

# ***HOUSEHOLD GOODS RULEMAKING***

## ***TV-971477 -- WAC 480-12***

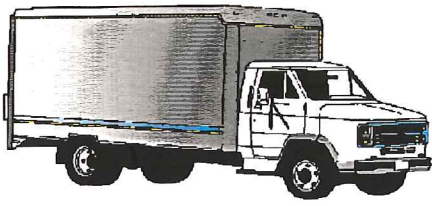
### **Ground Rules**

*Rulemaking Workshop - Docket TV-971477*

*July 29, 1998*

- ❖ **Treat everyone with honesty, dignity and respect**
- ❖ **Speak when called upon - Don't interrupt**
- ❖ **Offer draft language for your position; don't rebut others' suggestions**
- ❖ **No retaliation**
- ❖ **Limit the use of negatives**
- ❖ **Remember both the big picture and the need for detail**
- ❖ **Seek shared understanding**
- ❖ **Actively listen**
- ❖ **Value everyone's input**
- ❖ **Lead by example**
- ❖ **Take ownership in what we're doing**
- ❖ **Don't take things personally**
- ❖ **Attempt resolution**
- ❖ **Deal with the issue - Not the person**
- ❖ **Address the offense**
- ❖ **Take a risk**





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## **TV-971477 -- WAC 480-12**

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### **A G E N D A**

*Household Goods Rulemaking  
Docket TV-971477  
July 29, 1998 - 9:30 am to 4:00 pm  
Commission's Main Hearing Room, #206*

- I. Introduction:**
  - Welcome
  - Ground Rules
  - Draft Format
  
- II. Other Comments:**
  - 1. What other key issues need to be addressed?
  
- III. Key Issues:**
  - A. Part 1: General**
    - 1. Part 1.1 General
      - WAC 480-15-020* Definitions, (10) Household Goods
    - 2. Part 1.3 Compliance with this Chapter
  
  - B. Part 2: Permits**
    - 1. Part 2.1 General Permit Information
      - WAC 480-15-190* Where may I operate with a household goods permit?
    - 2. Part 2.2 Emergency Temporary and Temporary Authority
      - WAC 480-15-280* When will the commission grant temporary authority?
      - WAC 480-15-310* May I comment on a decision to grant or deny temporary authority?
    - 3. Part 2.3 Permanent Authority
      - WAC 480-15-330* When will the commission grant permanent authority?
      - WAC 480-15-340* May I comment on an application for permanent authority?
  
  - C. Part 3: Administrative, Tariff, and Rates Requirements to Transport Household Goods, for Hire, within Washington State:**
    - 1. Part 3.3 Tariff and Rates
      - WAC 480-15-490* Tariff and Rates, General

*RMS*

2. Part 3.4 Insurance  
*WAC 480-15-550* Cargo Liability Insurance

**D. Part 4: Equipment and Safety Requirements**

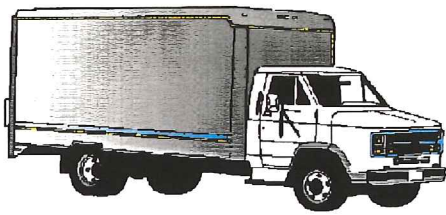
**E. Part 5: Carrier's Responsibilities to Shippers**

1. Part 5.1 General Responsibilities  
*WAC 480-15-620* What information must I provide to each shipper?
2. Part 5.2 Estimates  
*WAC 480-15-630* Estimates  
*WAC 480-15-650* Form of Estimates
3. Part 5.7 Complaint and Claim Procedures  
*WAC 480-15-810* What must I do when I receive a complaint and/or a loss or damage claim?  
*WAC 480-15-840* Are complaint or claim records subject to commission review and in what order must I keep the records?  
*WAC 480-15-890* What must I do if the commission refers a complaint to me?

