and Records Review Checklist format with the following results:

Cavlogix Corporation currently has accounts with Labor & Industries, Employment Security, Secretary of State and Department of Revenue as required prior to issuance of permit.

WAC 480.15.110 - Carrier's current address and phone numbers are the same as filed with the Commission.

WAC 480.15.360 - Carrier's original permit is kept in his main office/residence.

WAC 480.15.480 - Carrier's annual report is not due until May 1, 2003 and will only cover June 5, 2002 thru December 31, 2002 since permit was granted on June 5, 2002. I handed Ms. Ann O. Schlemmer, Bookkeeper, a copy of a 2001 annual report for her review.

WAC 480.15.530 - Carrier does carry appropriate public liability and property damage insurance with National Indemnity Company, Policy # 70APN-197568, in the amount \$750,000 CSL and it matches insurance filing with the Commission.

WAC 480.15.550 - Carrier does carry cargo insurance with National Indemnity Company, Policy #70APN-197568, in the amount of \$20,000.

WAC 480.15.590/600 - Carrier does not lease equipment.

WAC 480.15.610 - Carrier does currently advertise on a web page and the web page does not include the HG-60620 permit number as required by RCW 81.80.357. Mr. Meyer stated he would update his web page.

WAC 480.15.720/740 - Carrier did have some bill of lading forms which did not meet the requirements of Tariff 15-A. I gave him a phone number for the WTA Household Goods Conference so that he could obtain appropriate forms. In addition I handed him appropriate bill of lading forms to use temporarily.

WAC 480.15.620 - Carrier does have the appropriate "Rights and Responsibilities Guide Books" that I handed him last contact and will be handing them to each shipper as required.

WAC 480.15.490 - Carrier does have a current up-to-date Tariff 15-A and it is available should anyone question the origin of his rates and charges.

WAC 480.15.330 Hourly - Carrier has not had any hourly moves yet, but we did discuss the various Tariff Hourly Rates and Charges.

WAC 480.15.330 Mileage - Carrier does have a Rand McNally mileage guide and will be using it to determine appropriate mileages between points in Washington for moves over 35 miles. Carrier has not had any mileage moves yet, but we did discuss all Tariff 15-A mileage rates and charges.

WAC 480.15.640 - Carrier has been made aware that verbal estimates are not legal and that all estimates must be in writing signed by both shipper and carrier representative.

WAC 480.15.630-690 - Carrier has not issued any estimates as of yet. All types of estimates, binding, non-binding and supplemental were discussed with Mr. Meyer and Ms. Schlemmer.

WAC 480.15.800-870 - Claims - Carrier does have the appropriate claims register forms and loss/damage claims forms to set up the appropriate record keeping records.

WAC 480.15.190 - Carrier is currently operating within the scope of their permit.

WAC 480.15.300 - Carrier is in compliance with his HG-60620 permit.

WAC 480.15.390 - Carrier is currently operating under their d/b/a Tempstore Moving Company as registered with the Commission.

WAC 480.15.430-450 - Carrier's permit has not been suspended and/or cancelled during the time of this records check.

WAC 480.15.900/930 - Carrier has not yet operated in interstate commerce, but has obtained interstate authority under MC-429226. Carrier has been handed appropriate forms to register their SSRS.

WAC 480.15.360 - Carrier does maintain a copy of HG-60620 in their vehicle.

WAC 480.15.560 - Carrier's vehicle is currently properly identified with permit name and number.

WAC 480.15.600 - Carrier does not lease equipment.

At this time I also handed Mr. Meyer the following handouts:

- 1) Your Guide to achieving a satisfactory safety record manual
- 2) Washington State Commercial Vehicle Guide Manual
- 3) Physical Exam forms
- 4) Bill of Lading forms
- 5) Cubic Feet Calculation Sheet
- 6) Binding Estimates
- 7) Non-Binding Estimates
- 8) Binding Supplemental Estimates
- 9) Non-Binding Supplemental Estimates
- 10) Household Goods Rulebook
- 11) Loss/Damage Claims Register
- 12) Loss/Damage Claims Forms
- 13) Joint Military/Industry Table of Weights and Depreciation Guide
- 14) Annual Report Form

I am submitting this assignment to you for closure at this time.

