

Received via internet & distributed via e-mail

Date Received: March 2, 1998

Docket No.: TV-971477

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

Distribution:

- Chairwoman Levinson
- Commissioner Gillis
- Commissioner Hemstad
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- Shirley Burrell (Rulemakings cover letters only & changes to NOH)
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Initial W

Kathy Hunter

From: Kim Dobyms
To: Kathy Hunter
Subject: FW: docket # TV-971477
Date: Monday, March 02, 1998 8:26AM

Below are comments received via E-mail.
Please distribute and file in TV-971477.

Thanks, Kim

From: Mvz1996
To: Kim Dobyms
Subject: docket # TV-971477
Date: Friday, February 27, 1998 9:48PM

Please read the following comments at the next rukemaking session. Please note that KATU Channel 2 aired a segment on the 5:00 pm news Feb. 20, 1998 about Blue Bird Transfer cheating us on our move and the WUTC fines imposed on them. Also, The Columbian newspaper had an article Feb. 18, 1998 about this as well (triggering the TV coverage)

Victoria Zadeh
360-887-7335

1) Estimates must be reasonable and the final cost must not exceed 10% over the estimate without signed authorization of the consumer. Low balling protection is unethical let alone illogical--the UTC and legislature must not allow this to occur anymore.

2) invoices must clearly spell out costs in common language--most consumers are confused when reading invoices of household movers and are unable to understand what exactly is being charged (must like car leases.) In our case, I still do not know exactly how Blue Bird Transfer cheated us...low balling? padding the bill? both?

3) household movers must not be allowed to advertise vaguely under parent companies such as Mayflower and Allied--when our family had a problem (low balling) with our intrastate move (Blue Bird Transfer, Vancouver, WA). Allied said that they were not responsible for what had transpired. Yet I had hired the local moving agent because they were listed under the parent. I had no idea that parent companies are not responsible for intrastate moves. I believe that this is false advertising. In the yellow pages ad, there is no distinction between local and interstate moves.