

**From:** S.Joseph [mailto:seanjoseph@jordanrivermoving.com]  
**Sent:** Monday, November 12, 2007 3:15 PM  
**To:** Young, Betty (UTC)  
**Subject:** Docket TV-070466

Dear Betty,

I just wanted to respond to you in regards to the proposed revisions to Tariff 15-B. In our view the changes made are nowhere near what we were expecting or hoping for. However the most important thing I would like to address and see corrected is the charging for certain materials. Certain materials must be changed to meet the needs of the customers. This would not to benefit Jordan River or any particular moving company, but to fit the needs of the customers. After all isn't the focus of tariff supposes to be to meet/protect the customer's needs?

Plastic mattress covers are what most moving companies prefer to use because they are what customers desire. Mattress boxes are not only more expensive but also not as user friendly. If a customer was to move across town they would find it a big waste of time/money to have their mattresses packed up in a mattress box when it can be simply, and more affordably, slipped into a more convenient and less expensive plastic cover. Carpet protection and lamp boxes should also be added, as they are very common request customers ask for when moving. If these materials are not added/updated all you are doing is hurting the customers.

What needs to be added/updated is:

Twin mattress cover: Min; \$4.95 – Max: \$8.25  
Full/double mattress cover: Min: \$6 – Max: \$10  
Queen mattress cover: Min: \$7.80 – Max: \$13  
King mattress cover: Min: \$8.25 – Max: \$13.75  
Carpet protection: Min: \$35 – Max: \$50 per roll  
Lamp box: Min: \$4.38 – Max: \$7.30

Thank You,  
Sharon (Sean) Joseph  
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