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ORIGINAL

Decision No. 81138

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, OSH 68
(Filed November 21, 1972)

(Appearances are shown in Appendix A)

INTERIM OPINION

Order Setting Hearing 68, issued November 21, 1972, reads
as follows:

"House Resolution 57 requests that the Public Utilities Commission investigate the problem of underestimating by household goods carriers as a competitive practice, and to promulgate orders and regulations to correct the situation by March 15, 1973.

"The Commission's Transportation Division staff has undertaken further study of Minimum Rate Tariff 4-B governing the transportation of used household goods and related property and accessorial services in connection therewith. Public hearings should be held for the receipt of evidence relating to rates, rules and regulations set forth in Minimum Rate Tariff 4-B.

"IT IS ORDERED that hearings in these proceedings be held before Commissioner Holmes and/or Examiner Mallory on January 16, 1973 at 10 a.m. in the Commission's Courtroom, San Francisco, at which time and place all interested parties may appear and be heard."

Public hearing was held at San Francisco on January 16, 17, and 18, and February 20, 21, 22, and 23, 1973 and the matter was continued for further hearing. The evidence adduced at these hearings was produced by members of the Commission's Transportation Division staff, by two public witnesses, and by two household goods carriers. The staff presented statistical data concerning estimating practices of household goods carriers, and evidence to support proposed rule changes in Minimum Rate Tariff 4-B designed to reduce or eliminate underestimates.

The Assembly has requested that the Commission issue an order by March 15, 1973, containing rules designed to eliminate the practice of deliberate underestimating by household goods carriers as a competitive practice.^{1/} The rules adopted in the order which follows are those proposed by the Commission staff as a means of eliminating or reducing deliberate underestimates by household goods carriers. The evidence adduced by the staff was not limited to deliberate underestimates.

^{1/} House Resolution No. 57, appearing in the Assembly Journal of May 22, 1972, reads, in part, as follows:

"Resolved by the Assembly of the State of California, That the Public Utilities Commission is hereby requested to accumulate evidence involving its experience under its new estimating rules; to institute proceedings concerning the problem of deliberate underestimating by household goods carriers; and therefrom to develop regulations and orders which are designed to eliminate deliberate underestimating as a competitive practice; and be it further

"Resolved, That the commission is requested to complete its investigation and to prepare and issue orders and regulations designed to eliminate deliberate underestimating by household goods carriers as a competitive practice by March 15, 1973."

Background

In 1963, Section 5245 was added to the Public Utilities Code, providing that the Commission shall establish rules controlling the estimates given by a household goods carrier to a shipper of the charges it would make to perform services regulated under the Household Goods Carriers Act.

Pursuant to that mandate the Commission established estimating rules in Decision No. 70330 dated February 8, 1966 (65 CPUC 245). The rules were substantially revised by Decision No. 79571 dated January 11, 1972 in Case No. 5330, OSH 49.

The current rules permit household goods carriers to provide estimates, but such estimates are not required. In the event an estimate is furnished for a move under distance rates (in excess of 50 constructive miles), the estimate must be in writing and must be based on a visual inspection of the goods. If total charges at destination (based on actual weight and the established minimum rates) exceed the estimate by 10 percent or \$25, whichever is greater, credit for the charges in excess of those limits must be extended at shipper's request for 15 days exclusive of Saturdays, Sundays, and holidays. Quarterly reports of underestimating are required to be filed with the Commission. The quarterly reports must show the number of underestimates, the reasons therefor, and the amount of credit extended.

Estimates for hourly-rated moves need not be based on visual inspection. If the total charges at destination exceed the estimate by 25 percent or \$25, whichever is greater, the carrier must extend credit for the amount in excess of those limits for 15 days exclusive of Saturdays, Sundays, and holidays. Reports of underestimates for transportation subject to hourly rates are not required.

Current Staff Studies

A senior transportation representative employed in the Compliance and Enforcement Branch of the Commission's Transportation Division presented an analysis of the quarterly reports of underestimates given by household goods carriers (Exhibit 68-1) covering the second and third quarters of 1972. The witness testified that report forms were mailed to 1,192 holders of household goods carrier permits. The exhibit lists by carrier the number of reportable underestimates (where the actual charges exceeded the estimate by 10 percent or \$25), the total number of estimates given, the average dollar amounts of the reportable underestimates, and the amount of credit extended.

Exhibit 68-1 showed that, for the two quarterly periods, 379 carriers reported underestimates. In that period the 379 carriers transported 29,185 distance rated shipments, on which 13,201 estimates were given. Of these, 3,373 shipments or 25.5 percent were underestimates. The amount by which the shipment charges were underestimated was \$455,026. Credit was extended on only 72 of the underestimated shipments, in the amount of \$8,945.

Exhibit 68-1 also contains an analysis of the reasons given by carriers for their underestimates. The greatest number of underestimates (2,167) resulted from the carriers' failure to correctly estimate the weight of the shipment. The next greatest number of underestimates resulted from failure to correctly estimate the cost of packing materials (1,735) and labor costs involved in packing (1,389).

The four largest household goods carriers (those transporting 1,000 or more distance-rated shipments in the two quarterly periods) had underestimates ranging from 22.4 percent to 30.2 percent of the shipments on which estimates were furnished by them. The staff witness, in Exhibit 68-2, compared the number of underestimates

revealed in Exhibit 68-1 with the data presented by the staff in Exhibit 2 in Case No. 5330, OSH 49. That exhibit covered the second and third quarters of 1969. The 1969 data reflect reports of 106 carriers who furnished 7,993 estimates, of which 1,647, or 20.6 percent, were underestimates.

