

[REDACTED]

From: [REDACTED]
Sent: Thursday, May 17, 2007 12:26 PM
To: UTC DL Records Center
Subject: Changes to the tariff

To whom it may concern:

We do believe that there are many changes to the tariff that really do need to be made to keep up with the times.

On moves over 35 miles that charges are based upon the weight of the shipment we find it very unfair that companies are only allowed to charge a minimum of 500lbs. We are coming across many, many customers that we are forced to turn away do to this rule. There just is not enough money to be made on small jobs to be able to perform these jobs unless we happen to already have a truck scheduled to be going the same route, and pretty much around the same time. We have had to turn away many customers due to this rule and many of these customers have been willing to pay a higher minimum charge even if they do not have the actual higher weight. We are also being told by many, many customers that they are being told by other companies that they do have a much higher minimum weight. (5,000lbs many times)

In general the whole system set up for mileage / weight based moves is pretty difficult and confusing to customers. When you have a customer who going from Seattle to Spokane and they need to have storage. If the customer wants 25% of their items to remain in storage while 75% delivered ASAP. Also if the customer would like 50% of their items picked up on 1 day and remaining items picked up on another day. The whole system when you are then figuring in storage charges, warehouse handling into storage, warehouse handling out of storage. There must be an easier way.

Mileage related moves should also be extended beyond 35 miles. Maybe a mileage closer to 50 or 60 miles would make it more fair. A move from Everett down to Federal Way when most customers look at it as they are moving within the greater Seattle area and the job is going to be performed in the same manor as any other local move should be charged as a local move.

Local moves it seems to be crazy to charge 1 way for moves that are to be stored for up to 90 days (warehouse handling in and out plus storage charges)...and another way for permanent storage for customers intending to stay in storage for over 90 days. Every local move going into storage should be charged the same....as permanent storage. As you never really know when a customer may come out of storage, plans do change for customers. Keep in consistent.

Materials are another subject that needs to be addressed. There are so many materials being used these days that moving companies should be able to charge for. Most obvious is tape. We do not feel that tape is something that should be "built in" to the cost elsewhere. When it comes to protecting furniture some companies use elastic bands to keep padded moving blankets in place....others (like Jordan river) use tape. Which we feel we should be able to charge for. Also white packing paper is something we should be able to charge for separately. There are so many materials used these days that the tariff just does take into account. Besides boxes there is tape, white packing paper, mattress covers, carpet protection, shrink wrap etc. Maybe each company should submit what materials they plan on using to the WUTC to be charged for.

Most moving companies are using computers with data bases to keep track of their moves. With the information stored it is pretty simple for a company to be able to look at the history of their moves and be able to see how long moves have taken in the past. With a large amount of those moves having had a visual estimate to help determine the amount of weight/cubic feet those customers had and locations for pick-up and delivery. With all this information we see no reason why a moving company should not be able to access this information to use as a tool to be able to quote customers how long a move "may" take based upon certain information. We should be able to email customers and tell them that based upon "3,500lbs / 500 cubic feet" a move from "point A" to "point B" may take "approximately" a certain amount of time based upon experiences. Following up with it may take more or it may take less time as other factors may also play a role in how long the move would take.

5/18/2007

With email being such a commonly used communication tool these days we feel that we do feel that acknowledgement via email should be accepted as good as a customers actual signature. So many people today are communicating via email and do not have the time or desire to have a visual estimate done to get an idea of how long a potential move may take. A company should be able to take email information and use that information to be able to give a customer an idea of how long their upcoming possible move may take, while making it clear that the information given to the customer is only as good as the information we are able to get from the customer via email and subject to change.

The "1 hour minimum" is not enough. We believe there should be a "2 hour minimum" as it is just not worth it for a company to go out for a move that is expected to be wrapped up w/in 1 hour. When you look at the "risk vs reward" factor on such moves there just is not enough money to be made on such a move to make it worth the while for a moving company to go out and do such a move and take the risk of possible damages or any problem and make so little money on the job. The movers themselves do not like having to go out and work on a job that pays so little. A 2 hour minimum , which is still low, but more fair. We are having to turn away these customers as we are not able to make enough money on the job to make it worthwhile.

We would like to see the "110%" rule taken out and replaced to match the cap given on a visual estimate. It does not make sense to give a written estimate with a cap of 125% and make it so the customer is only responsible to pay up to 110% at the time of the move and balance to be paid at a later date. As it is unrealistic to expect a customer to willingly pay the additional money owed without having the moving company have to go after it. This forces the moving company to have to take a customer to court and prolong the process and extend the ill-will with a customer. If the cap is 125%, the amount a customer should have to pay up to should be 125% and wrap everything up and have everyone move on.

We also would like to bring up the subject of damages. What determines what is actual damage? A minor scratch? Something that is actually broken? Example: a customer moving from Seattle to Spokane. They have 20 pieces of furniture included on their move. Customer then claims every piece of furniture has some very minor scratching on each piece. Should the customer then be able to claim each piece, claim each piece as weighing 100 - 250lbs and expect the moving company to pay out \$.60 per pound/per item. When the "damage" is nothing more than some slight scratching.

Thanks for your attention,

Tom DaSilva
Jordan River Moving & Storage