

ORIGINAL

Decision No. 70330

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)

ADDITIONAL APPEARANCES
 (For other Appearances see Decision No. 68306)

For California Moving & Storage Association: Warren N. Grossman.

For various carrier respondents: Donald R. Edmondston, O. I. Graff,
 Joseph K. Kimes, Jacques Lange, David Macaulay, K. W. Moore,
 James T. Murphy, R. L. Reeves, Neil Shoner and William
 L. Snetjes.

O P I N I O N

By Decision No. 68306, dated November 30, 1964 (63 Cal. P.U.C. 702), the Commission established rules in Minimum Rate Tariff No. 4-B to be observed by household goods carriers, pertaining to estimating charges and in connection with delays to shipments of used household goods. These rules were established in response to legislation enacted by the 1963 session of the Legislature. The background and proposals made are discussed in detail in Decision No. 68306, and need not be repeated here.

By Petition for Modification No. 26, in Case No. 5330, filed February 11, 1965, the California Moving and Storage Association, Inc., ^{1/} asked that the operation of these rules be deferred or that they be modified. Petitioner alleged that the rules would be impractical and unworkable, would disrupt the orderly flow of household goods by household goods carriers, would increase the cost of transportation, and would ultimately result in a required increase

^{1/} Hereinafter referred to as the Association.

in minimum rates. Decision No. 68822, dated March 30, 1965, deferred the effective date of the tariff pages and reopened the Order Setting Hearing for further hearing.

Further hearing was held on September 20 and 21, 1965, at San Francisco before Examiner Turpen. Evidence was presented by several respondent carriers, by the California Moving and Storage Association, and by the Commission staff. The Consumer Counsel of the State of California presented a statement.

The main concern of the carriers and the Association is that portion of the rules dealing with estimating. The provisions established by Decision No. 68306 state that whenever actual charges on a shipment exceed by more than 10 percent or \$25, whichever is greater, the estimate given by the carrier, the carrier shall deliver the shipment upon payment of the amount of the estimated charges and extend credit for the balance for seven days, unless the carrier has allowed the shipper at least four hours during which banks are open after notifying the shipper of the total amount of the charges. The rule further provides that it will not apply if the shipper received additional services or tendered additional goods not listed on the estimate document, or if the shipper did not furnish an address at which to be reached.

Representatives of seven household goods carriers testified as to the workability of the above-referred-to rule. According to their testimony carriers have experienced great difficulties in collecting additional charges from shippers after relinquishing possession of household goods, and they all contended that if the carriers release the shipments prior to receiving full payment recovery of the balances due will be difficult and a large percentage

will be uncollectible. These witnesses also testified regarding that part of the rule that provides that the carrier shall allow the shipper a period of four hours during which banks are open. The testimony shows that in long distance moving often two or more separate shipments are transported in the same vehicle, and that waiting for four hours while banks are open could mean at times having to allow time overnight, thus possibly delaying the other shipments. One of the witnesses explained that where the usual banking hours are 10 to 3, arrival at noon one day could require allowing the shipper until 11 a.m. the next day before starting to unload the shipment. Such delays, according to the witnesses, would greatly increase costs and probably require substantial rate increases.

Exhibits were presented by the carrier witnesses showing details of shipments during a recent month on which charges were underestimated by more than 10 percent or \$25. The exhibits showed that in nearly all the cases the higher actual charges were due to additional services performed. Although the witnesses admitted that in these circumstances the rule would not apply, they said that invoking this escape clause would result in bad public relations and would still leave unsolved the basic troubles that the rule is intended to solve.

The director of the Division of Transportation Economics of the California Trucking Association testified on behalf of the Moving Association and presented an exhibit containing proposed modifications in the tariff rules now under suspension. In lieu of the rule on estimating, discussed above, he recommended adoption of a rule identical to that prescribed by the Interstate Commerce Commission (In Ex Parte No. MC-19) for application to interstate movements of household goods. This rule provides that whenever the charges on a shipment exceed the estimate by more than 10 percent

or \$25, whichever is greater, the carrier shall, immediately upon determining the actual charges and at its own expense, notify the shipper of the amount thereof. This witness, as well as the carrier witnesses, stressed the desirability of having uniform provisions between interstate and intrastate shipments. The record shows that all the carriers handle both kinds of shipments and in many cases have both interstate and intrastate shipments in the same van.

