

**BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

**PROOF OF SERVICE**

**DOCKET NO. TV-971477**

KNOW ALL PERSONS BY THESE PRESENTS That the undersigned, an employee of the Washington Utilities and Transportation Commission at Olympia, Washington, hereby certifies that a copy of the document referred to below was served on the parties of record in said proceeding in the following manner:

On the 28TH day of OCTOBER, 1998, a true copy of ERRATA NOTICE AND NOTICE OF MODIFICATIONS TO PROPOSED RULES.

in the above-entitled cause now pending before the Commission was enclosed in an envelope addressed to each of the parties of record as set forth below. Each envelope was addressed to the address shown in the official files attached hereto, sealed with the required first-class postage thereon, and deposited on said date in the United States mail in the City of Olympia, County of Thurston, State of Washington.

**PARTIES OF RECORD AND OTHERS RECEIVING NOTICE**

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Katherine Hunter, Records Center Manager

001415

**FORMAL TRANSPORTATION ORDERS & LETTERS**

Date served: 10/28/98      Docket No: TV-971477

Document: ERRATA NOTICE AND NOTICE OF MODIFICATIONS TO PROPOSED RULES.

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|---|----------------|--|-------------|
| <input checked="" type="checkbox"/> Final Transp. Subscription          | <i>Schauer</i> | <input checked="" type="checkbox"/> Pat Dutton   | <i>Am R</i> |
| <input checked="" type="checkbox"/> ALJ assigned? if no, 1 copy to LAPD |                | <input checked="" type="checkbox"/> Penny Hansen   |             |
| <input checked="" type="checkbox"/> Public Affairs                      |                | <input checked="" type="checkbox"/> Comm. AAG's (2 copies if final)  |             |
| <input checked="" type="checkbox"/> Gene Eckhardt                       |                | <input checked="" type="checkbox"/> Policy Planning  |             |
| <input checked="" type="checkbox"/> Vicki Elliott                       |                | <input checked="" type="checkbox"/> Cathie Anderson  |             |
| <input checked="" type="checkbox"/> Consumer Affairs assigned           |                | <input checked="" type="checkbox"/> Paul Curl  |             |
| <input checked="" type="checkbox"/> Field (9 copies)                    |                | <input checked="" type="checkbox"/> Bob Colbo (No Railroad)  |             |
| <input checked="" type="checkbox"/> Rachel Porter                       |                | <input checked="" type="checkbox"/> Bob Boston (Rail only)   |             |
| <input checked="" type="checkbox"/> Gillis' Assistant                   |                | <input checked="" type="checkbox"/> Financial Services (Instituting Invest.<br>only, Penalty Assessments & BAPS) |             |
| <input checked="" type="checkbox"/> Bonnie Allen                        |                | <input checked="" type="checkbox"/> Kathy Hunter (Open Mtg orders only)  |             |
| <input checked="" type="checkbox"/> Cathy Kern - 2 copies               |                |  |             |
| <input checked="" type="checkbox"/> Industry Support person- 5 copies   |                |  |             |
| <input checked="" type="checkbox"/> Melinda Carruth                     |                |  |             |
| <input checked="" type="checkbox"/> Carlene Hughes                      |                |  |             |



