

**ORIGINAL**

Decision No. 68306

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

In the Matter of the Investigation )  
 into the rates, rules, regulations, )  
 charges, allowances and practices )  
 of all household goods carriers, )  
 common carriers, highway carriers, )  
 and city carriers, relating to the )  
 transportation of used household )  
 goods and related property. )

Case No. 5330  
 (Order Setting Hearing  
 dated February 11, 1964)

(Appearances are shown in  
 Appendix A)

O P I N I O N

This is an investigation on the Commission's own motion for the receipt of evidence relating to rules and regulations to be established pursuant to Sections 5138 and 5245 of the Public Utilities Code. These two sections, which were added to the Code during the 1963 session of the Legislature, provide:

"5138. The Commission shall establish rules and regulations governing the notification of shippers of any delay in the delivery of goods beyond the date agreed to by the carrier and the shipper, if any, at the time the service was undertaken. All household goods carriers shall observe such rules and regulations and failure so to do is unlawful."

"5245. The Commission shall establish rules and regulations controlling the estimates given by a household goods carrier to a shipper of the charges it would make to perform services covered by this chapter. All household goods carriers shall observe such rules and regulations and the failure so to do is unlawful. The commission shall make such rules and regulations as are necessary to the application and enforcement of rules and regulations established pursuant to this section."

Six days of hearing were had before Examiner Lane in San Francisco and Los Angeles during April, June and July, 1964. The matter was taken under submission on July 29, 1964, the last day of hearing. The Commission staff, respondent carriers, the Consumer Counsel, and a traffic specialist for International Business Machines Corporation (IBM) submitted proposed rules and regulations. The testimony of twenty-nine witnesses, eleven by stipulation, was received. Twenty-five exhibits were entered in evidence.

#### STAFF

##### Staff Survey

An Associate Transportation Representative on the Commission staff conducted a survey of the household goods moving industry with respect to practices relating to estimating of charges. The survey covered the year 1962.

One hundred thirty-five carriers were selected by accepted statistical sampling methods out of a total of 1,128 household goods carriers in California. The sampling method was used to insure that the final statistics would be representative of the industry as a whole.

One thousand twenty-nine shipments were actually surveyed which were said to represent a total of over 223,000 shipments under the statistical sampling. On this basis, the survey developed that approximately 90 percent of the household goods carriers make written or oral or written and oral estimates. Sixty-four percent of the carriers make written estimates. Forty-one percent of the carriers retain their written estimates. Forty percent of the estimates were overestimates, approximately 8 percent of the estimates were the same as the actual charges, about 26 percent of the estimates were underestimates which were within 10 percent of the

ultimate charges and the remaining 26 percent were underestimates which departed from the ultimate charges by more than 10 percent.

Staff Proposals

An Associate Rate Expert on the Commission staff introduced proposed rules to govern carrier practices and procedures with respect to delivery dates of shipments and with respect to estimates of charges.

The staff proposed that carriers may, at their own option, and upon shipper's request, specify a preferred delivery date on the shipping document. Preferred delivery dates would be specified only upon an agreement of the shipper to sign the shipping document and to give the carrier an address and telephone number where the shipper could be notified of any delays to the shipment. The proposal would require that when a preferred delivery date is provided and the shipment is delayed, the carrier must notify the shipper at carrier expense when actual delivery will be made.

The staff proposed in connection with estimates of charges that carriers may but shall not be required to give an estimate of charges to a prospective shipper. If such an estimate is given, it shall be in writing and, with some exceptions, be given only after visual inspection of the goods. The estimate would be signed by the carrier but the shipper's signature would not be permitted. The written estimate would clearly indicate that it is an estimate of the cost of services and is confined to the articles listed in the estimate.

A copy of the written estimate is to be in possession of the carrier's employee performing pickup service. If there is an apparent discrepancy between the articles or services covered by

the estimate and the actual shipment tendered which would result in an underestimate, the carrier would be required to notify the shipper promptly of the discrepancy and provide the shipper with a revised estimate. If the carrier requires payment of charges in cash at time of delivery, the carrier would be required to advise the shipper of this fact at or before the time of pickup.

The staff proposed also, that on any shipment where the charges exceed the estimated charges by more than 10 percent or \$25, whichever is greater, the carrier should be required to relinquish the goods at destination upon payment of the estimated charges and, with certain exceptions, extend credit to the shipper for the remainder of the charges for a period of seven working days.

In addition, the staff would require that the written estimate contain a statement designated as an "important notice", which would embody information relating to the essential requirements of the staff proposal.

## RESPONDENTS

### Carrier Testimony

Respondent carriers presented a number of witnesses who testified with respect to the question of estimating charges on household goods shipments. In substance, they testified that extensive training is required before an individual is competent to make accurate estimates, that drivers do not have this training and normally cannot be expected to make accurate estimates, and that experienced estimators can be expected to make highly accurate estimates if they see all of the goods to be transported. According to these witnesses, inaccurate estimates result from failure of the shipper, deliberate or otherwise, to show the estimator all the

goods to be moved or from changes in the amount of goods to be shipped or the amount of work required by the shipper after the estimate is given and before the move actually takes place.

These witnesses contend that the driver or helpers are not competent to determine if an "apparent" discrepancy exists between the original estimate and the goods tendered and services required at time of pickup and that the original estimator would have to reestimate the shipment if the staff proposal were adopted.

Respondent carriers contend that visual inspection and written estimates in connection with local household goods moving under hourly rates are not practical and would be disruptive of carrier practices of long standing which had proven to be both workable and reasonable. Assertedly, many local movements are estimated and "booked" over the phone; and, as many of these moves are repetitive, the carrier has all of the necessary information at hand to make an accurate estimate thus eliminating the need for physical observation.

Respondent carriers oppose the staff proposal for the release of shipments without collecting the full amount of the charges in cases where an underestimate is made which departed from the amount of the ultimate charges by more than 10 percent. They claim that shippers contribute to most of the errors in estimating. The carrier witnesses testified that it is generally the practice of carriers to insist on their transportation charges prior to relinquishing the property. Their experience is that attempts to collect transportation charges after relinquishing goods were both time consuming and costly. In most cases, the witnesses said, collection of the amounts due would be virtually impossible if goods

were relinquished without collecting the full amount of transportation charges due. Such a practice would be tantamount to abandoning collection of the additional charges in such cases. The carriers' "bad debt" accounts and operating costs would be increased which could only be offset by increases in rates.

Respondents contend that accurate estimating under appropriate rules prescribed by the Commission would largely eliminate the problems associated with underestimates which now prevail.

#### Respondents' Proposals

A consultant for respondent carriers proposed rules relating to estimating and to delays in delivery which were fashioned upon rules adopted by the Interstate Commerce Commission (ICC) in its order of May 6, 1964, in Ex Parte No. MC-19 - Practices of Motor Common Carriers of Household Goods.<sup>1/</sup> The witness stated that many of the respondents are also engaged in interstate moving subject to the ICC rules and, to the extent feasible, uniformity was desirable in the intrastate and interstate rules.

The proposed rules would not apply to local moving under hourly rates. They would require that estimates be given by the carrier only after visual inspection. The estimates must be in writing on an "Estimate Cost of Services" form. The rules also provide that carriers may supply shippers or prospective shippers with a form to make their own estimates. A general outline for each of the forms was presented, but it is not proposed that standardized forms be prescribed. If either form is furnished to a shipper or prospective shipper, it must be accompanied by a suggested informational summary. Similar to the staff proposal, shippers would not be permitted to sign the estimate forms.

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<sup>1/</sup> The effective date of the order in Ex Parte No. MC-19 is November 30, 1964.

Respondents propose that whenever charges on any shipment exceed by more than 10 percent or \$25, whichever is greater, the estimate of charges, the carrier shall, immediately upon determining the actual charges and at its own expense, notify the shipper of the amount of the difference. Also, each carrier would be required to file each month with the Commission a report of all instances during the preceding month where the actual charges for services rendered exceeded the estimates of such charges by 10 percent or more, with an explanation of reasons for variances.

