

**Summary of Changes to WAC 480-15 and Tariff 15-B
After 5/24/07 Workshop**

1. Rates:

- The commission will continue to set rates for all services but will set maximum rates only.
- The commission will consider any petition filed to increase the top of the rate band and by how much. When the rate and rule issues are resolved we will update the tariff to reflect those changes.
- If the tariff does not list a rate for containers or materials (e.g. tape, paper, plastic containers), the carrier may charge for the materials but must disclose the charges on the written estimate and the bill of lading.

2. Estimates

- Written estimates are required in all cases.
- A customer may not waive an estimate.
- In response to telephone or e-mail inquiries, a carrier may give the hourly rate and the amount of time it believes it will take to make the move. A carrier may also give the rate per unit of weight and the total amount it believes a shipment weighs. This may result in a verbal estimate. However, the carrier must give a written estimate prior to the move.
- Electronic signature is defined in rule (480-15-630) for estimates provided and accepted electronically.

3. Information to Consumers

- Customers must initial on the estimate form that they received copy of the brochure, "Your Guide to Moving in Washington State."

4. Bills of Lading

- The language required on the back of the bill of lading is retained.

5. Mileage

- Hourly-rated moves are changed from "up to 35 miles" to "up to and including 55 miles."
- Mileage-rated moves are changed from "more than 35 miles" to "more than 55 miles."

6. Minimum payment required

- Carriers must include a statement on the estimate and bill of lading that the carrier must release the shipment to a customer upon payment of no more than 110% of the estimate plus any supplemental estimates upon delivery. The statement must also include the carrier's requirements for payment of the balance, which can be no shorter than 30 days after the date of delivery.

7. Damages and valuation

- Declared value of shipment is increased from \$3.50 to \$5.00 times the net weight of the shipment.
- Depreciated Value Protection option is eliminated from valuation options.

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8. Storage

- Amount of time for storage-in-transit is increased from 90 days to 180 days to match the federal standard.

9. Carrier operations that do not require a permit

- In WAC 480-15-180, we removed Edmonds, Kent and Auburn from the rule language. These cities now have populations over 30,000.

10. Customer complaints and claims

- The amount of time for carriers to resolve claims is reduced from 120 days to 90 days.