

APPENDIX A

The Commission's audit of Brooks Moving economic records and business practices found the company in violation of the following state statutes, Commission rules, and Household Goods Tariff 15-A Items:

1. RCW 81.80.357 and WAC 480-15-610, which requires household goods carriers to list their permit numbers in every means of advertisement and correspondence showing the carrier's name and address.
2. WAC 480-15-490(5), which requires that household goods carriers charge the rates and charges contained in Tariff 15-A, unless the Commission has approved deviations from the tariff.
3. WAC 480-15-650(2)(b), which requires the name, company affiliation, title, and telephone number of the person preparing a written estimate.
4. WAC 480-15-650(2)(d), which requires the complete physical address of the origin, destination, and any intermediate stops of the proposed shipment be listed on the written estimate.
5. WAC 480-15-660, which requires a supplemental estimate to be issued if the circumstances surrounding the move changes to cause the estimated charges to increase.
6. WAC 480-15-670(1)(b), which, if the actual charges exceed the estimated charges, requires the household goods carrier to release the shipment of goods upon payment of one hundred and ten percent of the estimated charges.
7. WAC 480-15-670(2), which, if the actual charges exceed the estimated charges and the shipper pays one hundred and ten percent of the estimated charges, requires the household goods carrier to allow the shipper at least thirty days to pay the remaining balance.
8. WAC 480-15-680, which requires household goods carriers to provide an accurate estimate.
9. WAC 480-15-690, which states household goods carriers may not charge more than twenty-five percent above the written non-binding estimate for an hourly-rated move, or more than fifteen percent above the non-binding estimate for a mileage-rated move.
10. WAC 480-15-730, which requires household goods carriers to use the bill of lading format shown in the published tariff.
11. WAC 480-15-740, which requires household goods carriers to list specific information on the bills of lading.
12. Tariff 15-A, Item 80, Payment of Charges, which requires a household goods company to release a shipment upon payment of one hundred and ten percent of the original estimate.
13. Tariff 15-A, Item 80, Payment of Charges, which limits the amount the customer may be billed above the amount shown on the non-binding estimate.
14. Tariff 15-A, Item 80, Payment of Charges, which requires the household goods carrier to allow a customer 30 additional days to pay any amounts in excess of the original estimate.

15. Tariff 15-A, Item 85, Estimates, which requires that a supplemental estimate be issued if the cost of the move increased from the original estimate.
16. Tariff 15-A, Item 85, Estimates, which requires specific information on the estimate and supplemental estimate forms.
17. Tariff 15-A, Item 90(5), which requires that a carrier not load the customer's goods until the customer selects a valuation option and makes the appropriate notation on the bill of lading.
18. Tariff 15-A, Item 95(1)(b), which requires that carriers use a bill of lading that contains all of the information required in Item 95.
19. Tariff 15-A, Item 95(1)(o), which requires a notation that the customer was provided a copy of the Rights and Responsibilities brochure or that the customer refused a copy when it was offered.
20. Tariff 15-A, Item 95(2)(c), which requires the exact name, address, and telephone number of the consignee.
21. Tariff 15-A, Item 95(2)(d), which requires the exact location of the origin pickup point, any split pickups, stops to partially load or unload, and the final destination point of the shipment, be listed on the bill of lading.
22. Tariff 15-A, Item 95(2)(g), which requires a declaration of the type of estimate (binding or non-binding) under which the shipment is moving on the bill of lading.
23. Tariff 15-A, Item 95(2)(h), which requires a section on the bill of lading where a customer must select the type of valuation coverage under which the shipment is moving.
24. Tariff 15-A, Item 95(3), which requires that specific terms and conditions that govern the transportation of household goods be printed on the back of the bill of lading.