While couched in different terms, the informational summary proposed by the carriers would provide all of the information recommended by the staff except in those areas hereinabove discussed where respondents oppose the staff proposals.

#### CONSUMER COUNSEL

##### Shipper Testimony

The Consumer Counsel introduced three witnesses who testified that they had been recipients of gross underestimates in connection with movements of household goods which resulted in extreme embarrassment and inconvenience to them. In these cases the actual charges exceeded the estimates by from 33-1/3 to over 130 percent.

In substance, these witnesses testified that they had entered into "good faith" negotiations with household goods carriers for the movement of their goods and they had not withheld any of the goods to be moved from the estimator's inspection. One witness stated that the estimator "didn't bother to look" at some of the goods to be moved although the opportunity was offered. The witnesses relied on the estimates in planning their finances, and they

were not advised of additional charges until the goods were being delivered. In each case the carrier required payment of the full amount due before unloading the shipment. One shipper, who had no local credit established, had to cash a check at a local bank to secure cash to pay the bill.

In one case, the carrier used two vans to handle the shipment. The two vans arrived at destination on different days. The second van contained items necessary for the operation of the household. As a result, the shipper was required to rent motel accommodations until delivery of the household goods was completed.

The Consumer Counsel also introduced evidence relating to the experience of the Container Corporation of America with respect to the movement of the household goods of its employees. The Container Corporation of America witness testified that it was the company's policy not to use the services of household goods carriers who did not make accurate estimates on household goods movements. As a result of this policy the company found that carriers made highly accurate estimates on household goods movements for company employees. Moreover, the witness said no carrier had indicated any difficulty in providing accurate estimates under the policy.

#### Consumer Counsel Proposals

The rules proposed by the Consumer Counsel were patterned after those adopted by the ICC and are identical in many respects to those proposed by respondents. The Consumer Counsel proposes that the informational summary include information relating to the following additional matters not included in the carrier proposals: (1) packing, (2) preparing articles for shipment,



(3) rates based on released value and (4) provisions relating to storage in transit. The Consumer Counsel also recommended that the informational summary include information relating to loss and damage to articles and loss and damage claims. Another requirement was that the summary-of-information form be furnished all prospective shippers. Under the carriers' proposal distribution would be limited to those to whom estimates are given or to actual shippers prior to beginning the pickup in cases where no estimates are given.

The proposals of the Consumer Counsel include a provision stating that failure of a carrier to comply with the proposed rules may subject its permit to cancellation or the carrier itself to other penalties as provided in the Code.

INTERNATIONAL BUSINESS MACHINES CORPORATION

The proposals of IBM are similar or identical to those of respondents in most respects. They differ in that the IBM proposals would require the prescription of standardized estimating forms. As in the case of the Consumer Counsel, IBM would require the information summary to include provisions relating to packing and preparing articles for shipment.

The IBM witness proposed an estimating form for use by shippers which differed considerably from that proposed by both the respondent carriers and the Consumer Counsel. The form proposed by this witness was based on a form used by the National Furniture and Warehouse Association in connection with movement of new furniture.

With respect to estimating in general, the witness for IBM stated that he would have no objection to an order from the

Commission forbidding estimates. This witness supported the carriers' opposition to staff proposals for relinquishing of shipments without collecting the full amount of charges involved. The witness testified in effect that the advantages which may accrue to shippers would be more than offset by the disadvantages which would result from inability of the carriers to collect the additional charges due and the possible need for increased transportation rates to offset the loss in revenue occasioned thereby.

#### OTHERS

A number of individuals appeared from time to time during the course of the hearings to testify with respect to their experiences in shipping household goods. This testimony was similar in import to that of the shipper testimony presented by the Consumer Counsel.

The respondent carriers moved that the testimony of one such witness relating to an interstate shipment be stricken from the record. The motion is granted.

The California Manufacturers Association (CMA) opposes adoption of any of the proposals. It argues that none of the proposals will eliminate the cause of complaints and that complaints will continue. It urges that estimating be prohibited entirely.

The traffic manager of the State of California supports respondents' proposals. He points out that, while the proposals would meet the requirements of the code sections in issue, they only go part way in correcting asserted evils surrounding for-hire transportation of household goods. He asserted that these other matters require attention and suggested further investigation in the near future.

Discussion, Findings and Conclusions

CMA takes a position opposite to that taken in the main by the other parties of record. CMA advocates rules forbidding estimating. The shipper would be notified that charges will be determined when the shipment is weighed or the services are completed. The carrier would be free to inform the shipper of the basis of charges such as the rate per hour or the rate per 100 pounds. The shipper would then at his discretion approximate the charges.

Estimating is a practice long established in the household goods moving industry and has become an accepted practice among carriers. It is a service expected, if not required, by many shippers. This record does not support a conclusion that estimating should be banned for the future.

The question of household goods carriers' practices, particularly those relating to estimating and assessment of charges, has been the subject of Commission investigation and consideration from time to time in the past. In this connection, in 1946 we reached the following general conclusion:

"It is strikingly plain from the record adduced in these proceedings that, on the whole, respondents have made no studied effort to deal openly and frankly with shippers. It is evident that many shippers have had little or no realization of the nature of the agreements between them and the carriers. Respondents' obligation to inform shippers of what they will undertake to do and the rates they propose to charge has repeatedly been evaded. It is conceded that there have been instances of carriers being careless and even fraudulent in their dealings with shippers. The arrangements between carriers and shippers will be definitely established under the practices required to be followed as a result of the order herein and the opportunity for careless and fraudulent dealings with shippers will be minimized." 2/

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2/ 46 CRC 803, 816 (1946)

The record in this proceeding shows that, while there has been considerable improvement in the dealings between household goods carriers and their shippers, further improvements are required which should and can be attained.

Respondent carriers testified at length concerning their estimating practices. Their testimony in this respect is essentially unanimous that an experienced, trained estimator who sees all the goods to be moved can make highly accurate estimates. At the same time, the carriers strongly opposed the staff recommendations that carriers be required to relinquish possession of shipments and extend credit for the amount of additional charges due when transportation charges exceed by 10 percent or \$25, whichever is greater, the amount of the carriers' estimates.

The carriers' testimony, on the one hand, and their position with respect to this proposal of the staff, on the other hand, are not compatible. With appropriate incentives, carriers have indicated that they can make accurate estimates. The staff proposal would create no difficulty for the carriers so long as their estimates are accurate. The additional incentives which would be provided by the staff proposal should lead to more accurate estimates to the benefit of both respondent carriers and shippers. The Commission finds that the staff proposal in this respect is reasonable. It concludes that the proposal should be adopted.

The proposals advanced by respondent carriers, the Consumer Counsel and IBM deal with other aspects of the practices of carriers with respect to estimating and delays to shipment. These proposals are based on rules recently adopted by the ICC and are similar in many respects. Except for the position of CMA

hereinabove discussed, these proposals are not opposed on this record. The proposals of these parties differ, in the main, in that the recommendations of respondent carriers are not as inclusive or extensive as those of the other two parties referred to above. However, respondent carriers' proposals appear to be appropriate as the basic requirements and should be adopted with changes and additions hereinafter indicated.

The proposals of the Consumer Counsel with respect to packing, preparing articles for shipment, rates based on released value, and provisions relating to storage in transit appear to be information that would be valuable to shippers and should be included as part of the informational summary which the parties generally recommend for adoption.

Respondent carriers and the Consumer Counsel recommended estimate-of-charges forms to be used by shippers which are essentially identical and practically the same as a form adopted by the Interstate Commerce Commission for household goods carriers in interstate commerce generally. Assertedly, these forms are tailored to household goods movements. On the other hand, the estimate-of-charges form recommended by the IBM witness is one assertedly adopted some time ago for use by carriers and shippers of new furniture and will soon be obsolete.