The California Trucking Association's witness also suggested certain minor changes in the other rules now under suspension. These proposals involve language changes for clarification and to correct several errors, and changes in the various forms, also for clarification.

There is no argument with our finding and conclusion in Decision No. 68306 that rules governing estimating practices and delays of shipments by household goods carriers should be established. With the exception of that portion of the rules pertaining to estimating, as discussed hereinabove, all the parties generally concur in the rules established by Decision No. 68306. The record on further hearing clearly establishes, and we find, that the estimating rule established by Decision No. 68306 is impractical and would work hardships on both the carriers and the public, and that the rule proposed by the Association herein will be just, reasonable and nondiscriminatory. The Commission further finds that the rules established by Decision No. 68306, and suspended by Decision No. 68822, modified as discussed herein and re-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 1, 1966, the supplement and revised pages attached hereto and listed in Appendix A, also attached hereto, which supplement, pages and appendix are by this reference made a part hereof.

2. 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 8th day of FEBRUARY, 1966.

Frederick B. Halshoff
President
Walter E. ...
Augusta
William W. ...
Commissioners

Commissioner George G. Grover, being necessarily absent, did not participate in the disposition of this proceeding.

APPENDIX A TO DECISION NO. 70330

List of Supplement and Revised Pages to Minimum
Rate Tariff No. 4-B Authorized by Said Decision

Supplement No. 5

First Revised Page 7-A

First Revised Page 7-B

First Revised Page 12

Fifth Revised Page 17

Second Revised Page 31

First Revised Page 33

First Revised Page 34

First Revised Page 35

First Revised Page 36

First Revised Page 37

(END OF APPENDIX A LIST)

VACATING SUPPLEMENT

SUPPLEMENT NO. 5

(Cancels Supplement No. 4)

(Supplements Nos. 1 and 5 Contain All Changes)

TO

MINIMUM RATE TARIFF NO. 4-B

NAMING

MINIMUM RATES, RULES AND REGULATIONS

FOR THE

TRANSPORTATION OF USED PROPERTY, VIZ.:

HOUSEHOLD GOODS, PERSONAL EFFECTS AND
OFFICE, STORE AND INSTITUTION FURNITURE,
FIXTURES AND EQUIPMENT OVER THE PUBLIC

HIGHWAYS WITHIN THE STATE

OF CALIFORNIA

BY

CITY CARRIERS

RADIAL HIGHWAY COMMON CARRIERS

HIGHWAY CONTRACT CARRIERS

AND

HOUSEHOLD GOODS CARRIERS

VACATING NOTICE

The suspension notice contained in Supplement No. 4 is vacated and the following pages shall become effective April 1, 1966:

Second Revised Page 2	First Revised Page 14	Original Page 38
Original Page 2-A	First Revised Page 30	Original Page 39
First Revised Page 7	First Revised Page 32	Original Page 40
First Revised Page 13		

Change, Decision No. **70330**

EFFECTIVE APRIL 1, 1966

Issued by the
PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
State Building, Civic Center
San Francisco, California

SECTION NO. 1 - RULES AND REGULATIONS (Continued)	Item No.
<p style="text-align: center;">ESTIMATES OF CHARGES</p> <p style="text-align: center;">(Applies only to charges involving rates provided in Items Nos. 300 and 320) (Items Nos. 32 and 33)</p> <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 estimates shall be in writing and shall be made only after a visual inspection of the goods by the estimator. Such estimate shall be in the general 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> <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> <p style="text-align: center;">(Continued in Item No. 33)</p>	632

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(1) Original Page 7-A was suspended by Supplement No. 4.

