

Date Received: February 10, 1998



Reed 2/3 - 2/6/98

Docket No.: TV-971477

Company: Amends WAC 480-12, Relating to Household Goods Movers

Distribution:

- Chairwoman Levinson
- Commissioner Gillis
- Commissioner Hemstad
- Marjorie Schaer, ALJ
- Shirley Burrell (Rulemakings cover letters only & changes to NOH)
- Penny Hansen
- Teresa Osinski
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- Pat Dutton
- Carolyn Caruso
- Mary Sprouffske (No comments)

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*Please distribute
TV-971477*

P.O. Box 351206, Los Angeles, CA 90035—8525 W. Pico Blvd. (2nd floor), Los Angeles, CA 90035 (310) 854-4464

January 29, 1998

RECEIVED

Washington Utility Commission
Attn: Mr. Robert Johnston
P.O. Box 47250
Olympia, WA 98504

FEB 03 1998

WASH. UT. & TP. COMM.

Dear Bob:

Thank you for taking the time to meet with me and Dean earlier this month. We enjoyed speaking with you and Foster, and think we all came away with a better understanding of the challenges confronting us.

During our meeting you expressed interest in some of the documents which are used by the California Public Utilities Commission to enhance disclosure of moving services, rates, and liability coverage. I have enclosed two items which may be of particular interest to you:

1) Important Information for Shippers - This Booklet is required by the CPUC tariff. The customer must receive a copy of it prior to the commencement of the move.

2) Combined Agreement for Service / Bill of Lading - This document is a combination of the standard Bill of Lading and the more recently required disclosure document called an Agreement for Service. The Agreement for Service is still expected to be revised during 1998 to simplify both the document and the distribution process.

There are a number of benefits and pitfalls which both movers and regulators have experienced during the re-regulation of the California moving industry. These documents are but a small, though important part of the changes. Should you wish to discuss any of the issues, we have a very comprehensive understanding of how the re-regulation process in California affected the moving industry. We would be happy to share our experience with you.

Sincerely,

Steven K. Levan
President

COMBINED AGREEMENT FOR SERVICE AND BILL



BOOK DATE: _____
 MOVE DATE: _____
 PACK DATE: _____
 DEL. DATE: _____
 ORDER TAKER: _____

SHIPPER IS REQUESTED TO READ THIS DOCUMENT CAREFULLY, INCLUDING TERMS & CONDITIONS ON REVERSE SIDE BEFORE SIGNING and ask for an explanation of anything not clear or inconsistent with any previous representation. THIS WILL CONFIRM INSTRUCTIONS AND AUTHORIZE YOU TO MOVE, SHIP, PACK, STORE AND/OR PERFORM THE SERVICES HEREIN.

FROM _____	TO _____

DELIVERY INSTRUCTIONS NOTE: additional charges for storage, extra handling and transportation will accrue if goods not accepted at destination. Notify _____ Phone _____ Shipper Can't Furnish

CONSUMER PROTECTIONS AND/OR WAIVERS

IMPORTANT INFORMATION BOOKLET: In accordance with the rules of the California Public Utilities Commission, before your move, the carrier (the moving company) is required to ensure you (the shipper) have been given the booklet, "IMPORTANT INFORMATION FOR PERSONS MOVING HOUSEHOLD GOODS." You may choose not to receive a booklet from this carrier if you previously received one from another source. By Initialing below, this shipper acknowledges receipt of the booklet either before or on the day of the move.

I HAVE RECEIVED THE IMPORTANT INFORMATION BOOKLET INITIALS _____ DATE _____

MAXIMUM RATES: IMPORTANT NOTICE: No rates higher than the Maximum Fixed Rates promulgated in the California Public Utilities Commission's Maximum Rate Tariff 4 may be quoted or charged, unless an Estimated Cost of Services has been issued three (3) days or more before the day of the move. The Not To Exceed Price shall be no higher than the Estimated Cost of Services plus any Change Order for Services issued prior to signing the Agreement. The maximum charge shall be the quoted rates applied to: the number of hours, weight, or number of other units of measurement, but no higher than the Not To Exceed Price. Copies of the California Public Utilities Commission's Maximum Rate Tariff 4 are open for public inspection at the Commission's offices in San Francisco and Los Angeles and at the carrier's office shown above.