A form for use by carriers and shippers in estimating the charges on their household goods movements would be a valuable addition to the minimum rate order. It is concluded that a form like those recommended by the Consumer Counsel and respondent carriers is best fitted for this purpose.

A question has been raised whether or not the estimating forms should be prescribed in general or specific terms by the Commission. It appears desirable that the carriers should be allowed certain leeway with respect to the design of such forms. Their experience may suggest additional information to be included on the form. It is sufficient that the information to be required on the forms be prescribed without establishing a standard form to be used by all carriers.

The proposals of the Consumer Counsel with respect to loss and damage are beyond the scope of this proceeding and should not be adopted herein.

The Consumer Counsel proposed provisions for the enforcement of the proposed rules which restate provisions clearly encompassed by the Public Utilities Code. The staff and respondents argue that the Code clearly provides means for enforcing Commission orders, that these provisions have long been considered and enforced by the Commission and that it is neither desirable nor practical to place such provisions in a minimum rate tariff.

The enforcement provisions proposed by the Consumer Counsel are general restatements of specific provisions of the Code. They do not add any features not now clearly outlined in the Code. The Commission finds that compliance with Section 5245 of the Code does not require the inclusion of these provisions in the tariff.

The respondents, Consumer Counsel and IBM representative recommended that carriers be required to file a report each month of all cases wherein the charges applicable on shipments handled by them exceed by 10 percent or more or \$25, whichever is greater, the

amount of charges estimated. These reports assertedly would serve to alert the Commission to possible trouble areas with respect to estimating, including areas where further education of the carriers is required or enforcement proceedings may be indicated. The proposed reports appear to be beneficial and should be required.

Upon consideration of all the facts and circumstances of record, the Commission finds that the rules established by the order which follows are and will be for the future just, reasonable and nondiscriminatory rules to be observed by household goods carriers for estimating charges and in connection with delays to shipments of household goods and other property for which minimum rates have been established in Minimum Rate Tariff No. 4-B.

The Commission concludes that Minimum Rate Tariff No. 4-B should be amended as set forth in the tariff pages appended to the order which follows.

O R D E R

IT IS ORDERED that:

1. Minimum Rate Tariff No. 4-B (Appendix C of Decision No. 65521, as amended) is further amended by incorporating therein, to become effective April 24, 1965, the revised pages attached hereto and listed in Appendix B also attached hereto, which pages and appendix are by this reference made a part hereof.

2. All household goods carriers are hereby ordered and directed to file each month with the Commission a report of all instances during the preceding month where the actual charges for services rendered exceeded the estimates of such charges by ten percent or more with an explanation of reasons for variances.

3. In all other respects the aforesaid Decision No. 65521, as amended, shall remain in full force and effect.

The effective date of this order shall be twenty days after the date hereof.

Dated at San Francisco, California, this 30th day of November, 1964.

Fredrick B. Holcomb  
President  
John E. Marshall  
Robert W. Page  
George H. Thayer  
William B. Bennett  
Commissioners



APPENDIX A

LIST OF APPEARANCES

Respondent: Wyman C. Knapp, Frank Loughran and Charles A. Woelfel,  
for California Moving & Storage Association.

Various Carrier Respondents: M. J. Anderson, Robert Andrus,  
Clifford L. Bangsund, K. E. Bertino, Harold J. Blaine, E. L. Blake,  
Robert F. Burnett, John J. Canova, Lonnie Carrau, A. L. Chipman,  
Eldon R. Clawson, Clair F. Coe, A. A. Colwell, Blake M. Cowan,  
Daniel E. deVine, W. W. DeWitt, John W. A. Dittman, Sig Dombrowski,  
Donald L. Dorr, Charles J. Dowd, Carl Dysinger, William W. Edmond,  
Orson F. Fair, W. L. Fernandes, Howard C. Foster, H. J. Galbraith,  
H. M. Garvine, Edward Gibbons, W. F. Goines, George C. Haines,  
Clarence Hanson, Richard D. Hardin, Marston J. Hecht, Don  
Hemsted II, Charles T. Hicks, John L. Hinckley, Martin B. Holt,  
Larry Hopkins, Robert C. Hudak, Bert Hussey, Ray A. Immale,  
Howard R. Imus, F. H. Jacobs, W. Ray James, Arvid C. Johnson,  
Ellwood L. Johnson, Robert C. Johnson, Robert S. Johnson, Noble O.  
Jones, Robert L. Jump, Jackson W. Kendall, Thomas W. King,  
Dolores M. Kozy, Herman C. Kuhnert, M. W. Lacy, L.A. Larimore,  
Reginald D. Lathim, A. Lazzarini, Clarence C. Lockett, Ernie May,  
H. B. McDonald, Frank L. McKee, O. V. Merrill, John E. Miller,  
Paul W. Moore, Paloma E. Mulloy, William C. Neal, James A. Nevil,  
Richard H. O'Neil, Trevor J. Orr, Gus M. Pallad, Don H. Peters,  
Richard B. Porter, A. M. Post, Gerald M. Poznanovich, Richard G.  
Redman, Robert S. Reis, James R. Reynolds, Paul Rieder, Robert C.  
Riegg, Robert Ripley, W. A. Sanburn, Richard T. Schmitz, E. W.  
Schumacher, Howard M. Settle, Phil Shambaugh, C. Richard Shirk,  
Clarence R. Smith, G. W. Stadler, Roeder S. Stinson, Dorothy J.  
Swofford, Larry G. Taylor, Sophia E. Taylor, W. A. Tew, Allen A.  
Thomas, George E. Thomas, Thomas R. Travers, J. G. Tucker,  
Chester F. Turney, Jr., Patrick J. Walsh, Edward B. Wonneberg,  
and Robert Wormser.

Interested Parties: Helen Ewing Nelson and Vincent V. MacKenzie, for  
Consumer Counsel, State of California; James Quintrall, Arlo D. Poe  
and J. C. Kaspar, for California Trucking Association; Earl S.  
Williams, for Department of General Services, State of California;  
Eugene A. Read, for California Manufacturers Association;  
Richard A. Redmond, for California Household Goods Carriers' Bureau;  
Virginia Lovett, for Better Business Bureau of Los Angeles, Inc.;  
Edward F. Regalado, for the Better Business Bureau of San Francisco,  
Ltd.; H. M. Garvine, for the Department of Defense; W. F. McCann,  
for Container Corporation of America; Tad Muraoka, for the IBM  
Corporation; Darwin M. Ting, Jr., and Carter C. Walters, Jr.

For Commission Staff: B. A. Peeters and Edward E. Tanner.

APPENDIX B TO DECISION NO. 68306

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(END OF APPENDIX B LIST)

ARRANGEMENT OF TARIFF

This is a loose-leaf tariff arranged as follows:

- Section No. 1 - Rules and Regulations
- Section No. 2 - Regional and Territorial Descriptions
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- \*Section No. 4 - Forms of Document

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\*Addition, Decision No. **68306**