An associate transportation rate expert from the Freight Economics Branch of the Commission's Transportation Division presented Exhibit 68-3 which contains the results of his study of estimating practices and his recommended revisions in the rules in Minimum Rate Tariff 4-B (MRT 4-B) designed to reduce or eliminate underestimating. The study shows that estimating is widely used by household goods carriers to meet the desires of the shipping public and as a basis for soliciting business. The witness testified that estimates are beneficial to the public for the following reasons:

1. To help the shipper to make an intelligent choice as to whether to use a household goods carrier or to perform the move himself.
2. To compare quality of services offered, viz., one company may have newer and better equipment or have developed more efficient techniques.
3. To compare the rates and charges of carriers, as not all carriers offer their services at the minimum rates.
4. To help the shipper decide whether certain items should be disposed of rather than transported.
5. To allow the shipper to arrange the necessary financial arrangements for payment of the moving charges.

Because estimates are beneficial to the public, the witness recommended that household goods carriers continue to be permitted to provide estimates.

The witness further testified as follows: Estimating creates one of the biggest problem areas within the moving industry and wrong estimates cause hardship and inconvenience to the consumer. Estimates are usually given by an employee of the household goods carrier, who is a salesman for the carrier and whose primary job is to obtain the shipment. Estimators are generally paid a commission based on the revenue of the business they obtain for the company. Inasmuch as carriers are obligated to collect no less than the minimum rate, as underestimating is not a violation of MRT 4-B, and as low estimates tend to secure the carrier the business, some estimators prepare low estimates in order to obtain the transportation. From an analysis of the quarterly reports submitted by the carriers it appears that the underlying cause for underestimating in the carriers' opinion was due to a breakdown of communication between the estimator and the shipper. Carriers involved in the staff study gave the following reasons for the differences between the estimate and actual charges on distance moves: (1) The shipper added items to the shipment after the estimate was given, (2) the shipper did not dispose of items he stated were not to be shipped, (3) the shipper failed to show estimator all goods to be transported, (4) the shipper acquired items after the estimate, (5) the shipper did not pack the items as indicated to the estimator, (6) the shipper required the carrier to perform more packing than estimated, (7) and the shipper requested additional services at time of loading and unloading.

The witness stated that during the course of the staff field study, many carriers and other groups expressed their views as to how the problem of underestimating should be solved. Careful consideration was given by the witness to the many suggestions from the public in arriving at the various proposals contained in his report. Interstate Commerce Commission orders were also reviewed.

The witness stated that it is evident that the prior efforts of this Commission and those of the Interstate Commerce Commission in attempting to solve the problem of underestimating have not been successful. The witness concluded that the problem of underestimating in California has not improved, but rather has become critical; a review of statistics in Exhibit 68-2 discloses that underestimating now is more prevalent than in 1969, and the public continues to be subjected to the various problems created by underestimating.

Staff Proposals

The staff witness proposed several modifications of MRT 4-B designed specifically to eliminate deliberate underestimating. He also proposed additional rules designed to eliminate all underestimating by household goods carriers. The former are described in detail herein.

The following are the proposed rules designed to eliminate deliberate underestimating:

1. Establish a rule that a carrier who deliberately underestimates charges applicable to the carriage of goods under MRT 4-B, in order to encourage a shipper to engage its transportation services, is subject to the penalties and restrictions provided in Articles 7 and 8 of the Household Goods Carriers Act. For purposes of this rule, a deliberate underestimate shall mean a willful or intentional estimate of charges less than that required by MRT 4-B, with knowledge that the actual charges required by the tariff will be more than that estimated.
2. Require that carriers shall extend credit unless a signature is obtained from the shipper as evidence that the shipper has waived his credit option.
3. Prescribe a new document entitled "Basis For Carrier's Probable Cost Of Services". The document should indicate precisely what the shipper plans on having transported and the services required. The form would be filled out by the carrier's estimator and be signed by the shipper. Original to be retained by the shipper and copy to carrier.

4. Require the Table of Measurements that is presently on the reverse side of the Estimated Cost of Services document be printed on the reverse side of the Basis for Carrier's Probable Cost of Services document. The carrier's estimator would indicate on the form those items to be shipped, those items which are not to be shipped, the cubic footage of those items to be shipped, and the total number of pieces and total cubic footage of all items to be shipped.
5. To create better communication between shipper and carrier it is recommended that the form Estimated Cost of Services to be renamed Probable Cost of Services.
6. Amend Item 100 (Units of Measurement to be Observed), to include estimates quoted.
7. Add a tariff rule to prevent carriers from using a cubic measurement less than that shown for each item on the Table of Measurements.
8. Prescribe an Addendum Order for Service document.
9. Copies of each Basis for Carrier's Probable Cost of Services and Probable Cost of Services documents should be retained and preserved by the carrier at a location within the State of California subject to the Commission's inspection, for a period of not less than three years from the date of issue.
10. Redefine Flight, Item 5 (Definition of Technical Terms).

With respect to the first proposal, the witness stated that at the present time it is not a violation of the tariff to deliberately underestimate. In absence of a rule prohibiting deliberate underestimating the Commission cannot bring an enforcement action against the carrier who does deliberately underestimate. With the adoption of the proposed rule the Commission will be able to penalize carriers who are found guilty of deliberately underestimating shipments.