RECIP_ID	NAME	ADDRESS	WA	ZIP
168534		Ballard Storage & Transfer; PO Box 838	WA	99352
16887		Chelan Transfer; PO Box 10	WA	98816
168533		Hanco, Inc.; 15300 Woodinville-Redmond Rd. STE E	WA	98072
166600		Tacoma Motorfreight Service/TMS; 1616 E 26th Street	WA	98421-2602
97818		Seabrams Associates; 500 Union Street STE 909	WA	98101
179443		Sprint Moving & Storage; 6275 S 143rd Pl	WA	98168
8791		ALLEN, FELLOWS ET AL ATTORNEYS; 621 SW MORRISON STE 800	OR	97205
166084		House Republican Caucus; State Mail Stop 40600		
216306		Classic Van Lines; 2321 NE Argyle STE B	OR	97211
14386		Bernd Moving; 660 N 18th Ave	WA	98908
86014		ITS Global Relocation Services; 2321 A NE Argyle	OR	97211
200916		11812 E. Gibson Rd. # C121	WA	98204
171270		Coleman American Moving Services; 20462 84th Ave. S.	WA	98032
199324		1420 NE 142nd Ave	WA	98668
193385		Boush Moving and Storage; 820 4th St NW	WA	98371
85940		Consumers Union; 1300 Guadalupe STE 100	TX	78701-164
195469		Evergreen Moving Systems, Inc.; 3719 Smith St.	WA	98201
221896		City Moving Systems; 7819 S. 206th St.	WA	98032
71605		Chipman Moving and Storage; 407 N. Thierman Rd.	WA	99212
177436		Microsoft Corporation; One Microsoft Way	WA	98502-6399
26263		Graebel Companies; 20232 72nd Ave S	WA	98032
85996		Bunger, James M	WA	98362
85943		Burlison, W E	WA	98032
136873		Bush, George H	WA	98042
177488		Cairnes, Jack	WA	98006
172188		Carmichael, Baine	WA	98499
162134		Chakos, Debra	WA	98537
177503		Christopherson, Ken	WA	99352
223882		Comm, Mike	WA	99362
177326		Conner-Kaping, Kathy	WA	98499
185561		Connors, Jim	WA	98580-0910
45985		Cordova, B L	WA	98138-2320
7729		Creek, Scott M	WA	98445
192223		Cronkhite, Ron	WA	98668
202062		Crowe, Ken	WA	98164-1C
18327		Cullen, Regina	WA	98032
169600		CUTLIP, GREG	WA	98225
46255		Davenport, Steve	WA	98122
86010		DAVIS, JACK R	OR	97211
221897		De Lisle, Robert	MI	48864
29828		Devnan, Sally	WA	98367
85941		DEVUEL, JIM	WA	99216
182191		Devries, Mike	WA	98225
85989		Dickson, Alan	WA	98104
73463		Dootson, Gary	WA	98661
177442		Elrod, Phil	WA	98009
208416		Fouch, George	WA	98003
208415		Gainey, Al	WA	98009
183370		Galvagno, Remo S	WA	98009-3447
217608		Galvagno, Steven M	WA	98036
		Geddes, Mrs B R	WA	98122
		Genis, Chris	WA	98122
		1122 East Pike # 559		
		900 Fourth Ave. STE 2000		
		GRABBEL COMPANIES; 20232 72nd Ave. S.		
		Bellingham Transfer & Storage; 500 Carolina St		
		DAVIS, BALDWIN & HAFFNER; 312 Erie Ave.;		
		Alexander Moving & Storage; 3400 NE Columbia Blvd.		
		Two Men and a Truck International; 2152 Commons Parkway		
		EVERGREEN TRANSFER & STORAGE, INC.; 8576 SW Warrior		
		Tim's Transfer, Inc.; N 3808 Sullivan Rd. # 22		
		Washington Utilities and Transportat; 1720 Ellis Street # 200		
		Denali Group Companies; 80 Yesler Way		
		Blue Bird; 2410 E 5th St		
		Rainier Moving Systems; PO Box 97004		
		All American Allied; 1017 S 344th St		
		Air Van NorthAmerican; PO Box 3447		
		Air Van NorthAmerican; PO Box 3447		
		PO Box 2312		
		1122 East Pike # 559		
		Richland	WA	99352
		Chelan	WA	98816
		Woodinville	WA	98072
		Tacoma	WA	98421-2602
		Seattle	WA	98101
		Tukwila	WA	98168
		PORTLAND	OR	97205
		Portland	OR	97211
		Yakima	WA	98908
		Portland	OR	97211
		Everett	WA	98204
		Kent	WA	98032
		Vancouver	WA	98668
		Puyallup	WA	98371
		Austin	TX	78701-164
		Everett	WA	98201
		Kent	WA	98032
		Spokane	WA	99212
		Redmond	WA	98502-6399
		Kent	WA	98032
		Port Angeles	WA	98362
		Kent	WA	98032
		Tacoma	WA	98499-0446
		Kent	WA	98042
		Bellevue	WA	98006
		Tacoma	WA	98499
		Yelm	WA	98537
		Richland	WA	99352
		Olympia	WA	98506
		Walla Walla	WA	99362
		Lakewood	WA	98499
		Roy	WA	98580-0910
		Seattle	WA	98138-2320
		Tacoma	WA	98445
		Vancouver	WA	98668
		Seattle	WA	98164-1C
		KENT	WA	98032
		Bellingham	WA	98225
		SEATTLE	WA	98122
		Portland	OR	97211
		Okenos	MI	48864
		PORT ORCHARD	WA	98367
		Spokane	WA	99216
		Bellingham	WA	98225
		Seattle	WA	98104
		Vancouver	WA	98661
		Bellevue	WA	98009
		Federal Way	WA	98003
		Bellevue	WA	98009
		Bellevue	WA	98009-3447
		Lynnwood	WA	98036
		Seattle	WA	98122