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San Francisco, California

Correction No. 17

SECTION NO. 1 - RULES AND REGULATIONS (Continued)	Item No.
<p style="text-align: center;">RELATIONSHIPS WITH THE PUBLIC</p> <p>1. Any carrier doing business under one or more fictitious names shall, with respect to each fictitious name comply with Division 3, Part 4, Title X, Chapter II of the Civil Code of California entitled "Of the Use of Fictitious Names," and subsequent amendments thereto, and to show compliance therewith such carrier shall file with this Commission certified copies of any certificate and affidavits of publication required to be filed with the clerk of the county in which the principal place of business of the carrier is, or in the case of cessation of doing business was, situated.</p> <p>2. Upon discontinuance of the use of a fictitious name, any carrier doing business under one or more fictitious names shall file with this Commission a statement of the discontinuance of the use of such fictitious name.</p> <p>3. Carriers shall show the following information on their stationery, shipping documents and related forms:</p> <ul style="list-style-type: none"><li>(a) All names, both real and fictitious, used by the carrier in conducting its operations.</li><li>(b) The address of its principal place of business, designated as such, and of such local offices as may be desired where business with the public is conducted.</li><li>(c) Identification of the name under which the particular transportation is performed where more than one name is listed.</li></ul> <p>4. The books of account of each carrier shall be maintained in such form as to show separately the revenues derived from the operations conducted under each name used by such carrier.</p> <p>5. Carriers listing more than one name in the classified section of a telephone directory shall cross-reference each such name to all other such names so listed.</p> <p>6. Carriers shall not advertise rates in any telephone directory.</p> <p>7. Carriers shall not, in any manner, misrepresent the scope of their services which are offered and made available to the public. Specifically carriers shall:</p> <ul style="list-style-type: none"><li>(a) Not advertise or otherwise represent themselves under any name different from that under which their effective permits are issued by the Commission.</li></ul> <p>EXCEPTION: Carriers who are duly authorized agents for other carriers as defined herein, for highway common carriers as defined in the Public Utilities Act, or for motor carriers operating under the jurisdiction of the Interstate Commerce Commission, may advertise and represent themselves as such an agent.</p>	630

- (b) Not advertise or otherwise represent that carrier operations are conducted at addresses or locations where the carrier or his duly authorized agent does not maintain a place of business. The location of a telephone answering service is not "a place of business" as such term is used in this item.
- (c) Not include in any advertising misleading description and displays of nonexistent facilities.

\*8. When a shipper is furnished a copy of either of the estimate forms provided by Item No. 32(b) and (c), the carrier shall concurrently furnish to the shipper an informational summary to be entitled "Important Notice to Shippers of Household Goods." If such estimate forms are not furnished, the shipper shall be furnished a copy of the informational summary not later than commencement of the loading of the shipment. The forms specified in Section 4 will be suitable and proper.

∅ Change }  
\* Addition } Decision No. 68306

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.  
Correction No. 16

SECTION NO. 1 - RULES AND REGULATIONS (Continued)	Item No.
ESTIMATES OF CHARGES	
(Applies only to charges involving rates provided in Items Nos. 300 and 320) (Items Nos. 32 and 33)	
<p>(a) <u>Requirement for Estimates by Carriers.</u> Carriers may but shall not be required to give estimates of charges to prospective shippers.</p>	
<p>(b) <u>Estimates by the Carrier.</u> Whenever an estimate of the charges for a proposed service is given by a carrier to a prospective shipper of household goods, the estimate shall be made only after a visual inspection of the goods by the estimator. Such estimate shall be in the form hereinafter set forth, and across the top of each form there shall be imprinted, in red letters not less than one-half inch high, the words "Estimated Cost of Services." The form shall be fully executed as appropriate in each case in accordance with the instructions therein. The original or a true legible copy of each estimate form prepared in accordance with this paragraph shall be delivered to the shipper; and a copy thereof shall be maintained by the carrier as part of its record of shipment. The shipper shall not be permitted or required to sign the "Estimated Cost of Services" form. The form specified in Section 4 will be suitable and proper.</p>	*32
<p>(c) <u>Estimate Form for Shipper's Use.</u> Carriers may furnish to shippers or prospective shippers an estimate form which may contain statements of the weights of average pieces of furniture and other household articles of various types, for use by the shipper in making his own estimate of the total weight of his goods. Any instructions necessary to enable the shipper to use the estimate form shall be either printed in the form or accompany the form. If cubic foot measurements are used in arriving at the weight, the form shall state that a weight factor of 7 pounds per cubic foot shall be used. The form specified in Section 4 will be suitable and proper.</p>	
<p>(d) <u>Specific Request of Shipper for Notification.</u> Whenever the shipper specifically requests notification of the actual weight and charges on a shipment, the carrier shall comply with such request immediately upon determining the actual weight and charges, by telephone or telegraph if so requested. Such notification shall be at the carrier's expense in instances in which notification would be required under Subsection (e) below, and in all other instances that the actual cost of such notification shall be collected from the shipper. Such notification shall be made no later than 24 hours prior to the time the shipment is offered for delivery except where the shipment is in transit less than 24 hours.</p>	
(Continued in Item No. 33)	

\* Addition, Decision No. **68306**

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.  
Correction No. 19

- 7-A -



SECTION NO. 1 - RULES AND REGULATIONS (Continued)	Item No.
<p style="text-align: center;">ESTIMATES OF CHARGES (Concluded)</p> <p style="text-align: center;">(Applies only to charges involving rates provided in Items Nos. 300 and 320)</p> <p style="text-align: center;">(Items Nos. 32 and 33)</p> <p>(e) <u>Notification to Shipper Where Charges Exceed Estimate.</u> Whenever actual charges on any shipment exceed by more than 10 percent or \$25, whichever is greater, the estimate of charges on that shipment given by the carrier, the carrier shall deliver and relinquish possession of the shipment upon payment of the amount of the estimated charges, and shall extend credit for the remainder of the charges for a period of seven days excluding Saturdays, Sundays and legal holidays. This provision shall not apply if the carrier has afforded the shipper and/or consignee sufficient time to obtain the necessary moneys before delivery is made, or, the shipper received additional services or tendered additional goods not listed on the "Estimated Cost of Services" document. The term "afforded the shipper and/or consignee sufficient time to obtain the necessary moneys" means that the carrier, after notifying the shipper and/or consignee of the total amount of the charges, shall have allowed such shipper and/or consignee a minimum of four hours during which banks are open for business.</p> <p>If the shipper failed to furnish the carrier no later than the time of pickup with the name, address and/or telephone number of the party to be notified as required by Item No. 145, the carrier shall not be obligated to relinquish possession of the shipment as provided above.</p> <p>(f) <u>Report of Underestimates.</u> Every carrier shall file each month with the California Public Utilities Commission a report of all instances during the preceding month where the actual charges for services rendered exceeded the estimates of such charges by 10 percent or more, with an explanation of reasons for variances.</p> <p>(g) <u>Order for Services Shall Not Show Charges or Estimates.</u> There shall not be shown on any form in the nature of a "Shipping Order and Freight Bill for uncrated used Household Goods and related articles" or "Confirmation of Shipping Instructions and Rate Quotation" which may be used by carriers any charges or estimates of charges, nor any reference to any estimate of charges given to the shipper.</p>	*33
* Addition, Decision No. <b>68306</b>	
EFFECTIVE APRIL 24, 1965	
<p>Issued by the Public Utilities Commission of the State of California, San Francisco, California.</p> <p>Correction No. 20</p>	

SECTION NO. 1 - RULES AND REGULATIONS (Continued)

Item  
No.

SHIPPING ORDER AND FREIGHT BILL

1. A shipping document shall be issued by the carrier to the shipper for each shipment received for transportation. The shipping document shall show the following information:

- (a) Name and address of carrier.
- (b) All names, both real and fictitious, used by carrier in conducting its operations.
- (c) Identification of the name under which the particular transportation is performed where more than one name is listed.
- (d) The address of its principal place of business, designated as such, and of such local offices as may be desired where business with the public is conducted.
- (e) Date issued.
- (f) Name of each shipper and consignee.
- (g) Points of origin and destination.
- (h) Description of the shipment, and the agreed or declared valuation thereof.
- (i) Unit of measurement upon which charges are based, viz.:
  - 1. Actual and minimum number of hours involved; or
  - 2. Actual number of pieces; or
  - 3. Actual and minimum weight.
- (j) Deductions in time, if any, and reasons therefor.
- (k) Number of helpers.
- (l) Rates and charges assessed.
- (m) Description of accessorial services performed, if any, and each separate charge therefor.
- (n) Insurance, type and amount thereof, if any, and charge therefor.
- (o) Signature of carrier, or his agent.
- (p) Such other information as may be necessary to an accurate determination of the applicable minimum rate and charge.
- \*(q) Name, address, and telephone number of a person to whom notification provided for in Item No. 162 shall be given, except when this cannot be obtained from the shipper.
- \*(r) Preferred delivery date or the period of time within which delivery of the shipment may be expected to be made at destination.