Concerning the second proposal the witness testified that from a review of Exhibit 68-1, it is evident that many shippers are not aware or not being made aware of the credit option. The recommended changes in the tariff would put the burden of disclosure upon the carrier. With such a disclosure carriers would be encouraged to give more accurate estimates.

The witness stated that the document described in proposals 3 and 4 should improve communication between carrier and shipper as the shipper would have the opportunity to indicate and acknowledge by his signature the services he desires and the items he wants shipped, and as a result the carrier would know precisely what to base his estimate on. In order to avoid a misunderstanding, the shipper would also sign, indicating that he understands that the Probable Cost of Services document will only cover services specified and items listed and that additional charges will be made for any services not listed on the document. Since the shipper is signing that he has received a copy of the Important Notice to Shippers of Household Goods, it would call to his attention the importance of the document. The reading of this notice is essential because it explains the "rules of the game". It explains such important items as estimates, storage in transit, shipping order, weights, preferred delivery date, delay charges, etc. If this brochure is read the shipper will be aware of the basic procedures of moving and will be informed of his rights and the responsibilities of the carrier. The requirement of indicating the number of articles to be moved will make easier the comparison by the shipper of estimates from various carriers.

Concerning the fifth proposal, the witness stated that it is a general practice in business that when a firm, i.e., roofer, construction contractor, or carpenter presents an estimate for a service that the estimate will be the final cost. The study indicates that many shippers of household goods feel that the carrier's estimate should be the final transportation cost. The phrase "probable cost of services" would more clearly indicate that the rates and charges quoted will not necessarily be the final charge and that the estimate is not a bid or final contract.

The witness based his sixth proposal on the following considerations. During the field study it was determined that some household goods carriers quote their estimates as a flat charge for services, i.e., \$90 packing, labor, and materials. This method of quoting is ambiguous and many times leads to shipper misunderstanding. The shipper cannot compare this type of estimate with the estimates of other carriers based on the unit of measurement shown in the tariff. In addition, the shipper is unable to determine the costs of the various components of the packing services. By requiring that all estimated rates and charges be based upon the same unit of measurement as that in which the minimum rates and charges of the tariff are stated the shipper will be better informed.

The seventh proposal is made in consideration of the following. At the present time estimators are prevented from multiplying the total cubic footage by less than seven to determine the total estimated weight, but they can and do change the cubic footage on items which, in effect, reduces the estimated weight of the shipment. The provision that total cubic footage shown on the Table of Measurement be multiplied by not less than seven to determine the total estimated weight is in Item 441 (Forms and Documents), but for clarity it should also be stated under Item 31.1 (Estimates of Charges) along with the cubic footage limitations.

The witness stated that the original "Confirmation of Shipping Instructions and Rate Quotation" document should be based on the Probable Cost of Services document. If the shipper asks for additional services at time of pickup, these services should be listed on the Addendum Order for Service document. The rates quoted and charges due for these additional services should be shown on the Addendum, along with a statement that the additional cost may be required to be paid at the destination at the carrier's option. This procedure would be an exception to the credit option, but would help solve problems created when the shipper asks for additional services after the original estimate is prepared.

The witness stated that a redefinition of "flight" would create a better understanding between shipper and estimators. At present it is hard for an estimator or carrier to explain that shipper has to pay for flights when they are on the ground floor. The witness would define the term "flight" for steps and the term "long carry" for distance from van to entrance of building or dwelling.

The staff witness also made additional proposals not directed specifically at deliberate underestimating. It is the staff position that in order to eliminate the problems related to underestimating tariff revisions in addition to those directed specifically to deliberate underestimating are required. The principal rule change of this nature would provide that on shipments for which an estimate has been issued by the carrier, the carrier shall assess (1) on distance movements no more than the amount of the estimate plus 10 percent or \$25 (whichever is greater) and (2) on hourly moves no more than the amount of the estimate plus 25 percent or \$25 (whichever is greater), plus all charges resulting from any Addendum Order for Service; or the total charges resulting from application of the rates and charges agreed to in the Confirmation of Shipping Instructions and Rate Quotation issued for the transportation services covered by the estimate and any Addendum Order for Service; whichever is lower (proposal 11 in the staff report). The staff also recommended the following rule changes:

- (1) Provide that estimates can be furnished only in writing and only after visual inspection (proposal 12).
- (2) Establish standards for the preparation of accurate estimates (proposal 13).
- (3) Publish, on a quarterly basis, a report of the number of underestimates and total estimates made by individual household goods carriers, as a basis for evaluation and selection of carriers by the public (proposal 14).

- (4) Provide that household goods carriers may accept credit cards as payment for services, on an optional basis (proposal 15).
- (5) Require monthly reporting of all underestimates, including estimates for hourly moves (proposal 16).

The California Moving & Storage Association (CMSA) moved that the Commission immediately adopt in an interim order a tariff rule to the effect that deliberate underestimating is subject to the penalties and restrictions provided in the Household Goods Carriers Act (staff proposal 1, described on page 7).

The Commission staff moved that the Commission also immediately adopt in an interim order the balance of the staff proposals dealing with underestimating (proposals 2 through 10) and the staff proposals which would establish guidelines for preparations of estimates (proposal 13) and which would require publication of the underestimates of individual carriers (proposal 14).