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RECIP_ID NAME	ADDRESS	CITY	STATE	ZIP
190511 Gladstone, Julian	534 W. Forest Way	Camano Island	WA	98292-8407
195446 Glass, Todd	Heller Ehrman White & McAuliffe; 200 SW Market St. STE 1750	Portland	OR	97201-5718
210226 Goff, Dick	Accordia NW, Inc.; Accordia Pettit-Morry Co./Insurance Brokers; 520 Pike St. FL 20	Seattle	WA	98101-4095
199597 Gray, James	Louisiana Public Service Comm.; PO Box 91154	Baton Rouge	LA	70821-9154
198803 Haberzetto, Yukio	18100 15th Ave. NE APT 113	Seattle	WA	98155
46137 HAFNER, GREG W	VANDEBERG, JOHNSON & GANDARA; 1201 Pacific Avenue STE 1900	Tacoma	WA	98402
85988 Hansen, Gary	Blue Ribbon Van & Storage; PO Box 1630	Woodinville	WA	98072
181646 Harrison, Joe	American Moving & Storage Assn.; 1611 Duke St.	Alexandria	VA	22314-3482
151758 Harwood, Charles	Federal Trade Commission; Attn: Mary Benfield; 915 2nd Ave. STE 2896	Seattle	WA	98174-1001
90789 Henell, Stacey G	Hewlett-Packard Company; 3000 Hanover St	Palo Alto	CA	94304
199381 Hodge, Cody	Eagle Transfer Company; 1751 "C" N Wenatchee Ave	Wenatchee	WA	98801
213634 Hunter, Phil	United Moving & Storage; 1770 NE Fuson Rd	Bremerton	WA	98311
204888 Hutton, Pat	22744 Hwy 99	Edmonds	WA	98204
199401 Jackson, Doug	Larsen Transfer Co.; 220 Wellhouse Loop	Richland	WA	99352
28819 JOHNSON, E L	WEYERHAEUSER PAPER COMPANY; 18420 60th Place NE	Seattle	WA	98155-4611
184214 Jones, Al	Pratt Moving & Storage; PO Box 308	Pullman	WA	99163-0301
177505 Julio, Pat	Western Van & Storage; 8521 S 190th	Kent	WA	98031
201959 Karp, Michael	Michael Karp & Associates; 31 Appaloosa Rd.	Bellingham	WA	98226
177415 Kenyon, Lorie	A-1 Piano; 7020 Greenwood Ave N	Seattle	WA	98103
184319 Kinman, Tom	12243 E Cortez Dr	Scottsdale	AZ	85259
24126 KUPKA, WALT	ED'S MOVING & STORAGE; PO Box 44666	TACOMA	WA	98444
188461 Lanphear, Cynthia	17423 97th Ave. Ct. E.	Puyallup	WA	98373
40174 LARSON, GERALD R	Drake Moving & Storage; 3526 20th Ave SE	Puyallup	WA	98372-4227
199398 Lawley, Jay	Washington Movers Conference; 930 South 336th Street	Federal Way	WA	98003-6384
28637 LAZAR, JIM	1063 S CAPITOL WAY # 202	OLYMPIA	WA	98501
86973 Leavitt, Randy	Help-U-Move; PO Box 651	WA	98402	98402