6130

2. The form of shipping document in Item No. 400 will be suitable and proper. Such form may be combined with the confirmation of shipping instructions and rate quotation document form provided such combined form and the issuance thereof are in compliance with the provisions of this item and Items Nos. 145 and 150 and properly identified as to what it purports to be.

3. A copy of each document issued in compliance with the provisions of this item shall be retained and preserved by the issuing carrier, subject to the Commission's inspection, for a period of not less than three years from the date of its issuance.

SHIPMENTS TRANSPORTED BY TWO OR MORE CARRIERS

When shipments in continuous through movement are transported by two or more carriers, the rates (including minimum charges) provided herein from point or origin to point of destination shall be the minimum rates for the combined transportation.

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SHIPMENTS TO BE RATED SEPARATELY

Each shipment shall be rated separately. Shipments shall not be consolidated or combined by the carrier.

NOTE.-Component parts of a shipment may be combined under the provisions of Items Nos. 170 and 175 (split pickup and split delivery).

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∅ Change }  
\* Addition } Decision No. 68306

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.  
Correction No. 21

SECTION NO. 1 - RULES AND REGULATIONS (Continued)	Item No.
<p style="text-align: center;">CONFIRMATION OF SHIPPING INSTRUCTIONS AND RATE QUOTATION (Items Nos. 145 and 150)</p> <p>1. A confirmation of shipping instructions and rate quotation document shall be prepared in duplicate by the carrier for each shipment tendered for transportation. Such document shall be signed by the carrier and shipper prior to the commencement of performance of any service specified therein, and the signed original or duplicate thereof delivered to the shipper prior to or at the time such service is begun. Such documents shall contain the following information:</p> <ul style="list-style-type: none"> <li>(a) Date.</li> <li>(b) Date and time of pickup requested or other arrangement.</li> <li>(c) Name and address of carrier or carriers.</li> <li>(d) Names of shippers and consignees.</li> <li>(e) Name, address or telephone number of party to be notified. (See NOTE 1.)</li> <li>(f) Description of notification and delivery arrangements. (See NOTE 2 - Item No. 150)</li> <li>(g) Points of origin and destination.</li> <li>(h) Description of shipment.</li> <li>(i) Description of transportation and accessorial services to be performed.</li> <li>(j) Rates and charges (including minimum weights, minimum hours, other units of measurement, or minimum charges, when they are to be applied) quoted for the services described in the documents. (See NOTE 3 - Item No. 150)</li> <li>(k) Valuation of shipment. (See NOTE 4 - Item No. 150)</li> <li>(l) Insurance. (See NOTE 5 - Item No. 150)</li> <li>(m) Signatures of carrier and shipper.</li> <li>* (n) Name, address, and telephone number of a person to whom notification provided for in Item No. 162 shall be given, except when this cannot be obtained from the shipper.</li> <li>* (o) Preferred delivery date or the period of time within which delivery of the shipment may be expected to be made at destination.</li> </ul>	<p>ø145</p>

2. The form of confirmation of shipping instructions and rate quotation document in Item No. 420 will be suitable and proper. Such form may be combined with the shipping document form into a single document, provided such combined form and the issuance thereof are in compliance with the provisions of this item and Item No. 130 and properly identified as to what it purports to be.

3. The original or duplicate of each document issued in compliance with the provisions of this item shall be retained and preserved by the issuing carrier, subject to the Commission's inspection, for a period of not less than three years from the date thereof.

NOTE 1. - Carrier shall request of the shipper, notification party, address, or telephone number. When shipper cannot furnish such information or declines to do so, that fact must be shown on the document.

(Continued in Item No. 150)

∅ Change ) Decision No. 68306  
\* Addition )

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
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Correction No. 22

SECTION NO. 1 - RULES AND REGULATIONS (Continued)	Item No.
<p style="text-align: center;">DELAYS IN DELIVERY</p> <p>Whenever a carrier is unable to make delivery of a shipment of household goods on the date or during the period specified in the receipt or shipping order, the carrier shall notify the shipper, or person designated by the shipper, by telegram or telephone, at the carrier's expense, of the date on which delivery of the shipment will be made; such notification to be given not less than 24 hours prior to the date or during the period shown on the receipt or shipping order except when the circumstances causing the delay occur at a later time, in which case the notice shall be given as soon as possible but in no event more than 24 hours after the occurrence, provided, that the requirement of this paragraph shall not apply where the carrier is unable to obtain from the shipper an address or telephone number for such notification.</p>	*162
<p style="text-align: center;">WAITING OR DELAY</p> <p>When vehicle is held for convenience of the shipper or consignee through no fault of the carrier in connection with shipments moving or to be moved under rates contained in Items Nos. 300 or 320, a charge at the hourly rates provided in Item No. 330 will be assessed for each hour or fraction thereof over one hour.</p>	165
<p style="text-align: center;">SPLIT PICKUP</p> <p>Split pickup service may be accorded subject to the following conditions:</p> <p>(1) The charge for the composite shipment shall be paid by one consignor, consignee, or other interested party.</p> <p>(2) Split delivery service shall not be accorded.</p> <p>(3) In the event a lower aggregate charge results from treating one or more component parts as a separate shipment said charge may be applied.</p> <p>(4) Charges shall be computed as follows:</p> <p>(a) Under hourly rates (Item No. 330). Apply applicable rate for the total time consumed in loading at the point of origin of each component part, and unloading at point of destination, plus double the driving time between each such point. (Total time shall be converted into hours and/or fractions thereof in accordance with the provisions of Item No. 95.)</p> <p>(b) Under distance rates (Items Nos. 300 and 320). Apply the applicable rate to the total weight of the composite shipment for the distance from point of origin of any component part to point of destination via the points of origin of all other component parts, plus an additional charge of \$13.00 for each stop to load between first point of origin and point of destination.</p>	170

\* Addition, Decision No. 68306

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.  
Correction No. 23

First Revised Page ..... 30  
Cancels  
Original Page ..... 30

MINIMUM RATE TARIFF NO. 4-B

SECTION NO. 4

Ø FORMS OF DOCUMENT

SHIPPING ORDER AND  
FREIGHT BILL

CONFIRMATION OF SHIPPING  
INSTRUCTIONS AND RATE  
QUOTATION

\*IMPORTANT NOTICE TO SHIPPERS  
OF HOUSEHOLD GOODS

\*ESTIMATED COST OF SERVICES

\*TABLE OF MEASUREMENTS AND  
ESTIMATE FORM FOR SHIPPER'S USE

Ø Change )  
\* Addition )

Decision No. **68306**

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.  
Correction No. 24



SECTION NO. 4 - FORMS OF DOCUMENT							Item No.	
SHIPPING ORDER AND FREIGHT BILL FOR UNCRATED USED HOUSEHOLD GOODS AND RELATED ARTICLES								
Name of Carrier _____		Bill No. _____			Date Issued _____			
Address _____		Shipper _____			Consignee _____			
Street Address _____		Street Address _____			City _____			
City _____		City _____						
Description of Property	AT RATES IN CENTS PER HOUR							
	Units of Equipment:							
	<input type="checkbox"/> With Driver Only			<input type="checkbox"/> With Driver and Helper				
	Service	Time Start- ed	Time Complet- ed	Deduc- tions (1)	Time for Computing Charges	Rate	Charges	
	Loading							
	Driving				(2)			
	Unloading							
	Total							
	Number of Additional Helpers							
	<input type="checkbox"/> Loading							
	<input type="checkbox"/> Driving				(2)			
	<input type="checkbox"/> Unloading							
	Total							
	AT RATES IN CENTS PER PIECE (5 Pieces or Less)							
	Number of Pieces		Rate for First Piece		Rate for Each Additional Piece		Charges	
Total								
AT RATES IN CENTS PER 100 POUNDS								
Weight			Rate		Charges			
OTHER SERVICES AND CHARGES (3)						Charges		
INSURANCE. TYPE AND AMOUNT						Charges		
Rates for the above described property are based upon a valuation of _____ cents per pound, per article.					Total to Collect			
Shipper _____		Received by consignee in good condition, except as noted: _____		Received by carrier in good condition, except as noted: _____				
By _____		By _____		By _____				

\$4.00

- ① Show time not chargeable, such as time for meals. Any deductions must be fully explained.
- ② Show double the driving time, except when more than one shipment transported on a single unit of equipment, show not less than \_\_\_\_\_ minutes actual time.
- ③ Show each charge separately and what it represents.