The principal parties concurred that an interim order should be issued dealing with underestimating. CSMA opposed the staff motion, principally on the basis that further evidence on these proposals will be presented by CSMA. Other parties concurred in the staff motion.

The Commission concludes that the staff's ten recommendations relating to deliberate underestimating should be adopted without further delay. The rules promote fair and open dealing with the shipping public by requiring more complete disclosure of the expected charges for household moving. If these changes seriously affect the carriers' economic situation, there will be ample opportunity for them to demonstrate this fact during the hearings scheduled in the near future.

Findings and Conclusions

1. House Resolution No. 57 requested this Commission to accumulate evidence involving its experience under the estimating rules adopted in Decision No. 79571, to institute proceedings concerning the problem of deliberate underestimating by household goods carriers, and therefrom to develop regulations which are designed to eliminate deliberate underestimating as a competitive practice, and further requested the Commission to complete its investigation and issue orders and regulations by March 15, 1973.

2. The investigation contemplated by House Resolution No. 57 has been undertaken in Order Setting Hearing 68. That investigation is not complete and further hearings are scheduled.

3. Exhibits introduced by the staff indicate that underestimating by household goods carriers has not declined under the rules adopted in Decision No. 79571.

4. Additional tariff rules are necessary to eliminate deliberate underestimating by household goods carriers.

5. The ten staff proposals listed in the preceding opinion dealing with deliberate underestimating, together with the staff proposals which would establish guidelines for preparation of estimates (proposal 13 in Exhibit 68-3) and which would cause publication of the quarterly reports of underestimates by individual household goods carriers (proposal 14 in Exhibit 68-3), result in just and reasonable provisions for use by household goods carriers in their dealings with the public and are necessary to eliminate the practice of deliberate underestimating.

6. The tariff provisions found reasonable in the preceding finding should be established in Minimum Rate Tariff 4-B without waiting for the conclusion of the investigation in Order Setting Hearing 68.

7. Further study is required of the additional proposals presented by the Commission staff.

The Commission concludes that the provisions found reasonable in the above findings should be set forth in Minimum Rate Tariff 4-B and that the investigation in Order Setting Hearing 68 should be continued. The consideration of the balance of the staff proposals will be deferred pending completion of further hearings scheduled in this matter.

INTERIM ORDER

IT IS ORDERED that:

1. Minimum Rate Tariff 4-B (Appendix C of Decision No. 65521, as amended) is further amended by incorporating therein, to become effective April 21, 1973, the revised pages attached hereto and listed in Appendix B, also attached hereto, which pages and appendix are attached hereto.

2. Common carriers subject to the Public Utilities Act, to the extent that they are subject also to Decision No. 65521, as amended, are hereby directed to establish in their tariffs the increases necessary to conform with the further adjustments ordered herein.

3. Tariff publications required to be made by common carriers as a result of the order herein shall be filed not earlier than the effective date of this order and may be made effective not earlier than the fifth day after the effective date of this order, on not less than five days' notice to the Commission and to the public, and shall be made effective not later than April 21, 1973.

4. In all other respects said 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 13th day of MARCH, 1973.

Vernon L. Sturgeon
President
William J. Lyons
William J. Lyons
William J. Lyons
William J. Lyons
Commissioners

Commissioner Thomas Moran, being necessarily absent, did not participate in the disposition of this proceeding.

APPENDIX A

LIST OF APPEARANCES

Respondents: Sam S. Blank, for Dependable Moving & Storage Co.; Quig M. Driver and Stanley D. Bullis, for Stringer & Driver Moving & Storage Co.; James T. Carlson, for Carlson Van Lines; Ernie Connors, for Ernie Connors Moving & Storage Co.; Larry Duquette, for Pacific Storage Co.; Carl W. Dysinger, Jr., for Diablo Moving & Storage; Jan T. Fischer, for Republic Van & Storage of Los Angeles, Inc.; Mrs. Marian Hemsted, for Don Hemsted's Van & Storage Co.; Richard E. Dotts and Robert C. Johnson, for Bekins Moving & Storage Co.; J. C. Jones, Jr., for Owl Moving & Storage; James A. Nevil, for Nevil Storage Co.; Frank A. Payne, Jr., for Lyon Moving & Storage Co.; Donald F. Pool and Mark E. Pool, for Pool's Van & Storage; Herbert G. Porter, for The Bekins Company; Armour C. Smith, for May Transfer & Storage Co.; Roeder S. Stinson, for Owens Bros. Transfer & Storage; Thomas R. Travers, for Western Van & Storage Co.; John E. Miller, for Miller's Transfer & Storage; Gerald M. Poznanovich, for Schultz Bros. Van & Storage; Ralph E. Rose, for City Transfer & Storage Co.; Donald Winkowski, for Diablo Moving & Storage; Thomas E. King, for Crockett's Van & Storage, Inc.; Alvin J. Glatt, for Nacal, Inc.; and Fred D. Peeters, for Peeters Transportation Co., Inc.