- | | | | |
|--|--------------------|--|--------------------|
| 1. Have you received a written estimate? | Yes _____ No _____ | 3. If the maximum rates are to be exceeded, have you been informed of the amount of charges to be assessed over the maximum rates? | Yes _____ No _____ |
| 2. Does the estimate indicate that maximum rates are to be exceeded? | Yes _____ No _____ | 4. Do you consent to the amount of charges to be assessed over the maximum rate? | Yes _____ No _____ |
| | INITIALS _____ | | INITIALS _____ |

VALUATION DECLARATION: There are three (3) options available to cover loss or damage:

1. 60 cents per pound per article. This minimum coverage for loss or damaged items is based on 60 cents times the weight of the article. This coverage is provided at no additional charge.
2. Actual Cash Value. This option provides for loss or damage based on actual cash value, including depreciation, at the time of loss or damage, up to the total dollar amount of value declared by you. You may be charged for this coverage.
3. Full Value Protection. This option provides for the lost or damaged items based on current replacement value at the time of loss or damage, up to the total dollar amount of valuation declared by you. This is subject to a deductible selected by you. You may be charged for this coverage. \$250.00 \$500.00

Reference General Order 136. Carrier shall not offer Option 3 unless it has obtained cargo insurance in an amount sufficient to cover the monetary responsibility assumed.

NOTICE: Coverage for loss and damage is limited to the Actual Cash Value of losses up to the amount of \$20,000 unless the Shipper signing this Agreement inserts in the space below, in his or her own handwriting another value. You may be charged for coverage provided other than 60 cents per pound per article. Shipper hereby released the entire shipment to a value not exceeding \$ _____

(To be completed by shipper signing below)

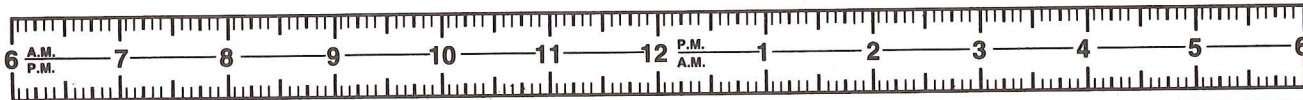
VALUATION OPTIONS	SHIPPER INITIALS	MAXIMUM RATE	ACTUAL RATE	DECLARED VALUE	VALUATION CHARGE
60¢ per pound, per article					NO CHARGE
ACTUAL CASH VALUE					
FULL VALUE PROTECTION					

Shipper's Signature _____ Date _____

AGREEMENT FOR SERVICE: The California Public Utilities Commission requires that an "Agreement for Service" be issued to you by the carrier three (3) days or more in advance of the move. An exception to this requirement is where the arrangement to move occurs on short notice (less than 3 days). You may also choose to waive this requirement entirely, at any time prior to the move.

- | | |
|--|--|
| 1. Did you choose to waive this advance notice requirement entirely? | Yes _____ No _____ |
| | INITIALS _____ |
| | 2. Was the moving date agreed to between you and the carrier LESS THAN 3 days prior to the day of the move? |
| | Yes _____ No _____ |
| | INITIALS _____ |

BY **X** _____ CARRIER AGENT NOT TO EXCEED PRICE to be in effect for _____ days from date issued.



D-Explanation; P-Packing;
 L-Loading; o-Driving;
 UL-Unloading;
 UP-Unpacking;
 X-Time Out for

HOURLY RATES	CREW NAMES	JOBS	TIME CHART (HR/12)	BILLABLE HOURS
2 MOVERS + VAN:		DRIVER	LOAD/PACK:	MINIMUM HOURS:
1 PACKER:		HELPER	DRIVE:	VAN #:
EXTRA MOVERS:		HELPER	UNLOAD/UNPACK:	ACTUAL HOURS:
DRIVE TIME:		HELPER	TOTAL:	RATE/HOUR:

**WASHINGTON MOVERS CONFERENCE
FAX COVER SHEET**

DATE: February 5, 1998

TO: Ms Pat Dutton
Regulatory Services, Program Dev.
Fax: (360) 586-1150

FROM: Mr. Jim Tutton
Executive Director
Washington Movers Conference
930 S. 336th Street, Suite B
Federal Way, WA 98003
Tel: (253) 838-1650
Fax: (253) 838-1715
E-Mail: jim@wtassns.com

2. Page(s), including cover sheet.

SUBJECT: Next Scheduled HHG Rulemaking Process

I received in yesterday's mail the announcement listing the next scheduled HHG Rulemaking Process "Stakeholder Meeting" set for April 9, 1998. See attached.

Unfortunately, this date is in conflict with the American Moving and Storage Association's Annual Management Conference & Trade Show scheduled for April 5-9, 1998, in Scottsdale, AZ.