Change, Decision No. 68306

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.  
Correction No. 25

SECTION NO. 4 - FORMS OF DOCUMENT (Continued)	Item No.
<p>CONFIRMATION OF SHIPPING INSTRUCTIONS AND RATE QUOTATION Form for Use in Connection with Consignments of Uncrated Used Household Goods and Related Articles</p>	
<p>(Name of carrier which shall be the name in which the operating authority is held.)</p>	<p>(Serial number of document)</p>
<p>(The shipper is requested to read this document carefully before signing it and to ask for an explanation of anything which is not clear or is inconsistent with any previous representation made by the carrier.)</p>	<p>(Place document is issued)</p>
<p>This will confirm instructions received from</p>	<p>(Date issued)</p>
<p>instructions)</p>	<p>(Name the person placing to transport a consign-</p>
<p>ment of</p>	<p>(Used household goods or other suitable description)</p>
<p>from</p>	<p>(Describe the location from which the goods are to be shipped)</p>
<p>to</p>	<p>(Describe the location at which the goods are to be delivered)</p>
<p>ment for transportation on</p>	<p>, to receive the consign-</p>
<p>and to perform the accessorial services of</p>	<p>(Specify the date and time or other arrangement)</p>
<p>(Specify any services such as packing, crating, unpacking or uncrating or indicate that none are involved)</p>	<p>in connection with the receipt, transportation or delivery of the consignment, to notify</p>
<p>at</p>	<p>(Name the party to be notified)</p>
<p>by</p>	<p>(Location where notification is to be made)</p>
<p>and how delivery is to be accomplished thereafter, or show that the shipper</p>	<p>(Describe the type of notification, when and how it is to be made and when</p>
<p>was requested to supply a notification address but declined to do so, and</p>	<p>such arrangements as have been made respecting delivery)</p>
<p>The rate(s) for the above described services is (are)</p>	<p></p>
<p>(Name the rate or rates, including minimum weights, minimum charges, and</p>	<p></p>
<p>any other minimum provisions involved, for transportation and accessorial</p>	<p></p>
<p>services ordered, designating the particular services for which different</p>	<p></p>
<p>rates or minimum provisions are quoted and conditions and circumstances</p>	<p></p>
<p>which may result in extra charges as specified in the tariff, such as the</p>	<p></p>
<p>ordering of additional service or failure to accept delivery pursuant to</p>	<p></p>
<p>the delivery arrangements above described.)</p>	<p></p>

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Important Notices

Charges under the rates quoted herein are to be determined on the basis of the actual weight, the number of hours involved in providing service, or the actual number of other units of measurement, subject to designated minimum provisions, notwithstanding any previous quotation, estimate or representation to the contrary. The rates herein quoted, including minimum weight, minimum charge or other minimum provisions, supersede any previous understanding with respect to rates and charges. They are believed to be not lower than the minimum rates prescribed by the California Public Utilities Commission and promulgated in Minimum Rate Tariff No. 4-B and are to be applied unless in conflict with the rates or other minimum provisions of that tariff. The Commission's tariff must be applied as the minimum basis. Copies of it are open for public inspection at the Commission's offices in the State Buildings at San Francisco and Los Angeles and at \_\_\_\_\_

(The carrier's office or offices - designate their location)

The rates quoted herein, including minimum weight, minimum charge or other minimum provisions, are based upon an agreed or declared value being stated by the shipper which is not in excess of \_\_\_\_\_ cents per pound, per article, and carrier liability is limited accordingly. Protection against loss or damage exceeding carrier liability may be secured, if desired, by obtaining insurance coverage. \_\_\_\_\_

(If the carrier does not handle insurance state that fact; if it does, describe the type and amount of insurance ordered through the carrier to cover the consignment or state that no insurance has been ordered through the carrier.)

(Shipper's Name)

(Name of Carrier)

(Signature of Shipper or Agent of Shipper)

By

(Show name in full)

(Address of Shipper or Agent of Shipper)

(Date)

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Change )  
\*\* End of Tariff eliminated ) Decision No. 68306

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.

Correction No. 26

SECTION NO. 4 - FORMS OF DOCUMENT (Continued)	Item No.
<p data-bbox="381 427 1248 494" style="text-align: center;">IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD GOODS (Items Nos. 430, 431 and 432)</p> <p data-bbox="234 525 1232 620">The Public Utilities Commission requires that this notice and informational summary be furnished to all shippers of household goods in intrastate commerce.</p> <p data-bbox="234 651 1306 1102">This statement is of importance to you as a shipper of household goods and is being furnished by the carrier pursuant to a requirement of the Public Utilities Commission. It relates to the transportation of household goods, in intrastate commerce by motor carriers frequently called "Movers" but here called carriers. Some carriers perform the transportation themselves. Others act as agents for the carriers which do the actual hauling. In some instances, the transportation is arranged by brokers. You should be sure to obtain the complete and correct name, home address, and telephone number of the carrier which is to transport your shipment, and keep that carrier informed as to how and where you may be reached at all times until the shipment is delivered.</p> <p data-bbox="234 1133 1232 1228">Before completing arrangements for the shipment of your household goods, all of the information herein should be considered carefully by you.</p> <p data-bbox="234 1259 1285 1586"><u>Shipping Order.</u> Before your shipment leaves point of origin, you should obtain from the carrier a shipping order or receipt, signed by you and the carrier. Be sure that this shows the carrier's name and address and the telephone number at which you can reach the carrier; an address and telephone number furnished by you at which the carrier can send messages regarding your shipment; the location to which your goods are moving; the date of loading and the preferred date of delivery; and the declared or released valuation of the goods.</p> <p data-bbox="234 1617 1306 2073"><u>Estimates.</u> Carriers cannot determine what your move will cost you until all packing has been completed and the goods are loaded on a vehicle and weighed. They make estimates to try to approximate the cost for you. To get a reasonably accurate estimate you must show the estimator everything you intend to ship. An estimate is not a bid or a contract. Choosing the carrier submitting the lowest estimate will not assure you the lowest cost move. Regardless of any estimate, the actual weight of your goods and the actual amount of packing and other services performed by the carrier will determine the final amount you must pay for your moving. All estimates for moving at distance rates are now required to be in writing. Do not accept any oral approximation of the charges.</p>	*430

REGARDLESS OF ANY PRIOR ESTIMATE RECEIVED, for the carriage of your shipment, you will be obligated to pay transportation charges and other charges computed in accordance with tariffs prescribed by the Public Utilities Commission. The total charges which you must pay may be more, or less, than the estimate received from the carrier, and as explained under "Payment of Charges - Freight Bill," the charges generally must be in cash or by money order or certified check at the time of delivery. Having additional funds on hand when the van arrives at destination can spare you considerable difficulty.