Leon Macomber
MCLE Special Investigator

Washington Utilities and Transportation Commission
**Household Goods Technical Assistance and
 Records Review Checklist**

Rev. 4/01

Carrier: <u>Cavlogix Corporation</u> d/b/a: <u>Tempstore Moving Company</u>	HG- <u>60620</u>
Location: <u>P.O. Box 19237</u> <u>201 Galer Street, Apt. #304</u>	Assignment #: <u>102200</u>
Investigator: <u>Seattle, WA; 98109</u> <u>Leon Macomber</u>	UBI#: <u>601-841-381</u>
Period of Records Checked: From: <u>06/05/02</u> To: <u>07/25/02</u> Total Number of Bills: <u>0</u>	

WAC Rule	WAC Rule Reference	Findings	Number Checked	Number in Violation
480-15-	Does the company have current accounts with: Labor & Industries Employment Security Secretary of State Dept. of Revenue	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	4	0
110	Address/Phone Number - Are the carrier's address and phone number those listed in Commission records?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	2	0
360	Permits - Is original kept in main office?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	0
480	Annual Report/Regulatory Fees - Has the carrier filed the most recent annual report? Was the annual report filed on or before May 1 st ? If not, were late fees and interest included? Does the carrier correctly calculate and submit regulatory fees?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	Not Due yet	
530	Insurance - Does the carrier have current public liability and property damage insurance? Does it match the information on file with the Commission? Liability and property damage insurance information: Company: <u>National Indemnity Co.</u> Policy: <u>70APN-197568</u> Liability Limits: <u>\$750,000</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	—
550	Cargo Insurance - Does the carrier have adequate cargo insurance? Cargo Insurance information: Company: <u>National Indemnity Co.</u> Policy: <u>70APN-197568</u> Limits: <u>\$20,000</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	—

590/600	Leasing - Does the carrier lease equipment? If yes: Were the leases filed with and approved by the Commission? Were the terms of the lease complied with?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No		
610	Advertising - Is the carrier's HG or TCC permit number included in all advertisements? If no, note on "other information".	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>Web Site to HG-610 on website</i>	

Bill of Lading

720	Bills of Lading - Is the carrier using a Uniform Household Goods Bill of Lading that meets the requirement of Tariff 15-A? <i>(Will Purchase)</i> Has the carrier issued a Bill of Lading for each shipment?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	1	1
740	Does each Bill of Lading contain all required information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	"	"
620	Notice to Shippers - Is the carrier providing shippers with the "Rights and Responsibilities" guide Has the notation on the Bills of Lading been signed by the shipper?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	None	Yet

Tariffs - Rates & Charges

490	Does the carrier have a copy of Tariff 15-A? If yes: Is it current? Is it available to the public?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	1	—
	If shipper selected a valuation option, were charges computed correctly?	<input type="checkbox"/> Yes <input type="checkbox"/> No	None	Yet
330 Hourly	Does the carrier accurately record start and stop times on the bill of lading for each job? Are the charged hourly rates within the rate band? Are the extra labor charges within the rate band?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	None	Yet
	Does the carrier charge travel time to and from job sites? Charging overtime is optional. If the carrier charges overtime, are the charges within the rate band?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	"	"
	Has the carrier assessed hourly rates for any moves that have exceeded 35 miles from origin to destination? Has the carrier charged for any services not authorized under time rates? (Long carry, stairs, piano charge, etc.)	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	"	"
	Packing Material rates - are the charges within the rate band? Does the carrier charge for materials not in the tariff? (Such as: paper, tape, padding, bubble wrap, shrink wrap, tape, etc.) Has the carrier provided packing material to the shipper at no cost?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	"	"
330 Mileage	Does the carrier use the Rand McNally mileage guide to determine mileage for tariff purposes? <i>(Will Purchase)</i> Is mileage computed correctly?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	1	—
750	Determination of weights - has the carrier weighed all shipments that have exceeded 35 miles from origin to destination? Are empty and loaded weight tickets maintained with the bill of lading? Does the carrier use correct tariff mileage/weight charges?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	"	"