I, along with many of the professional, certificated household goods carriers, will be attending that Management Conference.

Request, if possible at this early date, that the Stakeholder Meeting be rescheduled for a date prior to or immediately following the April 5-9, 1998, time period.

MAKE IT A GREAT DAY!

Jim 

***** URGENT *****

PLEASE DELIVER SOONEST!



WASHINGTON MOVERS CONFERENCE

930 South 336th Street • Federal Way, WA 98003-6384
(206) 838-1650 • 1-800-732-9019 • Fax (206) 838-1715

253

James R. Tutton, Jr.
Executive Director

February 4, 1998

Ms Pat Dutton, Program Development
Transportation
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

RECEIVED

FEB 05 1998

WASH. UT. & TP. COMM.

Dear Pat,

The content of this letter will address three issues regarding the Commission's on-going Household Goods Rulemaking, Docket No. TV-971477.

The first is a response to your question to me yesterday on the feasibility of approving the current Tariff No. 15 Revision, Docket No. TV980092, presently before the commission and use the Mileage Base Rates, ITEM 80 and the Local Hourly Rates, ITEM 82, as base line rates for a maximum rate Tariff.

This would not be feasible. I state once again this kind of action is economic deregulation of a presently regulated household goods industry that advocates consumer protection.

What would happen within Washington State would be what is presently happening in the INTERstate market - deep discounting! In other words, the greater the discount, the lower the service level becomes. To the novice consumer, they think they are getting a great deal. They gleefully inform friends and neighbors how they just personally negotiated with XYZ carrier a 60% discount for their move. Are they ever happy! But when the move day arrives, the glee turns to grave concern when they watch their household goods being sloppily packed and/or loaded on the moving van. Then the shipment is delayed en route somewhere when a driver walks away after realizing he is not being properly compensated or the "aged" equipment the company is operating breaks down. And, in the end, there is excessive damage upon delivery. The consumer is furious.

Is the above described scenario the consumers fault for negotiating a discount or the result of industry leaders and regulators not doing all we can to ensure a strong, regulated industry with protective consumer rules in place?

The second area I need to address is enforcement. This topic is not presently included in your "Draft" Rules nor was it an issue discussed in the January 29th open meeting. What is the

"Committed To Excellence"

000284

2/9/98
Responded
by phone -
my question
wasn't
restricted
to 2 items
JK

*Explained
we would
continue
enforcement
& other
practices
currently*

Commission's plan, if any, for structured, enforceable enforcement under the Commission's suggested rules which discuss "open entry", "Binding Estimates" and "Flexible Pricing"? The answer to this question is key to the prudent outcome of the Household Goods Rulemaking Process. Without adequately funded enforcement, the consumer will be subjected to all sorts of unscrupulous activity. "An illegal mover today will be an illegal mover tomorrow!"

Finally, I am formally inviting you, as we discussed, to participate in discussions with the WMC Board of Directors at their next scheduled Board meeting set for Tuesday, February 24, 1998. I have adjusted the time of the meeting so your presence could be best served from 9:30am until 12:00noon, if not concluded sooner. In addition, I would graciously offer to have you join us for lunch if legal issues allow and your busy schedule permits.

Please advise of your availability at your earliest opportunity.

Sincerely,

James R. Tutton, Jr.
James R. Tutton, Jr.

Accepted
[Signature]

WASHINGTON MOVERS CONFERENCE FAX COVER SHEET

DATE: February 6, 1998

TO: Ms Pat Dutton
Transportation Programs Dev.
Fax: (360) 586-1150

FROM: Mr. Jim Tutton
Executive Director
Washington Movers Conference
930 S. 336th Street, Suite B
Federal Way, WA 98003
Tel: (253) 838-1650
Fax: (253) 838-1715
E-Mail: jim@wtassns.com

Pages: including cover sheet

SUBJECT: Answers to your HHG Questions

These answers are estimates as no records are maintained at the WMC.

Question: What is the Average Cost of a Move?

Answer: Local Move, 35 miles or less - \$510.30
(6 hours x \$85.05/hour for two men and a van.)

Intrastate Move, greater than 35 miles - \$778
(Example used - 5,000 lbs moving 150 miles)

Question: What is the Number of Moves that take Place Annually?

Answer: Estimated at 52,000
(Basis - A company averages 10 moves a week x 52 weeks x 100
operating certificated moving companies = 52,000)

Question: How Many Illegal Moving Companies Operate Today?

Answer: Don't know. Some are in business today, yet out of business tomorrow.

MAKE IT A GREAT DAY!

Jim



000286