Change, Decision No. **70330**

EFFECTIVE APRIL 1, 1965

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

Correction No. 56

- 7-A -

First Revised Page 7-B
 Cancels
 (1) Original Page 7-B

MINIMUM RATE TARIFF NO. 4-B

SECTION NO. 1 - RULES AND REGULATIONS (Continued)	Item No.
<p style="text-align: center;">ESTIMATE 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, any estimate of charges given by the carrier to the shipper, immediately upon determining the actual charges, the carrier shall notify the shipper of the amount thereof by telegram or telephone at the carrier's expense. Such notice 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; provided, that this paragraph shall not apply (1) where credit is to be extended by the carrier, and (2) where the shipper has not supplied, upon request by the carrier, an address or telephone number at which the communication would be received.</p> <p>§(f) <u>Report of Underestimates.</u> Every household goods carrier shall file a monthly report with the California Public Utilities Commission stating whether or not there were any instances during the preceding month where the actual charges for services rendered exceeded the estimates of such charges by 10 percent or \$25, whichever is greater, with an explanation of reasons for such variances, if any.</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>	<p>§33</p>
<p>(1) Original Page 7-B was suspended by Supplement No. 4. § Change, Decision No. 70330</p>	
<p>EFFECTIVE APRIL 1, 1966</p>	
<p>Issued by the Public Utilities Commission of the State of California, San Francisco, California. Correction No. 57</p>	

SECTION NO. 1 - RULES AND REGULATIONS (Continued)	Item No.
<p style="text-align: center;">ASSESSING OR QUOTING ADDITIONAL CHARGES</p> <p>Shipments shall not, in addition to the rates and charges provided in this tariff, be made subject to charges indicated as being for the following:</p> <ul style="list-style-type: none">(a) The one and one-half percent gross receipts tax to be paid to the State of California through the Board of Equalization.(b) Weighing.(c) Bridge and ferry tolls, in connection with rates based upon constructive mileage provided in the Distance Table (see NOTE 1).(d) Flat charges for the handling of individual articles or groups of articles which are component parts of shipments subject to hourly rates, or to rates in cents per 100 pounds.(e) Storage on shipments held by carriers awaiting further transportation when such shipments are not held at the request of shipper, consignee or owner, nor stored under the provisions of Items Nos. 160 and 180. <p>NOTE 1.-On shipments subject to hourly rates, actual bridge and ferry tolls shall be added to the transportation charge when such toll charges are incurred by the carrier. When two or more such shipments are transported on a unit of equipment, total toll charges shall be equally assessed between each shipment.</p>	110
<p style="text-align: center;">GROSS WEIGHT</p> <p>The gross weight of the shipment shall be used in assessing charges stated on a weight basis. Such weight shall not include the weight of pads, empty containers, dollies, hand trucks or other carrier equipment.</p>	115
<p style="text-align: center;">WEIGHMASTER'S CERTIFICATE</p> <ul style="list-style-type: none">(a) Prior to delivery and unloading of a shipment transported under distance rates the carrier shall arrange to determine the weight of such shipment by obtaining a weighmaster's certificate or weight ticket. On shipments estimated as weighing less than 1,000 pounds, the carrier may have the shipment weighed over platform or hand scales in lieu of obtaining a weighmaster's certificate, provided a written statement of the weight signed by the weigher is obtained.(b) No charge shall be made for such weighing service.(c) In instances where more than one weighmaster certificate or weight ticket has been obtained covering the	120

same shipment, the lowest of the net scale weights shall be used in computing the applicable charges.

*(d) The carrier, upon request of shipper, owner, or consignee, made prior to delivery of a shipment and when practicable to do so, will reweigh the shipment. No charge will be made therefor if the difference between the two net scale weights exceeds 100 pounds on shipments weighing 5,000 pounds or less and two percent of the lower net scale weight on shipments weighing more than 5,000 pounds. The lower of two net scale weights shall be used for determining the applicable charges. If the difference between the two net scale weights is less than stated above, an additional charge of \$20.00 shall be assessed for each such reweighing service requested.

*(e) When requested by shipper to do so, carrier will notify shipper by telegraph or telephone (as requested) of weight and/or charges upon ascertainment of same. Actual cost of such telegraphic or telephonic notification shall be collected from the shipper.

RATES BASED ON VARYING MINIMUM WEIGHTS

When the charges accruing on a shipment based upon actual weight exceed the charges computed upon a rate based upon a greater minimum weight, the latter shall apply.