(Continued in Item No. 431)

\* Addition, Decision No. 68306

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.  
Correction No. 27

SECTION NO. 4 - FORMS OF DOCUMENT (Continued)	Item No.
<p data-bbox="243 425 1335 502" style="text-align: center;">Important Notice to Shippers of Household Goods (Continued) (Items Nos. 430, 431 and 432)</p> <p data-bbox="184 528 1251 785"><u>Weights.</u> The transportation charges will be determined on the basis of the weight of your shipment. Ordinarily, the carrier will weigh its empty or partially loaded vehicle prior to the loading of your goods. After loading, it will again weigh the vehicle and determine the weight of your shipment. If your shipment weighs less than 1,000 pounds, the carrier may weigh it prior to loading.</p> <p data-bbox="184 811 1310 1107">If you so request, the carrier will notify you by telegraph or telephone of the weight of your shipment and the charges as soon as the weight has been determined. This may or may not be at your expense. However, where it develops that the actual charges exceed by more than 10 percent or \$25, whichever is greater, an estimate of charges given to you by the carrier, the carrier is required to notify you immediately of the amount of the actual charges, by telegraph or telephone at the carrier's expense.</p> <p data-bbox="184 1133 1285 1455">If you question the weight reported by the carrier, you may request that the shipment be reweighed prior to delivery. Reweighing will be accomplished only where it is practicable to do so. An extra charge may be made for reweighing, but only if the difference between the two net weights obtained does not exceed 100 pounds (if your shipment weighs 5,000 pounds or less) or does not exceed two percent of the lower net weight (if your shipment weighs more than 5,000 pounds). The lower of the two net weights must be used in determining the charges.</p> <p data-bbox="184 1481 1302 1661"><u>Preferred Delivery Date - Delay.</u> The carrier is not obligated to deliver your goods on any particular day, but only to deliver within a reasonable time. However, when the goods are loaded, the carrier must specify on the shipping order the delivery date (or period) which you prefer.</p> <p data-bbox="184 1687 1302 2022"><u>Notification of Charges and Delay.</u> The carrier is required to notify you of any delays in delivery. If the carrier finds that it cannot deliver by the preferred delivery date it is required to notify you by telegraph or telephone at least 24 hours in advance if that is possible, or as soon thereafter as possible. Also the amount of the charges if you request it or if they exceed the estimate by more than 10 percent or \$25, whichever is greater. Be sure to give the carrier an address or telephone number where such messages can be sent.</p>	<p data-bbox="1377 1184 1461 1236" style="text-align: center;">*431</p>

Packing. Many articles must be packed in barrels, cartons or crates so that they can be handled safely. Wardrobes are usually supplied for garments. There is a charge per container for these services. You may do your own packing. However, the carrier is not responsible for damage resulting from faulty packing you perform. The carrier will unpack containers it has packed, if you wish, but not those you have packed. Be sure mechanisms of refrigerators, washers and other appliances are serviced to prevent damage during movement.

(Continued in Item No. 432)

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\*Addition, Decision No. **68306**

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EFFECTIVE APRIL 24, 1965

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Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.  
Correction No. 28

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SECTION NO. 4 - FORMS OF DOCUMENT (Continued)	Item No.
<p data-bbox="256 338 1329 403">Important Notice to Shippers of Household Goods (Concluded) (Items Nos. 430, 431 and 432)</p> <p data-bbox="206 429 1329 742"><u>Transportation Rates and Released Values.</u> Rates are stated in amounts per one hundred pounds, depending upon the distance involved. The carriers' charges generally vary according to the released or declared value of the shipment. Under the base rates in Minimum Rate Tariff No. 4-B issued by the California Public Utilities Commission, the carrier's responsibility for loss and damage caused by it, is limited to thirty cents per pound for the actual weight of each lost or damaged article. Most articles are worth more than this, and many are worth a great deal more.</p> <p data-bbox="206 820 1329 1002"><u>Payment of Charges - Freight Bill.</u> Unless you have made arrangements beforehand for credit, the carrier will require payment in cash or by money order or certified check, before unloading. Be prepared with sufficient funds to pay the actual charges, which may be greater than what was estimated.</p> <p data-bbox="206 1054 1329 1341">When paying charges, you should obtain a receipt for the amount paid. This receipt should set forth, or be accompanied by a Weighmaster's Certificate or weight ticket, setting forth the gross and tare weights of the vehicle; the net weight of your shipment; the mileage; the applicable rate per 100 pounds; and the charges for transportation; additional protection, and any accessorial services performed. Such receipt is called a freight bill or expense bill.</p> <p data-bbox="206 1367 1329 1848"><u>Preparing Articles for Shipment.</u> Some articles such as stoves, refrigerators and washing machines may require disconnection and usually require special servicing to protect their mechanisms during movement. It is your responsibility to have this done. Some carriers upon your request will arrange to have this servicing done at your expense. You should arrange to take down all blinds, draperies, window cornices, mirrors, and other items attached to the walls, and to take up carpets which are tacked down. The charge for such service is not included in the transportation charge and will be performed by the carrier only at an extra per-hour charge. Under no circumstances should you pack jewelry, money, or valuable papers with your other belongings, or pack any matches, inflammables, or other dangerous articles.</p> <p data-bbox="206 1887 1329 2226"><u>Storage in Transit.</u> If you desire your household goods to be stored in transit, and delivered at a later date, you may usually obtain such service upon specific request. The length of time a shipment may be stored in transit is limited, and additional charges are normally made for such service. At the end of the designated storage-in-transit period, and in the absence of final delivery instructions, the shipment will be placed in permanent storage, and the carrier's liability in respect thereof will cease. Any further service must be made</p>	<p data-bbox="1362 1171 1445 1210">*432</p>

the subject of a separate contract with the warehouseman. If you do not specifically request storage-in-transit from the carrier, but arrange with someone other than the carrier to pick up your goods for storage, you will be required to pay such other person for such service. Some warehouses make separate charges for checking goods out of storage, and collect dock charges from carriers for the space occupied by their vehicles while being loaded. Such charges are passed on to the shipper.

\* Addition, Decision No. **68306**

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.  
Correction No. 29

SECTION NO. 4 - FORMS OF DOCUMENT (Continued)		Item No.
<b>ESTIMATED COST OF SERVICE</b> (Items Nos. 440 and 441)		(In red letters <u>1/2 inch high.</u> )
Names of carrier _____		
Address of carrier _____		Date _____ 19____
Name of Shipper	Street Address	Phone
Shipment moving from _____ to _____		
<p><b>IMPORTANT NOTICE:</b> This estimate covers only the articles and services listed. It is not a warranty or representation that the actual charges will not exceed the amount of the estimate. Carriers are required by law to collect transportation and other incidental charges computed on the basis of rates no lower than the minimum rates prescribed in Minimum Rate Tariff No. 4-B issued by the California Public Utilities Commission, regardless of prior rate quotations or estimates made by the carrier or its agents. Transportation charges are based upon the weight of the goods transported, and such charges may not generally be determined prior to the time the goods are loaded on the van and weighed.</p> <p>No guarantee can be made as to the specific dates of pickup or delivery of your shipment, unless you make special arrangements with the carrier for expedited service, for which an additional charge will normally be made.</p>		
		Estimated Charges
<b>ESTIMATED COST OF SERVICES:</b> (Based on Minimum Rate Tariff No. 4-B)		*440
Transportation: Est. wt. _____ lbs.; _____ mi.; @ _____ rate per 100 lbs.		\$ _____
Additional transportation charges: _____ (explain)		\$ _____
Pickup or delivery for storage in transit _____ lbs.; @ _____		\$ _____
Storage in transit at _____ lbs.; @ _____		\$ _____
Warehouse handling _____ lbs.; @ _____		\$ _____
Extra pickup or delivery at _____		\$ _____
Special servicing of appliances _____		\$ _____
Use of wardrobes: _____ (no.); @ _____		\$ _____
Hoisting, lowering, or carrying pianos, heavy articles _____ (explain)		\$ _____
Packing and unpacking (see below) _____		\$ _____
Labor _____ man for _____ hrs.; @ _____ (per man per hour)		\$ _____
Additional charge for additional evaluation of articles in excess of value declared: \$ _____		\$ _____
@ _____		\$ _____
Other services _____ (explain)		\$ _____
<b>Total Estimated cost:</b>		<b>\$ _____</b>
(Continued in Item No. 441)		