**IV. Content Changes:** See attachment 1

**WUTC Staff Team:** Pat Dutton, Assistant Director  
Bonnie Allen, Program Coordinator, Operations & Compliance  
Cathie Anderson, Program Coordinator, Operations & Compliance  
Diana Otto, Consumer Program Specialist  
Foster Hernandez, Transportation Specialist  
Kim Dobyms, Program Analyst, Team Lead  
Marjorie Schaer, Legal, Accounting, and Policy Development Staff  
Ray Gardner, Transportation Specialist  
Teresa Osinski, Policy Specialist

**Attorney General Staff:** Ann Rendahl, Assistant Attorney General



# **HOUSEHOLD GOODS RULEMAKING**

## **TV-971477 -- WAC 480-12**

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### **Household Goods Rulemaking Timeline**

#### **Docket TV-971477**

Title: Motor Carriers of Household Goods  
WAC Affected: ch. 480-12 WAC

CR101 ..... 10/22/97  
CR101 Filed ..... 11/04/97  
CR101 Comments ..... 12/05/97  
Mail 1st Discussion Draft ... 01/23/98  
Stakeholder Meeting ..... 01/29/98  
Staff Draft Rules Due ..... 03/04/98  
Public Comments Due ..... 03/06/98  
Mail 2nd Discussion Draft .. 03/31/98  
Stakeholder Meeting ..... 04/14/98  
Written Comments Due .... 05/14/98  
Mail 3rd Discussion Draft ... 05/08/98  
Rules Drafting Session .... 05/15/98  
Mail 3a Discussion Draft ... 05/20/98  
Rules Drafting Session .... 05/26/98  
Mail 3b Discussion Draft ... 06/02/98  
Rules Drafting Session .... 06/05/98  
Mail 4th Discussion Draft ... 07/15/98  
Stakeholder Meeting ..... 07/29/98

#### **Revised Schedule:**

CR102 Open Meeting ..... 08/12/98  
CR102 Filed ..... 08/19/98  
CR102 Published ..... 09/02/98  
CR102 Comments ..... 09/16/98  
Adoption Meeting ..... 09/30/98  
Order Filed ..... 10/07/98  
Effective Date ..... 11/09/98

**NOTE: This is a proposed schedule and is subject to change**

**000939**





# Comment Form

*Washington Utilities and Transportation Commission*

*WAC 480-12*

*Docket TV-971477*

*July 29, 1998*

If you would prefer to share your comments with the Commission in writing please fill out this comment form and your comments will be considered and added to the formal record.

**Please return this comment form to the sign-in table.**

*Please PRINT the following information*

**Name** \_\_\_\_\_

**Mailing Address** \_\_\_\_\_

**City, State** \_\_\_\_\_

**Zip Code** \_\_\_\_\_

**Daytime Phone Number** \_\_\_\_\_

( Please provide your area code.)

**Washington Utilities and Transportation Commission**

1300 South Evergreen Park Drive SW

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(360) 644-1160 ♦ FAX (360) 664-3604 ♦ TTY (360) 586-8203

WEB:<http://www.wutc.wa.gov>

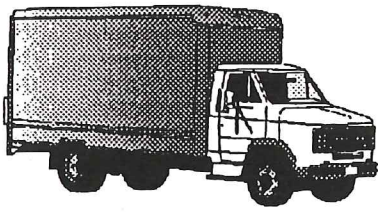
To request this form in alternate formats,  
please contact the Commission at (360) 664-1133.

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**Please return this comment form to the sign-in table.**





# Household goods rulemaking

## TV-971477 -- WAC 480-12

Attachment 1

### CONTENT CHANGES

(made by staff since draft 4-C was sent to interested persons)

#### 1. WAC 480-15-020 - Definitions

Add new definitions: consumer, may and must.

*"Consumer" means a person or entity that hires a household goods carrier.*

*"May" means an option. You may do something but it is not a requirement.*

*"Must" means a legal obligation. You must do something.*

#### 2. WAC 480-15-590 - What is the procedure for leasing vehicles?

Add item 3, as below, to clarify carrier's option in the case of an emergency vehicle substitution.

*(3) You are not required to file a lease for approval on an emergency substitution of a disabled vehicle.*

#### 3. WAC 480-15-620 - What information must I provide to each shipper?

a. Add item (1)(d), as below to clearly state the brochure must be provided to a shipper upon request.

*(d) upon request by your shipper.*

b. Add a new item to "Your rights and responsibilities as a moving company customer" to include a requirement that if a carrier extends credit to a customer, the carrier must accept the credit arrangement as payment for the entire move. Extending credit is optional for the carrier. This change will be a new item No. C-2 and is written to the shipper.