179482 Lee, Grace	4436 Sunrise Heights Ln NW	Olympia	WA	98502
38297 Levan, Steve	Starving Students; 1850 Sawtelle Blvd. STE 300	Los Angeles	CA	90025
90788 Loebe, David E, III	Mayflower Transit, Inc.; 33020 10th Ave. SW APT T-301	Federal Way	WA	98023-5048
177445 Loidhamer, Bob	Spaeth; 1229 Hollis St	Bremerton	WA	98310
16668 LYNCH, GARRY	ALEXANDER'S MOVING & STORAGE; 3400 NE COLUMBIA BLVD.	PORTLAND	OR	97211-2036
183515 MacDowell, Mike	City Moving Systems; 7819 S. 206th St.	Kent	WA	98032
85933 Madsen, Doug	Bekins; PO Box 30728	Seattle	WA	98103-0728
91588 Manifold, Robert F	Office of the Attorney General; 900 4TH AVENUE STE 2000	SEATTLE	WA	98164
175512 Marsh, Michele	NW Smooth Moves; 2400 NW 80th St. STE 121	Seattle	WA	98117
182879 Marsh, Mike	Pom Arleau Transfer & Storage; 5518 Enterprise Dr.	E. Wenatchee	WA	98802
97812 Mathews, Kate	Certified Installation Group; 432 So. Cloverdale	Seattle	WA	98109
177486 McConnors, James	S & M Moving Sys. United; PO Box 39800	Lakewood	WA	98439
28208 MCCULLOCH, BRIAN C	633 NW 180TH	Shoreline	WA	98177
199415 McKay, Christine	Shurgard; 1201 Third Avenue STE 2200	Seattle	WA	98101
36066 MCLAUGHLIN, MARY	LEGISLATIVE TRANSPORTATION COMMITTEE; State Mail Stop 40600	Seattle	WA	98124
85984 McWald, Ross	Seafirst Bank; 1001 Fourth Ave. Plaza FL 16	Olympia	WA	98501
34734 MICHAEL, MIKE	MORGAN TRANSFER, INC.; 1010 79th Ave SE	Spokane	WA	99212
217900 Mitchell, Edward	7717 East Princeton Ave.	TACOMA	WA	98409
13997 MITCHELL, KATHY	SANDERS TRANSFER COMPANY; 3120 S TACOMA WAY	Edmonds	WA	98026
171503 Mover, Mike the	22744 HWY 99	Tacoma	WA	98498
85986 Musser, H. Bob	Blue Ribbon Van & Storage; 4690 95th St. SW	Tumwater	WA	98512
168014 Naubert, Harry, Jr	Allwest Transportation; 2950 26th Ave. SW	Tumwater	WA	98512
85945 Naubert, Mark	Washington Moving & Storage; 3395 25th Ave. SW	SEATTLE	WA	98133
75041 NELSON, LARRY A	HANGEN BROS. TRANSFER & STORAGE CO.; 10750 AURORA AVE N	Seattle	WA	98512
61517 O'BANNON, KRIS	CASCADE MOVERS OF WA; 2943 29th Ave. SW	Portland	WA	98512
174492 Olson, Terry	All America Moving, Inc.; 701 SE Woodward St.	Portland	OR	97202
85994 Osborn, Todd	Graebel Movers; 14920 NE 95th	Redmond	WA	98052
8507 OSWALD, MIKE	MERCHANTS PARCEL DELIVERY, INC.; 4901 KEAN ST.	BREMERTON	WA	98312