\* Addition, Decision No. **68306**

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California,

Correction No. 30

SECTION NO. 4 - FORMS OF DOCUMENT (Continued)				Item No.
ESTIMATED COST OF SERVICES (Concluded) (Items Nos. 440 and 441)				
ESTIMATED COST OF PACKING MATERIALS, SHIPPING CONTAINERS AND LABOR				
	Quantity	Charge per Unit	Total Amount	
BARREL, DRUM OR FIBRE CONTAINER				Packing Date Requested <hr/>
BOXES, WOODEN not over cu. ft.				
Over not over cu. ft.				
Over not over cu. ft.				
Over not over cu. ft.				
Over cu. ft. (See Crates)				Loading Date Requested <hr/>
CARTONS: Not over cu. ft.				
Over not over cu. ft.				
Over not over cu. ft.				
Over cu. ft.				
Wardrobe Carton				Delivery Date Requested <hr/>
MATTRESS CARTON				
Crib Mattress Carton				
Mattress Cover (Plastic or Paper)				
CRATES, WOODEN				
Gross Measurement of Crate(s)				
LABOR, ADDITIONAL				
Hour per Man				
PICKUP AND DELIVERY OF SHIPPING CONTAINERS AND PACKING MATERIALS.				
TOTAL ESTIMATED COST				
Remarks _____				
<p>NOTICE TO ESTIMATOR: It is mandatory that the total cubic footage shown on the Table of Measurements form be multiplied by not less than SEVEN to determine the total estimated weight. Articles not to be shipped should be indicated by a "check mark" in the column provided on the table of measurements.</p> <p>If the prospective shipper has not previously been furnished with the explanatory summary and the full information Statement required by the Public Utilities Commission of the State of California, in Items Nos. 430 and 431 of Minimum Rate Tariff No. 4-B, they should be furnished at this time.</p>				
_____ (Signature and title of estimator)				
(This Estimated Cost of Services form is not to be signed by the shipper.)				
For Explanation of Abbreviations see Item No. 452.				

\*441

\* Addition, Decision No. **68306**

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.

Correction No. 31

SECTION NO. 4 - FORMS OF DOCUMENT (Continued)									Item No.	
TABLE OF MEASUREMENTS FORM AND ESTIMATE FORM FOR SHIPPER'S USE (Items Nos. 450, 451 and 452)										
Column 1					Column 2					
Articles Not to be Shipped	ARTICLE	Cu. Ft. Per Pc.	No. of Pieces	Cu. Ft.	Articles Not to be Shipped	ARTICLE	Cu. Ft. Per Pc.	No. of Pieces	Cu. Ft.	
	LIVING ROOM					DINING ROOM				
	Bench, Fire-side or Piano	5				Bar, Portable	15			
	Bookcase	20				Buffet	30			
	Bookshelves, Sectional	5				Cabinet, Corner	20			
	Chair, Arm	10				Chair	5			
	Chair, Occasional	15				China Closet	25			
	Chair, Overstuffed	25				Server	15			
	Chair, Rocker	12				Table, Extension	30			
	Chair, Straight	5				Tea Cart	10			
	Clock, Grandfather	20				Rugs, Large or Pad	10			
	Davenport, 2 Cushions	35				Rugs, Small or Pad	3			
	Davenport, 3 Cushions	50				BEDROOM				
	Hideabed or Studio Couch	50				Bed, including Spring & Mattress:				
	Day Bed	30				Double	60			*450
	Desk, Small or Winthrop	22				Single or Hollywood	40			
	Desk, Secretary	35				Bunk (Set of 2)	70			
	Fireplace Equipment	5				King Size	70			
	Foot Stool	2				Bureau, Dresser, Chest of Drawers, Chiffrb. or Chiffonier	25			
	Lamp, Floor	3				Cedar Chest	15			
	Magazine Rack	2				Chair, Boudoir	10			
	Music Cabinet	10				Chair, Straight or Rocker	5			
	Piano, Baby, Grand or Upr.	70				Chaise Lounge	25			
	Parlor Grand	80				Dresser or Vanity Bench	3			
	Spinnet	60				Dresser Double (Mr. & Mrs.)	50			
	Radio, Table or Phonograph	2				Night Table	5			
	Rugs, Large Roll or Pad	10				Rug, Large or Pad	10			
	Rugs, Small Roll or Pad	3				Rug, Small or Pad	3			
	Tables, Dropleaf or Occasional	12				Vanity Dresser	20			

Tables, Coffee, End or Nest	5			Wardrobe, Small	20
Table, Library	20			wardrobe, Large	40
Telephone Stand & Chair	5				
Television Combination	25				
Television or Radio Console	15				
Television Table Model	10				
Sub Total Col 1				Sub Total Col 2	

(Continued in Item No. 451)

\* Addition, Decision No. **68306**

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.  
Correction No. 32





Mangle	12			Rug, Large	7
Range, Electric	30			Rug, Small	3
Range Gas	30			Settee	20
				Table	10
				Sand Box	10
				Wheelbarrow	8
Sub Total Col. 3				Sub Total Col. 4	

(Continued in Item No. 452)

\*Addition, Decision No. 68306

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California;  
San Francisco, California.  
Correction No. 33

SECTION NO. 4 - FORMS OF DOCUMENT (Concluded)									Item No.	
TABLE OF MEASUREMENT FORM AND ESTIMATE FORM FOR SHIPPER'S USE (Concluded)										
Column 5					Column 6					
Articles Not to be Shipped	ARTICLE	Cu. Ft. Per Pc.	No. of Pieces	Cu. Ft.	Articles Not to be Shipped	ARTICLE	Cu. Ft. Per Pc.	No. of Pieces	Cu. Ft.	
	MISCELLANEOUS					OTHER ITEMS (specify)				
	Ash or Trash Can	7								
	Basket (Clothes)	5								
	Bicycle	10								
	Bird Cage and Stand	5				CONTAINERS				
	Card Table	1				Barrels	10			
	Cabinet, Filing	20				Boxes, Wooden	3			
	Carriage, Baby	20				Boxes, Wooden	5			
	Clothes, Hamper	5				" "	10			
	Cot, Folding	10				" "	15			
	Fan	5				" "	20			
	Fernery or Plant Stands	10				Carton	3			
	Foot Lockers	5				"	5			
	Golf Bag	2				"	10			
	Heater, Gas or Electric	5				Crates	5			
	Incinerator	10				"	10			
	Rollaway Bed	20				"	15			
	Sled	2				"	20			
	Step Ladder	5				"	25			
	Tool Chest	10				Wardrobe furnished by carrier	15			452
	Tricycle	5				Sub. Total Col. 6				
	Vacuum Cleaner	5				Total Col. 1				
	Wagon, Child's	5				Total Col. 2				
	Work Bench	20				Total Col. 3				
	Carriage, Doll or Folding	5				Total Col. 4				
	OTHER ITEMS (specify)					Total Col. 5				
						Total Col. 6				
						Grand Total				
						Summary:				
						cu. ft. @ 7 lbs.				
						per cu. ft.				
						Estimated Total Weight				Lbs.
										Lbs.
	Sub Total Col. 5									

Explanation of Abbreviations in Items Nos. 440, 441, 450, 451 and 452

@ = at	Est. = Estimate	No. = Number
Col. = Column	Lbs. = Pounds	Pc. = Piece
Cu. Ft. = Cubic Feet	Mi. = Miles	Wt. = Weight

\* Addition, Decision No. 68306

END OF TARIFF

EFFECTIVE APRIL 24, 1965

Issued by the Public Utilities Commission of the State of California,  
San Francisco, California.

Correction No. 34