Interested Parties: Philip E. Decker, for Public Interest Law Center; Gilbert T. Graham, Attorney at Law, for San Francisco Neighborhood Legal Assistance Foundation; Mrs. Sylvia M. Siegel, for herself and for Consumer Federation of California, San Francisco Consumer Action, Consumers United of Palo Alto, Alameda County Consumer Action, and Diablo Valley Consumer Action; Ms. Leesa B. Speer, Attorney at Law, Sacramento County Consumers Protection Bureau; Ms. Judith E. Pond, Attorney at Law, State of California, for Department of Consumer Affairs; J. C. Kasper, H. Hughes, and Arlo D. Poe, Attorney at Law, for California Trucking Association; Knepp, Gill, Hibbert & Stevens, by Wyman C. Knapp and David P. Christianson, Attorneys at Law, and Charles A. Woelfel, for California Moving & Storage Association; and Robert A. Kormel, for Pacific Gas and Electric Company.

Commission Staff: Vincent MacKenzie, Attorney at Law, and Leonard Diamond.

APPENDIX B

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(END OF APPENDIX B LIST)

ARRANGEMENT OF TARIFF

This is a loose-leaf tariff arranged as follows:

- Section 1 - Rules
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* Change } Decision No. **81138**
* Addition }

EFFECTIVE

Correction

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA
SAN FRANCISCO, CALIFORNIA

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EFFECTIVE	
Correction	ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.

SECTION 1--RULES	ITEM
<p style="text-align: center;">DEFINITION OF TECHNICAL TERMS (Items 5 and 10)</p> <p>CARRIER means a radial highway common carrier or a highway contract carrier as defined in the Highway Carriers' Act, or a household goods carrier as defined in the Household Goods Carriers Act.</p> <p>COMMISSION means the Public Utilities Commission of the State of California.</p> <p>COMMON CARRIER RATE means any intrastate rate or rates of any common carrier or common carriers, as defined in the Public Utilities Act, lawfully on file with the Commission and in effect at time of shipment.</p> <p>CRATED PROPERTY means property securely packed in salesmen's hand sample cases, suitcases, overnight or boston bags, brief cases, hat boxes, valises, traveling bags, trunks, lift vans, barrels, boxes, cartons, crates, cases, baskets, pails, kits, tubs, drums, bags (jute, cotton, burlap or gunny) or bundles (completely wrapped in jute, cotton, burlap, gunny, fibreboard, or straw matting).</p> <p>DISTANCE TABLE means Distance Table 7.</p> <p>FLIGHT means (1) a series of over 7 but not over 20 steps, except in a single dwelling; (2) each series of not more than 20 steps in excess of the first 20 steps, except in a single dwelling; and (3) elevator service other than vehicular elevator service.</p> <p>GROUND FLOOR means (1) all floors of a single dwelling; (2) a series of not more than the first 7 steps of other buildings; (3) all floors reached by a vehicular elevator or vehicular ramp; (4) the first 50 feet from carrier's unit of equipment to a stairway or other entrance of a building or dwelling at which pickup or delivery is to be made.</p> <p>INDEPENDENT-CONTRACTOR SUBHAULER means any carrier who renders service for a principal carrier, for a specified recompense, for a specified result, under the control of the principal carrier as to the result of the work only and not as to the means by which such result is accomplished.</p> <p>*LONG CARRY means each 50 feet or portion thereof in excess of the first 50 feet when through no fault of the carrier, its unit of equipment cannot be placed 50 feet or closer to a stairway or other entrance of the building or dwelling at which shipment is to be picked up or delivered.</p> <p>MOTOR VEHICLE means any motor truck, tractor or other self-propelled highway vehicle used for transportation of property over the public highways, and any trailer, semi-trailer, dolly or other vehicle drawn thereby.</p> <p>PACKING means any accessorial service performed in preparing a shipment or any portion thereof for transportation prior to loading, except services for which rates and charges are otherwise provided in this tariff.</p> <p>POINT OF DESTINATION means the precise location at which property is tendered for physical delivery into the custody of the consignee or his agent, except that (1) all locations within a radius of 50 feet from a single point, and (2) all locations within a radius of 300 feet on a single piece of property of a single consignee will be considered as one point of destination.</p> <p style="text-align: center;">(Continued in Item 10)</p>	<p style="text-align: center;">5</p>
<p>Change } Addition } Decision No. 81138</p>	
EFFECTIVE	
<p>Correction</p> <p style="text-align: right;">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</p>	

SECTION 1--RULES (Continued)	ITEM
<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 Chapter 5 of Part 3 of Division 7 of the Business and Professions Code of California entitled, "Fictitious Business Names" (and subsequent amendments thereto), and to show compliance therewith such carrier shall file with this Commission certified copies of fictitious business name statements and affidavits of publication required to be filed with the clerk of the county in which the principal place of the carrier is, or in the case of cessation of doing business was, situated.</p> <p>2. Upon abandonment of use of fictitious business name, any carrier doing business under one or more fictitious names shall file with this Commission a statement of abandonment of use of fictitious business 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"> (a) All names, both real and fictitious, used by the carrier in conducting its operations. (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. (c) Identification of the name under which the particular transportation is performed where more than one name is listed. <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"> (a) Not advertise or otherwise represent themselves under any name different from that under which their effective permits are issued by the Commission. <p style="padding-left: 40px;">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> <ul style="list-style-type: none"> (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. <p>8. When a shipper is furnished a copy of the Probable Cost of Services form provided by Item 31, paragraph 1, the carrier shall concurrently furnish to the shipper an informational summary to be entitled "Important Notice to Shippers of Household Goods." If a Probable Cost of Services form is 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.</p>	§30
<p>§ Change, Decision No. 81138</p>	
EFFECTIVE	
<p>Correction</p>	<p>ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</p>

