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Date Received: July ²⁰24, 1998

Docket No.: TV-971477

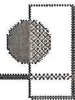
Company: Amends WAC 480-12, Relating to Household Goods Movers

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Kathy Hunter

07/20/98 02:35 PM

To: Mike Sommerville/WUTC@WUTC
cc:
Subject: docket no. TV-971477 housegold goods rulemaking

Could you please distribute this for Kim?

Thanks - kh

----- Forwarded by Kathy Hunter/WUTC on 07/20/98 02:35 PM -----

Kim Dobyns
07/20/98 09:50 AM

To: Kathy Hunter/WUTC@WUTC
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Subject: docket no. TV-971477 housegold goods rulemaking

Please distribute the public comments below to the in-house list for docket number TV-971477. Alos, please include these comments in the public record.

Thanks, Kim

----- Forwarded by Kim Dobyns/WUTC on 07/20/98 09:50 AM -----

Mvz1996@aol.com on 07/20/98 09:46:17 AM

To: Kim Dobyns/WUTC
cc:
Subject: docket no. TV-971477 housegold goods rulemaking

in reference to draft 4-c:

please read my comments in the hearing....

p. 40, wac 480-15-650, lines 1461-1471: carriers need to charge no more than 10% over written estimates--as written so far, the utc is allowing carriers to provide inaccurate bids. A reasonable and professional estimate will always run within 10%, no matter the industry. In my opinion, the utc is sheltering the moving industry and allowing it to continue business as usual. I am extremely disappointed with the utc. It appears that it is not able to protect consumers, who are supporting the utc with their tax dollars.

p. 41, wac 480-15-690, lines 1506-1513: the amount of up to \$1,000 per incident is only a slap on the hand for violators. In my family's case, we were charged a couple thousand more than our estimate...the fine would be less that what the company received by cheating! As far as the other consequences (lines 1510-1513), in my own personal experience with the utc, it is extremely laborious and timeconsuming to get problems rectified with the

utc. We were charged 80% over our estimate and iIhad to make phone and mail contact with the utc for months before anyone would pay attention....iIfinally contacted John Pennington, my state representative. At last I got some action. The utc needs to be revamped so that action is taken in a timely manner.

Victoria Zadeh
Ridgefield, WA