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RECIP_ID	NAME	ADDRESS	CITY	STATE	ZIP
142109	Palm, Bruce	Advanced Moving Service; PO Box 5275	Lacey	WA	98509-5275
115006	Pennington, Hon John	Washington State Representative; PO Box 69	Carrolls	WA	98609
97816	Peterson, Ron	Key Bank of Washington; 1323 34th Avenue East	Tacoma	WA	98424
177507	Plonning, Matt	West Pane Independent Yellow Pages C; 8205 Martin Way	Olympia	WA	98506
168326	Pom Arleau, Terry	Pom Arleau Transfer & Storage; 5518 Enterprise Dr.	E. Wenatchee	WA	98802
74986	POWELL, DAN	STAR MOVING SYSTEMS; 3625 South Warner	Tacoma	WA	98409
172698	Powell, Susan	Groat Brothers, Inc.; PO Box 111	Ridgefield	WA	98642
194883	Preston, Chris & Betsy	23576 NE 29th St	Redmond	WA	98053
179411	Price, Pat	PO Box 24796	Federal Way	WA	98093-1796
86003	Purkey, Jane	AA Star Transfer; PO Box 173	Aberdeen	WA	98520
186238	Purkey, P. Alan	Grayport Transfer & Storage Co.; PO Box E	Aberdeen	WA	98520
177478	Ramsey, Bruce	Seattle Post-Intelligencer; 101 Elliott Ave W	Seattle	WA	98119
177492	Robertson, Scott	Crown Moving Co.; PO Box 58786	Seattle	WA	98138
167056	Ross, Doug	Spokane Transfer & Storage; 407 N. Perry	Spokane	WA	99202
97813	Sanders, Patti	All American Moving & Storage; 1017 So. 344th Street	Federal Way	WA	98003
209728	Savage, Dean	824 Meade Ave	Sumner	WA	98390
177417	Schab, Mike	Maskelyn Transportation; PO Box 352	Walla Walla	WA	99362
179463	Schwehr, Ray	3206 Gregory Avenue	Yakima	WA	98902
169604	Sewrey, Fred	203 W. Holly, Suite 218;	Bellingham	WA	98225
172110	Shafer, Andrew	Betts Patterson & Mines; 1215 4th Ave. STE 800	Seattle	WA	98161
177499	Shanks, Thomas	Mike the Mover; 9792 Edmonds Way # 13	Edmonds	WA	98020
85999	Smith, Daniel A	Graebel/Quality Movers, Inc.; 14920-C NE 95th	Redmond	WA	98252
188944	Smith, Jim	PO Box 339500	Fort Lewis	WA	98433-9500
7967	Smith, Richard	CORPORATE MOVING SYSTEMS INC; 21620 88th Pl. So.	Kent	WA	98031
171269	Soules, Stuart	System Transfer & Storage; 2400 6th Ave. S.	Seattle	WA	98134
178635	Sperry, Dan	Eagle Transfer; 701 29th St N	Lewiston	ID	83501
150237	Strand, John & Judith	2009 2566th St NW	Stonewood	WA	98292
85992	Summerville, Clyde W	Preston Gates & Ellis; 5000 Columbia Seafirst Center	Seattle	WA	98104
199326	Sutter, Ronald	A.A.R.K.; 1420 NE 142nd Ave	Vancouver	WA	98668
177519	Swan, Jay	Swan's Moving & Storage; 4350 Pacific Highway	Bellingham	WA	98226
222061	Taylor, Richard	914 164th St. SE STE 282	MillCreek	WA	98012
85991	Thoresen, Billie	Microsoft Corporation; One Microsoft Way	Redmond	WA	98058
194130	Throop, Matthew	Advantage Moving; PO Box 8902-74	Vancouver	WA	98409
199410	Tillotson, Stephen	MayFlower Transit Conrad Moving & St; 9625 32nd Ave Ct S	Tacoma	WA	98499-0302
199405	Tuohy, Ed	Mountain Moving & Storage; 9413 47th Ave SW Ste B BLDG 14	FEDERAL WAY	WA	98003
73453	TUTTON, JAMES R, Jr	WASHINGTON MOVERS CONFERENCE; 930 S. 336TH STREET STE B	Seattle	WA	98103
177490	Urelal, Christy	Bekins NW; 9401 Aurora Ave	Seattle	WA	98009-34
41620	VANDENBERG, ANDREW L	AIR VAN MOVING & STORAGE, INC.; PO Box 3447	Redmond	WA	98053
187561	Veledeck, Betsy	23576 NE 28th St.	Seattle	WA	98111
97815	Viggiano, Mark	U. S. Bank; PO Box 720, WWH0231	Ocean Park	WA	98640
203488	Wahler, Tim	PO Box 1360	Newington	CT	06131-7546
193084	Wells, Dave	CT DOT; Section 7600; PO Box 317546	Rainier	WA	98576-0316
85934	Wendler, Ed	Wendler Hauling Co.; PO Box 316	PORTLAND	OR	97201
29775	WHITE, MR DAVID C	2400 SW FOURTH AVENUE STE 210	LXNWOOD	WA	98046-1899
7687	WHITE, DENNIS	WORLD WIDE MOVERS; PO Box 1899	Seattle	WA	98111-3926
177474	Wiley, Dave A	Williams, Kastner & Gibbs, PLLC; PO Box 21926	Alexandria	VA	22314
177771	Wilson, Ann	American Moving & Storage Assn.; 1611 Duke St.	Kent	WA	98032
199388	Windham, Vaughn	Graebel Van Lines; 20232 72nd Avenue South	Burlington	WA	98233
182876	Yates, Steve	Northwest Moving Services; 1261 Bouslog Rd.	Seattle	WA	98101
126330	Yentzer, Steve	Perkins Cole; 1201 Third Avenue	Ridgefield	WA	98642
162486	Zadeh, Victoria	4600 NW 199th St.			

