

VIA FAX

Date Received: November 3, 1998

Docket No.: TV-971477

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

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**Washington State Senate**  
**Senator Mary Margaret Haugen**  
10th Legislative District

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STATE OF WASH.  
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12 September 1998

Anne B. Levinson, Chairwoman  
Utilities & Transportation Commission  
Chandler Plaza Building  
1300 South Evergreen Park Drive SW  
Post Office Box 47250  
Olympia, WA 98504-7250

Dear Anne,

I wish to submit a written comment opposing a provision in the proposed household goods carrier's rules. It is my understanding that these rules will be before the Commission for adoption on November 16, 1998.

One of the goals in this rulemaking process is to increase consumer protection. I do not believe that allowing a carrier to charge 25 percent above the non-binding estimate for an hourly move is in the consumer's interest. Twenty-five percent is a significant increase to a consumer who is expecting the actual bill to be close to the estimate. I fear that some carriers will take advantage of unsuspecting consumers, such as our senior citizens, and automatically increase the bill by 25%. A more reasonable rate would be 15 percent. Fifteen percent is the figure being proposed for non-binding estimates for weight/distance moves and extra services.

I understand the need for flexibility in a non-binding estimate as a carrier cannot always anticipate additional items, unexpected road delays, increased weight, etc. However, any good businessperson would anticipate that a certain percentage of the moves will involve the unexpected and build that number into the hourly base rate. It's simply the cost of doing business.

I strongly urge the Commission to lower the percentage a carrier may charge over the non-binding estimate for an hourly move from 25 percent to 15 percent. I believe 15% is a more reasonable figure and still protects the carrier as well as the consumer.

I would like to compliment and thank your staff for their time and effort in developing these rules. I know many hours were spent with the stakeholders, and a great deal of research was involved. The end product should eliminate regulatory barriers to entry, allow for greater pricing competition and increase consumer protection.

Sincerely,

*Mary Margaret Haugen*  
Mary Margaret Haugen  
State Senator  
10<sup>th</sup> District

cc: Commissioner Richard Hemstad  
Commissioner William R. Gillis



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Commissioner William R. Gillis

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