

Before the Washington Utilities and Transportation Commission.
In the Matter of the Complaint of Gertraude Taut for Relief from
Charges for Storage by All My Sons Moving and Storage Company

COMPLAINT

Motion to Formally Investigate

1. Gertraude M. Taut, PO Box 44322, Tacoma, WA 98444-0322 Phone: (253) 896-5023, submit a Formal Complaint against All My Sons Moving and Storage—Mr. Kirit Escibane, Owner and Mr. Jim Bergstrom, Operations Manager of Owner, at 8637 South 212th Street, Kent, WA 98031. Phone: (253) 437-1228. Under RCW 80.04.110 and Chapter 480-09 WAC, I request all Auction Proceedings of my household goods to be stopped at once!
 2. I am filing a Formal Complaint against Mr. Kirit Escibano, Owner of All My Sons Moving and Storage Company, in Kent, Washington, also at 1108 Industry Drive, Tukwila, WA 98188. Telephone numbers: (206) 444-9000 and (253) 538-6663. Also FAX (206) 574-0690 and (253) 437-1228.
 3. Exhibit I—On 10/24/2001, an estimated cost of services to move my household goods was given to me at \$2,618.14, number CC58846 by Brian C. Hegland.
 4. Exhibit II—The move itself took place March 26 and 27, 2002, at which time the workers were called off the job by Mr. Escibano. The job was unfinished. I was left with no closing papers.
 5. Exhibit III—Supplemental estimate of \$3,263.27, given by Alex (last name unknown) is a copy of a document they made up later. I have the original signed estimate. I made a notation above my signature that I signed the document “under duress.” They removed that statement and sent you a copy of that.
 - a. signed under duress
 - b. Extra charges—were not on the document I signed
 - c. Moving date—added later—was blank on original
 - d. Estimated date—was blank
 - e. Estimate—was blank
 - f. Driver—was blank.
- I never agreed to pay \$5,081.70 for this move.
6. Exhibit IV—My arrangement with Mr. Escibano was I pay by money order in about three days after I had completed the move. The amount to be paid was \$2,618.16. Then later the first day of the move, it was changed to #3,500. I did not sign this. The second day it was changed to \$5,081.70. I was told by the movers if I don't sign this they will leave. Movers were on the cell phone with Mr. Escibano day and night. Saying so intimidated me to sign different papers constantly.
 7. Exhibit V—CC58846 and HG-58846. I have never seen before. The original “Uniform Household Goods Bill of Lading” and several other moving papers for me to be signed were left behind by the movers. The movers changed shifts and one crew was not up to date on what was going on. It escaped me, too. I found them later when everyone was gone.

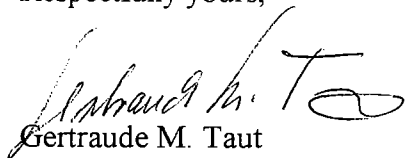
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COMMISSION

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RECORDS MANAGEMENT

8. Exhibit VI—Statement of the storage company. I placed the items left behind by All My Sons Moving and Storage Company. Members of my church helped me to move all this for little extra charge.
9. I am a disabled single woman, was alone on the days of moving and was totally taken advantage of.
10. Even now after the decision in the informal complaint—a fair decision reached of \$2,897.98—Mr. Escibano turns it into \$5,066.81.
11. I simply will not allow such abuse and need to find out if this is governed by law.
12. I expect a fair investigation and pray to God this soon will be over with.
13. Please realize I am living with one bed donated to me, one table, some folding furniture and some dishes from Goodwill, since all my possessions are in storage since the end of March 2002. We have now the end of September 2002.
14. Enclosed find copies of documents on hand to assure you this is not what I expected when I hired the moving company, entrusting them with all my belongings.
15. Please investigate and help me to the return of my furniture in good condition. At this point nothing is insured since paperwork on the move was never completed. Some items left behind were broken at packing; some items left behind don't even belong to me.
16. Why did the packers unpack everything I had boxed up already? I supplied much of the packing left behind from my moving in. at the end of packing, packers put items in boxes unwrapped, no box lid on it. Only scotch tape crosswise on top of the box. I was told if the moving company did not pack it, they would not ensure it.
17. Now I have my goods thrown into boxes and have no insurance on it. How will I be compensated for such neglect?
18. Please help me to settle this issue! I will be most grateful.

Respectfully yours,


Gertraude M. Taut

September 25, 2002