	Packing Material rates - are there charges within the rate band? Does the carrier charge for materials not in the tariff? (Such as: paper, tape, padding, bubble wrap, shrink wrap, tape, etc.) Has the carrier provided packing material to the shipper at no cost?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	<i>None</i>	<i>Get</i>
	Storage-in Transit - Has the carrier improperly classified or converted and storage-in-transit into long term storage?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Does the carrier use correct rates for movements into and/or out of storage-in-transit?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Have shipments properly classified as storage-in-transit been charged long term storage rates?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Has the carrier provided temporary storage-in-vehicle? If yes: Are the charges within the rate band? Did the carrier obtain the shipper's authorizing signature?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Are charges for stairs, elevators, and long carry calculated within the rate band?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Are extra stop(s) charges calculated within the rate band?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Are piano/organ charges calculated within the rate band?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Has the carrier charged for "Expedited Service"? If yes: Did the carrier obtain the shippers' authorizing signature?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>

Estimates

640	Is the company aware that verbal estimates are not allowed?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>1</i>	<i>—</i>
630-690	Does the carrier issue written estimates? If yes: Are written estimates based on a written inventory (cube sheet)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	<i>None</i>	<i>Get</i>
	Do written estimates include all required information?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Does the carrier provide written estimates without visually inspecting the goods at the origin?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Binding Estimates - Does the carrier issue binding estimates? If yes: Is required documentation attached to binding estimates? Has carrier failed to honor any binding estimates? Have any binding estimates exceeded the highest legal tariff rate? Has the carrier issued any supplemental estimates on binding estimates? If yes: Is a signed supplemental estimate attached to the original estimate?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Have all written estimates been signed by the customer?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Does the carrier retain all written estimates of moves they have conducted?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Has the carrier issued any Supplemental Estimates? If yes: Do supplemental estimates show what additional services were requested by the customer that would cause the increase? Is a signed supplemental estimate attached to the original estimate?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	Has the carrier refused to agree to release a shipment upon payment of 110% of a written and any supplemental estimates?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>
	If the goods were released upon payment of 110% of a written estimate, has the customer been allowed 30 days to pay the balance?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>//</i>	<i>//</i>

	Has the carrier collected more than 25% over the written non-binding estimate (plus any supplemental estimate) for time charges on hourly moves, or collected more than 15% over the estimate for accessorial or other services?	Yes <input type="checkbox"/> No	<i>None</i>	<i>Yes</i>
	Has the carrier collected more than 15% over a written non-binding estimate (plus any supplemental estimate) for mileage rated moves?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	Has the carrier underestimated any shipments? If yes, How many were underestimated _____ How many total moves did company conduct _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	Does carrier understand that if they choose not to issue written estimates, they can not provide service by offering to meet or beat another company's estimate?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>

Claims

800-870	Does the carrier maintain a Complaints and Claims Register? If yes: Does the register include all required information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>None</i>	<i>Yes</i>
	Have all complaints been recorded in the register?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	Are all complaints and claims consecutively numbered?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	Have all claims for loss and damage filed within 9 months of delivery date been recorded and processed?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	Are all claim record documents retained for 6 years?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	Are complaint records maintained in office for 3 years after resolution or shipment date?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	Does the carrier notify the customer in writing, within 10 days, that claim or complaint was received?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	Does the carrier investigate the claim quickly?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	Does the carrier advise customer of resolution? Advisement is: Written <input type="checkbox"/> Verbal <input type="checkbox"/>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	Does the carrier pay, refuse, or offer a compromise on a claim within 120 days?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	If claim is not settled within 120 days, does carrier the continue to inform claimant every 60 days?	<input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>
	If a customer is not satisfied with the carrier's resolution, is the customer referred to the Commission? Does the carrier provide the customer with the Commission's toll-free line to Consumer Affairs?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No	<i>"</i>	<i>"</i>

Operations

190	Permit - Is carrier operating within the scope of the permit?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>/</i>	<i>—</i>
300	Temporary Permit - Is carrier in compliance with conditions attached to its temporary authority?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>/</i>	<i>—</i>
390	Carrier Name - Is the carrier operating under its permitted name or an approved d/b/a?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<i>/</i>	<i>—</i>
430-450	Suspension/Cancellation - Has the carrier's permit been suspended or canceled during the time frame of this records check?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<i>1</i>	<i>—</i>
	If yes: Did the carrier operate during the suspension or cancellation period?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		

APPENDIX C

September 23, 2004

Cavlogix Corporation
d/b/a TempStore Moving Company
PO Box 81064
Seattle, WA 98108

Dear Cavlogix Corporation:

As part of a broad review of household goods moving companies, the Washington Utilities and Transportation Commission (Commission) is reviewing the records and business practices of a number of companies. The focus of our inquiry is the general requirements of WAC 480-15, Tariff 15-A, and RCW 81.80, which details requirements for the business practices of household goods moving companies.