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## Part 5.2 - Estimates

**WAC 480-15-630 Estimates.** (1) An **estimate** is a written approximation of the probable cost of a move prepared in compliance with the provisions of the household goods tariff. Estimates are based on factors such as the van space required, the weight of the household goods, the amount of time needed to complete the move, and the type of special services provided. You may provide your customer with either of **two** basic types of estimates:

(a) A **non-binding estimate** which is based on an inventory of the customer's goods and provides the customer with a pricing guideline. There is no contractual commitment to this estimate, and the final charges the customer must pay could be higher or lower than the estimated cost, depending on the actual weight of the shipment, the total time consumed, or physical location at the origin and destination, or other conditions of the move; or

(b) A **binding estimate** which allows the customer to know in advance what the move will cost, regardless of differences in the actual weight or time to complete the move.

(i) The basis (such as inventory sheets, tally sheets, special instructions, etc.) used to provide a binding estimate must be attached to the bill of lading.

(ii) Any change to the move, by the customer, that results in an increase in cost must be documented on a supplemental estimate form which also must be attached to the bill of lading.

(iii) A binding estimate cannot exceed the highest authorized tariff rate. If a binding estimate exceeds the highest tariff rate, the carrier may not collect more than the highest authorized tariff rate.

## WAC 480-15-660 Supplemental estimates

(1) **When must I prepare a written supplemental estimate?** You must provide a written supplemental estimate if you have given the shipper a written estimate and the circumstances surrounding the move change in any way to cause the estimated charges to increase.

(2) **What rates must I use to prepare a supplemental estimate?** You must use the same rates as you used in determining charges for the original estimate.

(2) (3) **Must the shipper sign the supplemental estimate?** Yes, the shipper must sign the supplemental estimate or the additional work cannot be performed.

## Part 5.6 - Refusal of Service

**WAC 480-15-780 When may I refuse to provide service to a shipper?** You may refuse to provide service to a shipper if:

(1) The move will cause you to travel outside of the service territory listed on your permit;

(2) Service to a shipper will adversely affect service to other shippers, subject to review by the commission;

(3) The shipper fails to provide accurate and verifiable information necessary to establish the shipper's identity;

(4) The shipper uses an alias or false name with intent to deceive;

(5) The service is hazardous, or where, because of the condition of the streets, alleys or

roads, it is impracticable or dangerous to persons or property to operate a motor vehicle;

(6) When driving onto private property, in your judgment, driveways or roads are improperly constructed or maintained, or without adequate space to turn around, or have other unsafe conditions;

(7) Satisfactory service cannot be given, or providing service would adversely affect the health or safety of your employees.

(8) You do not have suitable equipment necessary to perform the service.

### **Part 5.7 - Complaint and Claim Procedures**

**WAC 480-15-800 What must I do if a shipper is not satisfied with my service?** If a shipper is not satisfied with your service, you must allow the shipper to speak with you, or a representative of your company, and you must provide the shipper with all information and forms necessary to file a complaint or claim. The shipper has nine months, from the delivery date or the date the household goods should have been delivered, to file a claim for loss and damage. The shipper must pay all proper charges for the move prior to filing a claim for loss or damage.