*C - 2. Paying for your move.*

*Most carriers insist that you pay in cash, by money order or certified check; however, you may arrange in advance for the carrier to extend you credit. If the carrier will accept payment by credit card or personal check, be sure this arrangement is noted on the Agreement. If a carrier accepts credit arrangements at the beginning of your move, the carrier must accept the same credit arrangements for the final bill.*

c. Items 12 and 13 rename the type of intrastate moves, identify form of payment for the moves, and identify the mileage restrictions for each type of move.

*12. Bill of lading on long distance moves. Because long distance moves (more than 35 miles) are charged on the basis of weight and distance, your receipt for the charges should show: ...*

*13. Bill of lading on local moves. Because local moves (35 miles or less) are charged on an hourly basis, the receipt should show: ...*

d. Item 16, last paragraph. Clarify for the consumer, that they have the option of filing a formal complaint with the commission at any time.

*You may file a formal complaint with the commission at any time. A formal complaint is a quasi-judicial proceeding, much like going to court. The formal complaint must state a situation in which the moving company is in violation or claimed to be in violation of a provision of law, order or rule of the commission, or the provisions of the company's approved tariff. You are responsible for proving the violation occurred.*

**4. WAC 480-15-690 - What will happen if I underestimate a household goods move?**

Add language regarding percentage limits a carrier may charge for a non-binding estimate. On draft 4-C this language was only shown in the *Important Notice* in rule 480-15-650.

*(1) You may not charge more than 25 percent above your written non-binding estimate for time charges for a local hourly rated move nor can you charge more than 15% above your written non-binding estimate for accessorial and other services not related to time, unless you obtain a shipper signed supplemental estimate.*

*(2) You may not charge more than 15 percent above your written non-binding estimate for a long distance rated move, unless you obtain a shipper signed supplemental estimate.*

*(3) We may take administrative action against household goods carriers who fail to provide accurate estimates. Administrative actions may include, but are not limited to: ...*

**5. WAC 480-15-820 - What must I do if I cannot settle a loss or damage property claim within 120 days?**

This change clarifies the carrier's reporting responsibilities.

*What must I do if I cannot resolve a claim within 120 days? If you cannot resolve a loss or damage property claim with your shipper within 120 days, you must, for each 60 day period until the claim is settled, inform your shipper, in writing, of the reason for your failure to resolve the claim or clearly state your final offer or denial and close the claim.*

**6. WAC 480-15-890 - What must I do if the commission refers a complaint to me?**

Item 1 add that commission staff must grant a carrier's request to extend response to a specific number of days.

*(1) Respond with complete investigation results within five business days. However, in a particular case, you may request and commission staff may grant, if warranted, an extension of time for a specific number of days; ...*

**7. WAC 480-15-940 - Insurance Requirements**

This change renames the rule to clearly state it applies to interstate carriers and changes the permission "may" to a mandatory "must."

*WAC 480-15-940 Insurance Requirements for Interstate Operations. Registered and registered exempt carriers conducting interstate operations must provide evidence of insurance in the amount prescribed by the US DOT or its successor agency written by a company authorized to write insurance in any state.*



# Evaluation Form

Washington Utilities and Transportation Commission

WAC 480-12 -- TV- 971477

July 29, 1998

How did you hear about this Workshop?

Why did you decide to attend?

How would you rate the meeting facility in terms of its:

	<u>Excellent</u>	<u>Good</u>	<u>Fair</u>	<u>Poor</u>
(please circle rating)				
public address system	1	2	3	4
seating	1	2	3	4
heating / cooling	1	2	3	4
parking	1	2	3	4
access to public transportation				

In terms of the meeting itself, to what extent do you agree or disagree with the statements below:

	<u>Strongly Agree</u>	<u>Agree</u>	<u>Disagree</u>	<u>Strongly Disagree</u>
(please circle rating)				
The meeting time was convenient	1	2	3	4
The meeting location was convenient	1	2	3	4
The staff presentation was useful	1	2	3	4
Written materials were understandable	1	2	3	4
Commission staff were helpful	1	2	3	4
Your questions were answered	1	2	3	4
Your comments were heard	1	2	3	4

What improvements would you recommend in our meetings that would make them a better experience for you?

Was attending this workshop worthwhile?

000942

Please return this questionnaire to the sign-in table