Under Washington State law (RCW 81.04.070), the Commission has the right to inspect the accounts, books, papers, and documents of any household goods moving company doing business in this state.

Accordingly, please provide the following information and/or documents:

1. The number of intrastate residential moves performed within Washington State during the last twelve months.
2. For every intrastate residential move performed during July 19 through August 20, 2004, please provide copies of all supporting documents related to each customer's move, including, but not limited to, the bill of lading (please copy both sides), estimate, supplemental estimate, certified scale weight slips, any record that documents the constructive weight of the shipment, inventory records, commercial ferry receipts, and all documents related to the storage of the goods.
3. A detailed description of the company's procedure for providing "free cost estimates," over the phone, as mentioned on the company's website.

4. Copies of the company's advertising (e.g., yellow page ads, newspaper ads, "Little Nickle" ads).
5. The name of the mileage guide used for mileage-rated moves.

Please respond with the requested documents, papers, and information no later than October 7, 2004. The information should be sent to Betty Young, Compliance Specialist, Business Practices Investigations Section. Ms. Young can be reached at 360-664-1202, or by e-mail at byoung@wutc.wa.gov.

Sincerely,

Carole J. Washburn
Executive Secretary

APPENDIX D



<meyer@tempstore.net>

10/07/2004 04:28 PM

To <byoung@wutc.wa.gov>

cc <fosterh@tempstore.net>

bcc

Subject WUTC - October 7 Questions and Preliminary Response to
Sept. 23, 2004 Letter

October 7, 2004

Ms. Betty Young
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. S.W.
P.O. 47250
Olympia, WA 98504-7250
Ph: 360-664-1202

Re: Review / Request for Information

Dear Ms. Young:

In response to the September 23, 2004 letter from the Washington Utilities and Transportation Commission requesting information from TempStore Moving Co., please note the following:

Mr Foster Hernandez is the compliance person for TempStore Moving Co. and he is in the process of reviewing your letter requesting information. It is my understanding that he will complete and mail a reply to you by the end of next week. Mr. Hernandez may be reached via cell phone at: 509-833-2330 and via email at: fosterh@tempstore.net

Additionally, a preliminary responses to your request (containing answers to questions 1 through 5) is attached.

Sincerely,

Michael Meyer
TempStore Moving Co.
Toll-Free: 800-936-5674
Fax: 206-764-7834
Mobile: 206-755-0101
<http://www.tempstore.net>
e-mail: info@tempstore.net

ADDITIONAL INFORMATION:



October 7, 2004

Ms. Betty Young
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. S.W.
P.O. 47250
Olympia, WA 98504-7250
Ph: 360-664-1202

Re: Review / Request for Information

Dear Ms. Young:

In response to the September 23, 2004 letter from the Washington Utilities and Transportation Commission requesting information from TempStore Moving Co., please note the following:

Mr Foster Hernandez is the compliance person for TempStore Moving Co. and he is in the process of reviewing your letter requesting information. It is my understanding that he will complete and mail a reply to you by the end of next week. Mr. Hernandez may be reached via cell phone at: 509-833-2330 and via email at: fosterh@tempstore.net

Additionally, a preliminary responses to your request (containing answers to questions 1 through 5) is as follows:

Question 1:

The number of intrastate residential moves performed within Washington State during the last twelve months?

Answer 1:

During the past twelve months, approximately one hundred and seventy Intrastate moves were performed by TempStore Moving Company (an average of 11-15 intrastate moves per month).

Question 2:

For every intrastate residential move performed during July 19 through August 20, 2004, please provide copies of all supporting documents related to each customer's move, including, but not limited to, the bill of lading (please copy both sides) estimate, supplemental estimate, certified scale weight slips, any record that documents the constructive weight of the shipment, inventory records, commercial ferry receipts, and all documents related to the storage of the goods.

Answer 2:

This information is being compiled and reviewed by Foster Hernandez.

Question 3:

A detailed description of the company's procedure for providing "free cost estimates," over the phone, as mentioned on the company's website.

