

TV-971477

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Mr. Paul Curl  
Washington State Utilities and Transportation Commission  
1300 Evergreen Park Drive SW  
P.O. Box 47250  
Olympia, WA 98504-7250

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WASH. UT. & TP. COMM.

Dear Mr. Curl,

This letter is in regards to Household Goods Rulemaking, Docket No. TV-971477. My recent moving experience resulted in a bill 50% larger than the estimate. Maybe I was a victim of "lowballing", but it would be hard to prove. With the assistance of a WUTC investigator, the moving company reduced my final bill to a reasonable amount. I fault the company for not being "up front" with explanations of their charges. I fault myself for signing papers without getting satisfactory answers to my questions. The bottom line is, the customer must be aware of what the charges are going to be before the work is performed. Maybe the estimate should be a binding agreement, but only after the customer has reviewed the estimate and agrees with the services that will be provided and their related charges. Estimates from other carriers can be obtained for comparison to help the consumer decide which carrier to use. The charges will be the same regulated charges that all movers are bound to for packing, transportation and valuation charges. Additional non-regulated service charges should also be outlined, such as additional labor for checking owner packed boxes, dismantling furniture and the like. I think this will be bring more competitiveness amongst the carriers and keep them honest.

Thank you for the opportunity to respond to this issue. I wish you luck in developing a program that will help future inexperienced movers to be better prepared.

Sincerely,

*Ray Schwehr*  
Ray Schwehr

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