



Washington Movers Conference

TV-230063

James R. Tutton, Jr.
Executive Director

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Ms Anna Gill
Director, Consumer Protection and Communications
Utilities & Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Dear Ms Gill,

The Washington Movers Conference (WMC) would like to Petition the Washington Utilities and Transportation Commission (UTC) for a change to the current Washington Administrative Code, WAC 480-15-800, paragraph (2) "The customer must file any and all claims for loss or damage within nine months from the actual delivery date. In the case of failure to make delivery, the claim must be filed within nine months after the originally scheduled delivery date."

The WMC Board President and Board of Directors have asked me to Petition the UTC requesting this WAC 480-15-800, paragraph 2, be changed to read - *The customer must file any and all claims for loss or damage within ninety days from the actual delivery date. In the case of failure to make delivery, the claim must be filed within ninety days after the originally scheduled delivery date.*

Reasoning –

1. 9-months is an excessive amount of time for the consumer to unpack "carrier packed" HHG cartons to determine if any loss or damage was found.
2. HHG cartons packed by the customer do not qualify for a loss or damage claim against the HHG carrier unless there is obvious damage caused by the delivering carrier who may have accidentally dropped a carton or if forklift tines punctured a carton during loading, or if the cartons are wet because of a leaking warehouse or not protected when loading or offloading the truck in the rain.
3. Often times the customer will ask the intrastate HHG carrier at destination to off the load the goods into the garage or one separate room because renovations to or construction of the house are not quite complete.
4. Offloading the truck at the assigned destination typically means the delivering HHG carrier's responsibility for the shipment should end. But due to the claims process, the delivering HHG carriers' liability is still in play until the customer files their claim for loss and damage.
5. Next, when the residence is ready for complete occupancy, somebody other than the delivering carrier may be called upon to move the goods into the house. How will loss or damage found by the consumer be attributed to the original delivering HHG carrier

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during this event?

6. Also, waiting for 9-months to file a claim for loss and damage, the customer may unintentionally fail to recall just what was included in the HHG carrier packed cartons and inadvertently list on the Claims Form what they thought was packed by the carrier but can't be found.
7. Many other states only allow 90-days to file a claim including Oregon.

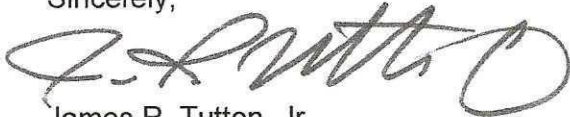
Approval of this Petition does not impact the customer's ability to file an accurate Damage or Loss Claim with the delivering carrier.

Professional Intrastate HHG carriers understand their responsibilities to their customers for the care and safe handling of the customers goods. But take exception with having to wait up to 9-months to learn if they will be facing a loss and damage claim.

This Petition request for change to WAC 480-15-800, paragraph 2, is reasonable and appropriate.

Thank you for your consideration.

Sincerely,



James R. Tutton, Jr.
Executive Director

CF
Ms Amanda Maxwell
Executive Director and Secretary