Question 3:

TempStore Moving Company does not provide estimates over the phone. Additionally, the company web site has never mentioned providing free estimates over the phone. For a period, the company did have a 'free estimates' click through line on the web site (<http://www.tempstore.net>) and a form which contained a request for preliminary

Cavlogix Corporation, d/b/a TempStore Moving Company, Investigation Report

information related to obtain details and contact information for customers in order to assist with a move. In order to clear any misperception or misunderstanding about this practice, TempStore Moving has changed the wording on the link to read: 'Price Information Via Submittal Form (click here)'.

Question 4:

Copies of the company's advertising (e.g. yellow page ads, newspaper ads, "Little Nickle" ads).

Question 4:

The company does maintain a single line phone courtesy listing for TempStore Moving Co. in the Yellow Pages, however, other than this phone listing, the company does not advertise in the Yellow Pages, Newspaper, or "Little Nickle".

Question 5:

The name of the mileage guide used for mileage-rated moves.

Question 5:

TempStore Moving Company uses the mileage guide provided in the Washington Utilities and Transportation Commission Rates booklet: Tariff 15a which cancelled Tariff 15.

In closing, a complete response will be provided via mail to your office by the end of next week.

Sincerely,

Michael Meyer
Manager

Cc: Foster Hernandez, TempStore Moving Co.

APPENDIX E

October 13, 2004

Ms. Betty Young
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. S.W.
P.O. Box 47250
Olympia, WA 98504-7250
Ph: 360-664-1202

RECEIVED
OCT 20 2004
WASH. UT. & TP. COMM.

Re: Review / Request for Information

Dear Ms. Young

In reply to: the September 23, 2004 letter from the Washington Utilities and Transportation Commission requesting information from TempStore Moving Co.

Question 2

For every intrastate residential move performed during July 19 through August 20, 2004, please provide copies of all supporting documents related to each customer's move, including, but limited to, the bill of lading (please copy both sides) estimate, supplemental estimate, certified scale weight slips, any record that documents the constructive weight of the shipment, inventory records, commercial ferry receipts, and all documents related to the storage of the goods.

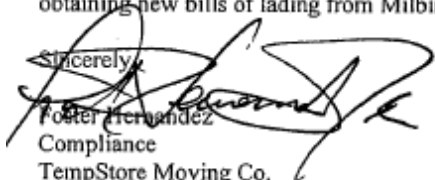
Answer 2

Per your request for copies of bills of lading and supporting documents of intrastate moves performed during the period of July 19 through August 20, 2004. Attached are 24 bills of lading on intrastate household goods move. Of the 24 bills of lading, you'll notice six (6) of the bills of lading are INTERSTATE bills of lading.

Sometime in early August our company ran out of the Intrastate Bills of Lading. In the past we purchased our bills of lading from the Washington Trucking Association / Washington Movers Conference. However, sometime in June or July the Movers Conference stop selling household goods bill of lading to non-members. We have checked with several printing companies in the area and none of the companies print household goods bills of billing as required by the WUTC rules and regulations. On August 31, 2004 we mailed our application and fees to the Washington Movers Conference in order to become a member. To this date our application has not been approved.

After waiting for over two months for a response from the Washington Movers Conference, we are in the process of obtaining new bills of lading from Milbin Printing which will be used for Washington State Local Moving Jobs.

Sincerely,


Foster Hernandez
Compliance
TempStore Moving Co.

Cavlogix Corporation, d/b/a TempStore Moving Company, Investigation Report

October 13, 2004

Ms. Betty Young
Washington Utilities and Transportation Commission
1300 S. Evergreen Park Dr. S.W.
P.O. 47250
Olympia, WA 98504-7250
Ph: 360-664-1202

Re: Review / Request for Information: UPDATED

Dear Ms. Young:

In response to the September 23, 2004 letter from the Washington Utilities and Transportation Commission requesting information from TempStore Moving Co., please note the following:

Mr. Foster Hernandez is the compliance person for TempStore Moving Co. and he is in the process of reviewing your letter requesting information. Mr. Hernandez may be reached via cell phone at: 509-833-2330 and via email at: fosterh@tempstore.net

Additionally, a preliminary responses to your request (containing answers to questions 1 through 5) is as follows:

Question 1:

The number of intrastate residential moves performed within Washington State during the last twelve months?