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∅ Change)
* Addition) Decision No. 70330

EFFECTIVE APRIL 1, 1966

Issued by the Public Utilities Commission of the State of California,
San Francisco, California.
Correction No. 58

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> <ol style="list-style-type: none"> (1) The charge for the composite shipment shall be paid by one consignor, consignee, or other interested party. (2) Split delivery service shall not be accorded. (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. (4) Charges shall be computed as follows: <ol style="list-style-type: none"> (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.) 	170

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(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 \$13.65 for each stop to load between first point of origin and point of destination.

*Addition, Decision No. 70330

EFFECTIVE APRIL 1, 1966

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San Francisco, California.
Correction No. 59

Second Revised Page ... 31
 Cancels
 (1) First Revised Page 31
 and
 Original Page 31

MINIMUM RATE TARIFF NO. 4-B

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. _____					
Address _____		Date Issued _____					
Shipper _____		Consignee _____					
Street Address _____		Street Address _____					
City _____		City _____					
Destination telephone number and notification address if different than delivery address _____							
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						\$4.00
	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	Miles	Tariff Rate Item		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		
Shippers preferred arrival date or period _____							
Shipper _____		Received by consignee in good condition, except as noted: _____		Received by carrier in good condition, except as noted: _____			
By _____		By _____		By _____			

- (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.

(4) First Revised Page 31 was suspended by Supplement No. 4.

Change, Decision No. **70330**

EFFECTIVE APRIL 1, 1966

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

Correction No. 60

SECTION NO. 4 - FORMS OF DOCUMENT (Continued)	Item No.
<p data-bbox="372 510 1274 583" style="text-align: center;">IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD GOODS (Items Nos. 430, 431 and 432)</p> <p data-bbox="201 609 1315 710">The Public Utilities Commission requires that this notice and informational summary shall be delivered to all shippers of household goods in intrastate commerce.</p> <p data-bbox="201 736 1328 1200">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="206 1234 1315 1335">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="206 1367 1333 1700"><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="206 1734 1333 2260"><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 and indicate any additional services that you desire performed by the carrier. 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>	<p data-bbox="1407 1296 1487 1335" style="text-align: center;">430</p>

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)

(1) Original Page 33 was suspended by Supplement No. 4.

Change, Decision No. **70330**

EFFECTIVE APRIL 1, 1966

Issued by the Public Utilities Commission of the State of California,
San Francisco, California.
Correction No. 61

SECTION NO. 4 - FORMS OF DOCUMENT (Continued)	Item No.
<p data-bbox="247 434 1366 513" style="text-align: center;">IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD GOODS (Continued) (Items Nos. 430, 431 and 432)</p> <p data-bbox="196 539 1323 815"><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 at its terminal without securing a weighmaster's certificate.</p> <p data-bbox="204 829 1349 1144">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="213 1158 1323 1500">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="222 1526 1340 1697"><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="230 1723 1340 2066"><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="1409 1210 1485 1263">6431</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, if you wish. Be sure mechanisms of refrigerators, washers and other appliances are serviced to prevent damage during movement.

(Continued in Item No. 432)

(1)Original Page 34 was suspended by Supplement No. 4
Change, Decision No. **70330**

EFFECTIVE APRIL 1, 1966

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San Francisco, California.
Correction No. 62

SECTION NO. 4 - FORMS OF DOCUMENT (Continued)	Item No.
<p data-bbox="243 416 1344 494" style="text-align: center;">IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD GOODS (Concluded) (Items Nos. 430, 431 and 432)</p> <p data-bbox="193 507 1327 846"><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="193 898 1310 1106"><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="193 1132 1293 1406">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 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="193 1445 1285 1939"><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="193 1966 1268 2304"><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 sixty days; and additional charges are 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 the subject</p>	<p data-bbox="1357 1262 1453 1315" style="text-align: center;">6 432</p>

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.

Questions pertaining to this transportation may be referred to any of the Commission's offices located at:

San Francisco, Los Angeles, Bakersfield,
El Centro, Eureka, Fresno, Oakland,
Redding, Sacramento, San Bernardino,
San Diego, San Jose, Santa Ana, Santa
Barbara, Santa Rosa and Stockton.