SECTION 1--RULES (Continued)	ITEM
<p style="text-align: center;">PROBABLE COST OF SERVICES (Items 31 and 31.1)</p> <p>1. <u>Probable Cost of Services by the Carrier.</u> Every carrier of household goods may upon request of a shipper cause to be given to such shipper a probable cost for proposed services. The probable cost shall be given in manner and form set forth in Items 441 and 441.1. Across the top of each form there shall be imprinted in red letters not less than $\frac{1}{4}$ inch high the words "Probable Cost of Services." The contents of the note IMPORTANT NOTICE shall be imprinted in letters not less than $\frac{3}{16}$ inch high. All probable cost of services shall be in writing on prescribed forms.</p> <p>EXCEPTION.--Probable cost of services involving rates provided in Item 330 need not be given after a visual inspection of the goods by the estimator. The written probable cost of services required by this paragraph may be complied with by noting the amount of the probable cost of services on the Confirmation of Shipping Instructions and Rate Quotation document.</p> <p>The estimator shall:</p> <ul style="list-style-type: none"> (a) Base the probable cost of services on articles listed and services requested on the Basis for Carrier's Probable Cost of Services document and Table of Measurements document. (b) Consider all factors that affect the move at origin such as: <ul style="list-style-type: none"> (1) flights (2) long carry (3) elevator (4) hoisting and lowering (c) Base the probable cost of services upon no less than minimum rate for all services ordered and to be provided by carrier. (d) Use cubic measurement no less than that shown for each article on the Table of Measurements and arrive at the approximate weight of the shipment by multiplying the total cubic feet of the shipment by not less than 7 lbs. per cubic feet. (e) Execute required documents completely and properly. <p>2. Probable Cost of Services Document.</p> <ul style="list-style-type: none"> (a) The carrier's estimator shall only utilize the information contained on the Basis for Carrier's Probable Cost of Services document (see Item 32) in completing the Probable Cost of Services document for arriving at the probable cost of services. Such document shall be signed by the carrier's estimator and a duplicate thereof be given to the shipper. (b) The manner and form of the Probable Cost of Services document shall be as specified in Items 441 and 441.1. (c) The original of each document shall be retained by the issuing carrier, subject to the Commission's inspection for a period not less than three years from the date of the freight bill or shipping order; or the date of the Probable Cost of Services document if the carrier did not perform the transportation. <p style="text-align: center;">(Continued in Item 31.1)</p>	#31
s Change, Decision No. 81138	
EFFECTIVE	
Correction <div style="text-align: right;">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</div>	

SECTION 1--RULES (Continued)	ITEM
<p style="text-align: center;">PROBABLE COST OF SERVICES (Concluded) (Items 31 and 31.1)</p> <p>3. Applies only to charges involving rates provided in Items 300 and 320.</p> <p>(a) <u>Delivery when Actual Charges Exceed Probable Cost of Services.</u> Whenever the total tariff charges on a shipment for which all or part of such charges are to be paid on delivery shall exceed by more than 10 percent or \$25.00, whichever is greater, the amount of the probable cost of services on that shipment, the carrier must relinquish possession of the shipment upon payment of the amount of the probable cost of services plus an additional 10 percent or \$25.00, whichever is greater, of the probable cost of services, plus the charges for all services and articles listed on the Addendum Order for Service, and the carrier shall defer demand for the remainder of the tariff charges for a period of 15 days following delivery excluding Saturdays, Sundays and holidays.</p> <p>(b) <u>Waiver of Credit.</u> If the shipper does not desire the extension of credit required by the above paragraph (a) the carrier shall have the shipper sign and date the waiver on the shipping document.</p> <p>(c) <u>Notification to Shipper of Charges.</u> Whenever the shipper specifically requests notification of the actual weight and charges on a shipment, and supplies the carrier with an address or telephone number at which the communication will be received, the carrier shall comply with such request immediately upon determining the actual weight and charges. Such notification shall be made by telephone, telegraph, or in person and the actual cost of such notification shall be collected from the shipper.</p> <p>4. Applies only to charges involving rates provided in Item 330.</p> <p>(a) <u>Delivery when Actual Charges Exceed Probable Cost of Services.</u> Whenever the total tariff charges on a shipment for which all or part of such charges are to be paid on delivery shall exceed by more than 25 percent or \$25.00, whichever is greater, the amount of the probable cost of services on that shipment, the carrier must relinquish possession of the shipment upon payment of the amount of the probable cost of services plus an additional 25 percent or \$25.00, whichever is greater, of the probable cost of services, plus the charges for all services and articles listed on the Addendum Order for Service, and the carrier shall defer demand for the remainder of the tariff charges for a period of 15 days following delivery excluding Saturdays, Sundays and holidays.</p> <p>(b) <u>Waiver of Credit.</u> If shipper does not desire the extension of credit required by the above paragraph (a) the carrier shall have the shipper sign and date the waiver on the shipping document.</p>	<p style="text-align: center;">#31.1</p>
<p># Change, Decision No. 81138</p>	
EFFECTIVE	
Correction	ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA

SECTION 1--RULES (Continued)	ITEM
<p style="text-align: center;">BASIS FOR CARRIER'S PROBABLE COST OF SERVICES</p> <ol style="list-style-type: none"> 1. The carrier shall complete the Basis for Carrier's Probable Cost of Services document only after visual inspection of the goods by the estimator prior to his determining the probable cost of services requested. Such document shall be signed by the shipper or shipper's representative and a duplicate thereof be given to the shipper. 2. The manner and form of the Basis for Carrier's Probable Cost of Services document shall be as specified in Items 440 and 440.1. 3. The original of each document shall be retained by the issuing carrier, subject to the Commission's inspection, for a period not less than three years from the date of the freight bill or shipping order; or the date of the Basis for Cost of Services document if the carrier did not provide the transportation. 4. Across the top of each form there shall be imprinted in red letters not less than $\frac{1}{4}$ inch high the words "Basis for Carrier's Probable Cost of Services." 5. The statement found on the Basis for Carrier's Probable Cost of Services shall be in letters not less than $\frac{3}{16}$ inch high. 	<p style="text-align: center;">* 32</p>
<p style="text-align: center;">TABLE OF MEASUREMENTS</p> <ol style="list-style-type: none"> 1. The following information shall be shown on the Table of Measurements form as provided in Items 450, 451 and 452. <ol style="list-style-type: none"> (a) Articles to be shipped. (b) Articles not to be shipped. (c) Cubic footage of each article to be shipped. (d) Total number of pieces to be shipped. (e) Total cubic footage of all articles to be shipped. 2. Carriers shall not use a cubic measurement less than that shown for each article on the Table of Measurements (See Items 450, 451 and 452). 3. The total cubic footage determined shall be multiplied by not less than SEVEN to determine the total approximate weight. 4. The contents of Table of Measurements in Items 450, 451 and 452 shall be on the reverse side of the Basis for Carrier's Probable Cost document. 	<p style="text-align: center;">* 33</p>
<p>* Addition, Decision No. 81138</p>	
EFFECTIVE	
<div style="display: flex; justify-content: space-between;"> Correction ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA. </div>	

SECTION 1--RULES (Continued)	ITEM
<p style="text-align: center;">DELIBERATE UNDERESTIMATING</p> <p>Every Household Goods Carrier and officer, director, agent or employee of any Household Goods Carrier who deliberately underestimates charges applicable to the carriage of goods under Minimum Rate Tariff 4-B, in order to encourage a shipper to engage its transportation services is subject to the penalties and restrictions provided in Articles 7 and 8 of the Household Goods Carriers Act. For the purposes of this rule, a deliberate underestimate shall mean the tendering of a willful and intentional quotation of probable cost of services less than that required by application of unit costs prescribed in Minimum Rate Tariff 4-B, with knowledge that the actual charges required by the tariff will be more than the amount of the quotation or estimate.</p>	<p style="text-align: center;">* 33.5</p>
<p style="text-align: center;">ADDENDUM ORDER FOR SERVICES</p> <p>1. If at time of pickup or thereafter, the shipper asks for additional services or adds additional articles to the shipment that were not covered in the Basis for Carrier's Probable Cost of Services document, the carrier shall prepare in duplicate an Addendum Order for Service document (Item 453). 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 delivered to the shipper prior to or at the time such service is begun. The document shall contain the following information:</p> <ul style="list-style-type: none"> (a) Date. (b) Name and address of carrier or carriers. (c) Description of shipment (Additional only). (d) Description of transportation and accessorial services to be performed. (e) Rates and charges. (f) Valuation of shipment (Subject to conditions set forth in NOTE 4 - Item 150) - (g) Insurance (Subject to conditions set forth in NOTE 5 - Item 150) - (h) The following statements shall be placed upon the document: (In letters not less than 3/16 inch high). <p style="margin-left: 40px;">(1) THIS WILL CERTIFY AND ATTEST THAT SHIPPER OR SHIPPER'S REPRESENTATIVE AS SHOWN ON ORDER FOR SERVICE NO. _____ DATED _____ WITH (CARRIER'S NAME) _____ REQUESTS THE FOLLOWING ADDITIONAL SERVICES AND CHARGES.</p> <p style="margin-left: 40px;">(2) I UNDERSTAND THAT I MAY BE REQUIRED TO PAY FOR THE SERVICES REQUESTED ABOVE AT TIME OF DELIVERY. THESE CHARGES ARE IN ADDITION TO THOSE CHARGES SET FORTH ON PREVIOUS PROBABLE COST OF SERVICES DOCUMENT. CARRIER IS NOT REQUIRED TO EXTEND CREDIT IN THE AMOUNT OF THE CHARGES ACCRUED FOR THE ABOVE ADDITIONAL SERVICES.</p> <p style="margin-left: 40px;">I HAVE READ THIS CONTRACT AND AGREE WITH THE PROVISIONS THEREOF, AND RECEIVED A COPY.</p> <p style="margin-left: 40px;">(i) Signature of carrier and shipper or his representative.</p> <p>2. The form of the Addendum Order for Service document in Item 453 will be suitable and proper.</p> <p>3. The 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.</p>	<p style="text-align: center;">* 33.7</p>
<p>* Addition, Decision No. 81138</p>	
EFFECTIVE	
<p>Correction</p>	<p style="text-align: center;">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</p>