Answer 1:

During the past twelve months, approximately one hundred and seventy Intrastate moves were performed by TempStore Moving Company.

Question 2:

For every intrastate residential move performed during July 19 through August 20, 2004, please provide copies of all supporting documents related to each customer's move, including, but not limited to, the bill of lading (please copy both sides) estimate, supplemental estimate, certified scale weight slips, any record that documents the constructive weight of the shipment, inventory records, commercial ferry receipts, and all documents related to the storage of the goods.

Answer 2:

This information has being compiled and attached by Foster Hernandez.

Question 3:

A detailed description of the company's procedure for providing "free cost estimates," over the phone, as mentioned on the company's website.

Question 3:

TempStore Moving Company does not provide estimates over the phone. Additionally, the company web site has never mentioned providing free estimates over the phone. For a period, the company did have a 'free estimates' click through line on the web site (<http://www.tempstore.net>) and a form which contained a request for preliminary information for obtaining details and contact information for customers in order to assist with a move. After this information was obtained, only local hourly prices or cents per mile guidance was quoted unless a visit to the premises was arranged for a physical walkthrough. In order to clear any misperception or misunderstanding about this practice, TempStore Moving Co. has changed the wording on the link to read: 'Price Information Via Submittal Form (click here)'.

Cavlogix Corporation, d/b/a TempStore Moving Company, Investigation Report

Question 4:

Copies of the company's advertising (e.g. yellow page ads, newspaper ads, "Little Nickle" ads).

Question 4:

The company does maintain a single line phone courtesy listing for TempStore Moving Co. in the Yellow Pages (see attached), however, other than this phone listing, the company does not advertise in the Yellow Pages, Newspaper, or "Little Nickle".

Question 5:

The name of the mileage guide used for mileage-rated moves.

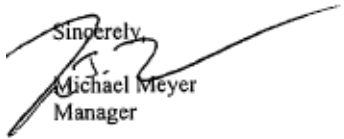
Question 5:

A Rand McNally Mileage guide is maintained in the TempStore Moving Co. office. TempStore Moving Company uses the rating / mileage guide provided in the Washington Utilities and Transportation Commission Rates booklet: Tariff 15a which cancelled Tariff 15.

Sincerely,


Foster Hernandez
Compliance

Sincerely,


Michael Meyer
Manager

Cc: Foster Hernandez, TempStore Moving Co.

APPENDIX F



Betty Young/WUTC

11/01/2004 03:50 PM

To meyer@tempstore.net, fosterh@tempstore.net

cc

bcc

Subject Additional Records Needed

November 2, 2004

Mr. Meyer and Mr. Hernandez:

On October 13, 2004, TempStore Moving Company (TempStore) provided the Washington Utilities and Transportation Commission records requested in Staff's initial data request to the company dated September 23, 2004. I have determined additional records and information are necessary to complete my review into the business practices of the company.

In the data request, TempStore was asked to provide, for every intrastate residential move performed from July 19, 2004, through August 20, 2004, all supporting documents related to each customer's move, including, but not limited to: the bill of lading, estimate, supplemental estimate, certified scale weight slips, any record that documents the constructive weight of the shipment, inventory records, commercial ferry receipts, and all documents related to the storage of goods in transit.

TempStore provided copies of bills of lading, but provided no supporting documents for the moves.

Therefore, please provide the following additional records or information:

1. For customer Nate Bedrossian, move date July 22, 2004 (Order No. 0293), please provide copies of:
 - All documents related to storage of customer's goods (storage-in-transit).
2. For customer Brian Eslick, move date July 26-27, 2004 (Order No. 0297), please provide copies of:
 - Certified scale weight slips or any record that documents the constructive weight of the shipment.
 - Ferry fare receipt.
3. For customer David Farauhar, move date July 27, 2004 (Order No. 0270), please provide copies of:
 - The estimate and all supporting estimate documentation.
4. For customer Rick Laukkanen, move date July 28, 2004 (Order No. 0298), please provide copies of:

- Page 2 of the bill of lading. (See bill of lading - in the area "Total Relocation Charges," is a handwritten note that reads, "See Pg 2 of B. of L.")

Please respond with the requested documents, papers, and information no later than November 9, 2004.

If you have questions or require additional information, you may contact me directly by phone at (360) 664-1202, or by e-mail at byoung@wutc.wa.gov.

