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Date Received: March 2, 1998

Docket No.: TV-971477

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

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## Kathy Hunter

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**From:** Kim Dobyns  
**To:** Kathy Hunter  
**Subject:** FW: DOCKET NO. TV-971477  
**Date:** Monday, March 02, 1998 8:25AM

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

Thanks, Kim  
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From: KGA888  
To: Kim Dobyns  
Subject: DOCKET NO. TV-971477  
Date: Friday, February 27, 1998 3:42AM

Washington Utilities & Transportation Commission  
1300 S. Evergreen park Dr. SW  
Olympia, Wa 98504-7250

Thank you for your letter dated 2/25/98 regarding the subject matter. From my personal experience in dealing with the movers, I felt that the consumers have been taking advantages by the movers because of the current regulations.

First, the rate set rule lacks flexibilities and the movers try to take advantages. Since the rate is pre-set, the movers tend to underestimate to get the business. When it comes to actual move, the movers work slowly and take too many breaks to prolong the moving time to get the actual bill doubled or tripled or even more. It's no surprise to me.

The Commission should only set a ceiling rate and open for competition on price bargain. Also, the movers should be binded by the estimate. This will provide a free market for both the consumers and the movers. Consumers will know under what price is a reasonable price and movers will be more serious on doing the estimate. Of course, the estimate serves as a ceiling bill. When the actual bill is less, consumer should pay the less amount.

Second, more qualified applicants should be allowed to enter this market. This is a free competition society. No one should be blocked to enter the market as long as they are qualified. The Commission could consider to charge higher rate for first-time application. That way the state makes more income.

Third, current elements in deterring the rate are distance, weight, and time. I don't see how weight plays in this role. My mover did not weigh my household goods. Should I be discounted if my goods weigh less, vice versa. As far as distance, since the Commission already regulates the movers service area, it defines the distance unless it goes out of the service area. Time is the only essential factor in local move.

Fourth, Consumers should also be protected from and informed of insurance fraud by the movers. My mover found way to trick me to buy a more expensive insurance and when I made claims, I found out that I was not insured by the way the salesman described. In other words, the movers tend to mislead the consumers in many ways to get the business and to get the actual bill as high as they can. This should be prevented.

In conclusion, I wish that I could be informed well and information were more available when I did my research before I chose a mover. "It has no complains during the years in operation" - comment given by both BBB and the Commission simply means nothing to me afterwards. My experience in dealing with the

movers is a complete disaster. Any prudent person will know it's a scam business. I wish it could be improved.

Grace Lee  
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Olympia, WA 98502