

To Whom It May Concern:

We at Apex Moving & Storage, LLC. are pleased with many of the proposed changes. They go along way in addressing our changing market here in Washington. Two items, in our view, still need a more current dressing.

1. In the proposed language of WAC 480-15-660 a) a carrier “may not provide a verbal estimate of the amount of time it will take or the estimated weight of a shipment.” It was written, I am sure, to protect consumers against unscrupulous carriers from verbally saying one thing and charging another. With lead generating internet companies funneling hundreds of leads to moving companies, this becomes a daunting task to provide each customer with a written estimate. Today’s consumer is looking for information only first. Many see a written estimate as step two, with finding out how much it will cost as step one. Then if it fits in their budget, companies can come and compete for their business. With the law as it is, many customers are frustrated that they must meet an estimator during their busy work week or spend time filling out an inventory sheet. They would rather know an approximate range before they give up their valuable time. The proposed rule change does allow for a customer filled out survey, and we applaud this. We also agree that in order for work to begin a company should have a signed, written estimate. This protects both the consumer and the carrier. Starting the process with an informed client, however, would make the transaction much smoother. We do not want to negate our responsibility in providing the consumer with a written estimate. Yet prohibiting us from informing an inquiring public hampers the sales process. It also puts the State in an untenable position of policing an industry where giving approximate charges is standard practice despite the law. We hope that this will receive serious consideration so that the public will receive what they want, information.

2. The current rules state that a move is considered an Intrastate move if the goods are traveling 35 miles or more from origin to destination. We at Apex Would like to see it increased to 50 miles. This would ease the process for many moves that are intra regional. A move from Seattle to Tacoma is barely different from a move from Seattle to Federal Way, and yet they are rated differently.

3. Lastly, we would like to see customers still have the option to opt out of the written estimate process. We have customers that are flying in from out of town that have no time to fill out inventory sheets or customers that have 2 hour jobs that just don’t need one. We have no problem with the current system of the customer understanding their rights and waiving that right. It keeps the process flexible to the customer’s needs and timetable, not one arbitrarily set by a governing body.

Thank you for your time and consideration.

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