(1) Original Page 35 was suspended by Supplement No. 4.

ø Change, Decision No. 70330

EFFECTIVE APRIL 1, 1966

Issued by the Public Utilities Commission of the State of California,
San Francisco, California.
Correction No. 63

SECTION NO. 4 - FORMS OF DOCUMENTS (Continued)		Item No.
ESTIMATED COST OF SERVICES (Items Nos. 440 and 441)		(In red letters 1/2 inch high.)
Name of carrier _____ Address of carrier _____ Date _____, 19____		
Name of Shipper	Street Address	Phone
Shipment moving:	From	To
Street Address	_____	_____
City	_____	_____
Metropolitan Zone Number (if any)	_____	_____
Region Number	_____	_____
<p>IMPORTANT NOTICE: 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 COST OF SERVICES: (Based on Minimum Rate Tariff No. 4-B)		Estimated Charges
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)	\$ _____

440

C. 5330 (OSH 2-11-64) *

Packing and unpacking, labor and materials as detailed in Item No. 441	\$ _____
Additional Labor _____ man for _____ hrs.;	\$ _____
@ _____ (Per man per hour)	\$ _____
Insurance - Total declared value \$ _____	\$ _____
@ _____ per each \$100.00	\$ _____
Other services _____ (explain)	\$ _____
Total Estimated Cost:	\$ _____

(Continued in Item No. 441)

(1) Original Page 36 was suspended by Supplement No. 4.

Change, Decision No. **70330**

EFFECTIVE APRIL 1, 1966

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San Francisco, California.
Correction No. 64

First Revised Page 37

Cancel

(1) Original Page 37

MINIMUM RATE TARIFF NO. 4-B

SECTION NO. 4 - FORMS OF DOCUMENT (Continued)

Item No.

ESTIMATED COST OF SERVICES (Concluded)
(Items Nos. 440 and 441)

ESTIMATED COST OF PACKING AND UNPACKING, LABOR AND MATERIALS

	Quantity	Rate	Total Amount	
BARREL, DRUM OR FIBRE CONTAINER				
BOXES, WOODEN not over cu. ft.				Packing Date Requested
Over not over cu. ft.				
Over not over cu. ft.				Loading Date Requested
Over not over cu. ft.				
Over cu. ft. (See Crates)				Delivery Date Requested
CARTONS: Not over cu. ft.				
Over not over cu. ft.				Wardrobe Carton
Over not over cu. ft.				
Over cu. ft.				MATTRESS CARTON
Wardrobe Carton				
MATTRESS CARTON				Crib Mattress Carton
Crib Mattress Carton				
Mattress Cover (Plastic or Paper)				CRATES, WOODEN
CRATES, WOODEN				
Gross Measurement of Crate(s)				LABOR MAN HOURS:
LABOR MAN HOURS:				
Packing				PICKUP AND DELIVERY OF PACKING MATERIALS
Unpacking				
PICKUP AND DELIVERY OF PACKING MATERIALS				
TOTAL ESTIMATED COST				

6441

Remarks _____

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.

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, 431 and 432 of Minimum Rate Tariff No. 4-B, they shall be furnished at this time.

(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.

C. 5330 (CSH 2-11-64) *

(1) Original Page 37 was suspended by Supplement No. 4.

Change, Decision No. **70330**

EFFECTIVE APRIL 1, 1966

Issued by the Public Utilities Commission of the State of California,
San Francisco, California.
Correction No. 65

DISSENTING OPINION OF COMMISSIONER GROVER

I dissent. The elimination of the 7-day credit rule has not been justified. It is conceded that "in nearly all" of the cases in the study period, the higher charges involved were due to additional services performed, so that the 7-day credit rule would not apply in any event; the only excuse for changing the rule is that poor public relations might result from invoking this proviso! In my view, a far poorer image results from eliminating the 7-day credit feature, which should be available to protect ^{the consumers} shippers in those ^{cases} exceptional cases where underestimating has been deliberate.

George T. Grover

Commissioner

February 9, 1966