Betty Young
Compliance Specialist
Business Practices Investigations
Washington Utilities & Transportation Commission
(360) 664-1202

APPENDIX G

TempStore Moving Co.
P. O. Box 81064
Seattle, WA 98108

Ms. Betty Young
Washington Utilities & Transportation Commission
1300 S. Evergreen Park Dr. S.W.
P. O. Box 47250
Olympia, WA 98504-7250
Ph: 360-664-1202

RECEIVED

NOV 15 2004

WASH. UT. & TP. COMM

Re: Review / Request for Information: UPDATE

Dear Ms. Young:

In response to your November 2, 2004, e-mail requesting additional information on Bills of Lading #0293 Nate Bedrossian, B/L # 0297 Brain Eslick, B/L#0270 David Farquhar, and B/L # 0298 Rick Laukkanen.

Attached please find the documents or an explanation of why we do not have the requested item. I apologize for not sending you all the requested supporting documents, as not all the records are kept in the same location as the bills of lading, additionally; some of the documents were not kept.

Bill of Lading #0293, Nate Bedrossian – you requested all documents related to storage of customer's goods. I was unable to locate any other information on this storage-in-transit shipment, except for Bill of Lading #0278, which covers the items leaving our warehouse. An inventory form has not been completed on intrastate storage-in-transit shipments, only for interstate shipments. However, it has been pointed out that Tariff 15-A Item 100 Storage does require inventories be conducted on storage-in-transit shipments. We will start inventory all shipment of storage and storage-n-transit. Plus maintain any other billing document for storage.

Bill of Lading #0297, Brain Eslick – you requested copies of the certified scale weight slips and Ferry fare receipt. Attached are copies of the empty weight and loaded weight tickets for this shipment. Additionally, attached is a copy of the credit card statement showing the charge of \$141.00 for the Ferry fare.

Bill of Lading #0270, David Farauhar - you requested a copy of the estimate, a walkthrough was performed and the original estimate was misplaced. I have recreated a similar estimate to what was provided.

Bill of Lading #0298, Rick Laukkanen – you requested page 2 of the bill of lading because of the handwritten note that reads, "see Pg 2 L." located in the area Relocation Charge. There is no page 2 to this bill of lading. The information handwritten on the Relocation Charge area, actually reads, "See day 2 of B of L". You will find in the copies of bills of lading send to you a copy of Bill of Lading #0299 for the second day of that shipment. If you are unable to locate this bill of lading, please let me know and I will send you another copy of the bill of lading.

If you have any further questions, please do not hesitate to contact me.

Sincerely yours,


Foster Hernandez, Jr.

APPENDIX H



Betty Young/WUTC

11/16/2004 04:13 PM

To <info@tempstore.net>

cc fosterh@tempstore.net

bcc

Subject Re: Betty Young: Follow-up details to questions 

Mr. Meyer --

Thank you for sending the information. I need to see copies of actual estimates that were done for customers on TempStore's moves. Therefore, please send copies of 3 written estimates completed on residential intrastate customer moves, with supporting documentation, including but not limited to, inventory sheets, supplemental estimates, etc.

I need to get this information as soon as possible, but no later than November 24, 2004. Please fax to 360-664-4291 and then mail copies to our regular mailing address.

Thank you.

Betty Young
Compliance Specialist
Business Practices Investigations
Washington Utilities & Transportation Commission
(360) 664-1202

<info@tempstore.net>



<info@tempstore.net>

11/16/2004 02:11 PM

To <BYoung@wutc.wa.gov>

cc <fosterh@tempstore.net>

Subject Betty Young: Follow-up details to questions

To: Betty Young, WUTC

CC: Foster Hernandez, TempStore Moving Co.

Re: Prior Walkthrough Estimate Worksheet for David Farquhar

Dear Ms. Young:

In your last group of questions to TempStore Moving Co., you asked about

providing a copy of the walkthrough estimate supported by the bill of lading for one of our Clients Mr. David Farquhar. As stated in our answer, I was unable to find a walkthrough estimate for David Farquhar.

