

Date Received: March 9, 1998

Docket No.: TV-971477

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

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Re: Docket #TV-971477

I am responding to your request for opinions regarding the deregulation of household movers. Several changes would greatly improve the position of the consumer:

1. License businesses that have the appropriate driver's licensing, insurance sales license, safe equipment, and that carry a minimum amount of insurance. Also require that consumers must be allowed to purchase additional insurance to fully insure their possessions.
2. Set a top limit the industry can charge for a move instead of a set price for distance, weight and time. Bids should be fixed to do away with lowballing. If estimates are allowed, the final cost should not be allowed to exceed the estimate by more than 10%.
3. All contracts must be in writing. The consumer must receive a copy.
4. Businesses cannot be allowed to hold goods without submitting, within a fixed amount of time, a request to the UTC for mediation.
5. UTC (and the AGs Office on their behalf) must have the authority to revoke licenses, penalize, and restrain the business from trade if it is in violation of any regulation.
6. While you are writing regulations, obtain the authority to penalize businesses that advertise without licensing and without printing their license info in the ad.

Sincerely,

**Cynthia J. Lanphear**

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