As cited in our answer to the WUTC, in an effort to provide a similar form, I provided a recreation of what is typically done by our company. At the same time of providing this recreation to th WUTC, I contacted the client and asked if he had a copy of one that was provided. He informed us (which supports why we were unable to find one) that an estimate was not provided prior to the move. Additionally, he cites (see below) that he was very happy with our services. Thus, please amend our answer to this question, to state that we did not provide a walkthrough estimate prior to the move, and the client simply checked the wrong box on the bill of lading.

In closing, the estimate worksheet provided is a good example of the form that we use with our clients.

Thank you.

Sincerely,

Michael Meyer
TempStore Moving Co.
800-936-5674

--- info@tempstore.net wrote:

> Thanks for the note.
>
> I was just checking in to double check and reconcile our records.
>
> All the best -
>
> Michael
>
>
>
>> I don't think you guys did. As I recall, I was out of
>> town, and you guys gave me an verbal estimate over the
>> phone, and I took my chances :)
>>
>> The move went great and the guys were hard workers.
>> Thanks for all your help.
>>
>> Dave
>>
>>

APPENDIX I



Betty Young/WUTC
11/29/2004 09:22 AM

To <meyer@tempstore.net>
cc Fosterh@tempstore.net
bcc
Subject Re: Phone message 

Mr. Meyer:

Thank you. I received your fax, however, I did not receive the lists of articles on which these estimates were based (inventory) as I requested -- see highlight below. Please fax the inventory sheets for customers Nelson and Karpo to 360-664-4291 today.

Betty Young
Compliance Specialist
Business Practices Investigations
Washington Utilities & Transportation Commission
(360) 664-1202

<meyer@tempstore.net>



<meyer@tempstore.net>
11/24/2004 03:24 PM

To <BYoung@wutc.wa.gov>
cc <Fosterh@tempstore.net>
Subject Re: Phone message

Betty:

On your fax today you have received 2 estimates, one for Ann Nelson and one for L. Karpo. These were the only written estimates that were done over the time-period you requested.

Happy Thanksgiving.

Sincerely,

Michael Meyer
TempStore Moving Co.
800-936-5674

> Mr. Meyer --

>
> I got your message. I am unable to return your call as I am headed to a
> meeting. Please fax me the information you have now and I will let you
> know if I need any additional information.
>
> Again, my request was for:
> "... copies of 3 written estimates completed on residential intrastate
> customer moves, [REDACTED]
> [REDACTED]"

>
> Please direct the documents to my attention at fax number: 360-664-4291.
>
>
> Thank you.
>
> Betty Young
> Compliance Specialist
> Business Practices Investigations
> Washington Utilities & Transportation Commission
> (360) 664-1202

Note -Highlighted area above stated: "...with supporting documentation, including but not limited to, inventory sheets, supplemental estimates, etc."

APPENDIX J



<meyer@tempstore.net>

11/29/2004 11:33 AM

To <BYoung@wutc.wa.gov>

cc <fosterh@tempstore.net>

bcc

Subject Re: Phone message

Betty:

For both of these walkthrough / estimates provided, the clients had not decided what they would like to do and simply asked for hourly rates based on the number of rooms or areas that they looking to move. As the moves were in preliminary state with items and households in disarray, solely an hourly rate was quoted, and solely the estimate paperwork (based on hourly rate and area) faxed to you was provided. No other paperwork or notes were kept.

It is important to note that in both of these situations, the clients had not begun even begun to pack, and had not completed or decided what they wanted to do with their respective moves. As such the services requested would potentially change significantly based on what the client desired.

Sincerely,

Michael Meyer
TempStore Moving Co.
800-936-5674

APPENDIX K

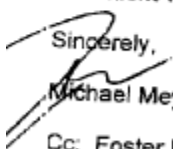
To: Betty Young
WUTC

I have pulled the bill of lading for Nate Bedrosian. He was a gentleman who we picked up several items and stored them from July 22, 2004 to Aug. 5, 2004.

- He was charged: \$210 for the pickup
- He was charged: \$260 for the delivery.
- \$30 dollars were charged for boxes / packing / wrapping of his items.
- \$7 was charged for the storage.
- \$6 was charged for warehouse handling in
- \$6 was charged for warehouse handling out
- Total charge at pickup: \$210
- Total charged at delivery: \$260

Because we did not know the exact date of redelivery at time of pickup, storage and handling charges were placed on the bill at time of delivery. The client was happy with our services that were provided.

Sincerely,


Michael Meyer

Cc: Foster Hernandez