SECTION 1--RULES AND REGULATIONS (Continued)	ITEM
<p style="text-align: center;">MIXED SHIPMENTS</p> <p>(a) When one or more commodities for which rates are not provided in this tariff are included in the same shipment with commodities for which rates are herein provided, the rate or rates applicable to the entire shipment may be determined as though all of the commodities were ratable under the provisions of this tariff at the combined weight of the mixed shipment; or the commodities for which rates are provided in this tariff may be transported at the applicable rates provided herein, and the commodities for which rates are not provided herein, at the rates provided in other Commission tariffs or which might be otherwise applicable, provided separate weights or other authorized units of measurement are furnished or obtained. In the event that the latter basis is used, the minimum charges provided in this tariff shall apply to the entire shipment.</p> <p>(b) When any uncrated portion of a shipment of commodities for which rates are herein provided requires protection against damage after receipt thereof by the carrier and such protection is afforded by the carrier by packing such uncrated portion of the shipment in containers, such portion so packed shall be rated as uncrated property.</p>	65
<p style="text-align: center;">APPLICATION OF RATES</p> <p>(a) Rates provided in Items 300, 320, 330 and 340 are for the transportation of shipments from point of origin to point of destination, from point of origin to point of storage-in-transit, or from point of storage-in-transit to point of destination, and include pickup and delivery, subject to Item 75.</p> <p>(b) For transportation of shipments for distances of 50 miles or less, rates shall apply in cents per hour (See Note), in cents per piece, or in cents per 100 pounds (Items 300, 320, 330 and 340), subject to Items 145, 150 and 155.</p> <p>(c) For transportation in excess of 50 miles, rates in Items 300 and 320 shall apply, subject to Item 55.</p> <p>(d) Rate in Item 350 shall apply for the accessorial services of packing and unpacking in the territory in which the service is performed.</p> <p>(e) Item 360 provides rates for transportation of empty shipping containers and a basis of charges for the furnishing of shipping containers and packing materials by the carrier.</p> <p>NOTE.--The highest rated territory in or through which any service is performed shall determine the applicable hourly rate.</p>	70
<p style="text-align: center;">PICKUP AND/OR DELIVERY AT OTHER THAN GROUND FLOOR</p> <p>When shipments are picked up or delivered, or both, at other than ground floor, the following additional charges per pickup or delivery per flight *and/or long carry shall be assessed:</p> <ol style="list-style-type: none"> 1. At hourly rates (Item 330)--No additional charge. 2. At piece rate (Item 340) 95 cents per piece. 3. At distance rates (Items 300 and 320) 27 cents per 100 pounds. 	75
<p> * Change) * Addition) Decision No. </p> <p style="text-align: center; font-size: 1.2em;">81138</p>	
EFFECTIVE	
<div style="display: flex; justify-content: space-between;"> Correction ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA </div>	

SECTION 1--RULES (Continued)		ITEM																					
<p style="text-align: center;">COMPUTATION OF TIME UNDER HOURLY RATES NAMED IN ITEMS 330 AND 350</p> <p>(a) In computing hourly rates the time shall be the total of the loading, unloading, and double the driving time between the point of origin and the point of destination. (See paragraphs (b), (c), (e), and (f) hereof, and Items 170 and 175 for exceptions to this rule.)</p> <p>(b) When two or more shipments are transported on a unit of equipment, time to be used shall be the total of the loading and unloading time, plus 25 minutes driving time, for each shipment.</p> <p>(c) When shipper requests the service of an additional helper or helpers to assist in loading or unloading, but not both, the charge therefor shall be determined by applying the rate per man, per hour, provided in Item 330 for additional helpers, to the time such helper or helpers are engaged in performing these services.</p> <p>(d) In computing the accessorial rates the time shall be the total time actually spent packing or unpacking or both. (See paragraph (f) hereof.)</p> <p>(e) When two or more units of equipment are furnished for transportation of a single shipment and the driver and/or helper or helpers of any one unit assist in loading or unloading another unit, the time such persons are so engaged shall be charged for at the rate provided in Item 330 for additional helpers. During any such interval, time shall not accrue for the unit or units of equipment not being loaded or unloaded.</p> <p>(f) After the total time has been determined under the provisions of paragraphs (a), (b), (c), (d) or (e) hereof, it shall be converted into hours and/or fractions thereof. Fractions of an hour shall be determined in accordance with the following table:</p> <table><tr><th colspan="2">Minutes</th><th>Fractional hour</th></tr><tr><th>Over</th><th>But not over</th><th></th></tr><tr><td>0</td><td>7</td><td>omit</td></tr><tr><td>7</td><td>22</td><td>$\frac{1}{2}$</td></tr><tr><td>22</td><td>37</td><td>$\frac{3}{4}$</td></tr><tr><td>37</td><td>52</td><td>$\frac{5}{8}$</td></tr><tr><td>52</td><td>60</td><td>1</td></tr></table>		Minutes		Fractional hour	Over	But not over		0	7	omit	7	22	$\frac{1}{2}$	22	37	$\frac{3}{4}$	37	52	$\frac{5}{8}$	52	60	1	95
Minutes		Fractional hour																					
Over	But not over																						
0	7	omit																					
7	22	$\frac{1}{2}$																					
22	37	$\frac{3}{4}$																					
37	52	$\frac{5}{8}$																					
52	60	1																					
<p style="text-align: center;">UNITS OF MEASUREMENT TO BE OBSERVED</p> <p>* Rates and charges shall not be quoted (including for the purpose of determining the probable cost of services) or assessed by carriers based upon a unit of measurement different from that in which the minimum rates and charges of this tariff are stated.</p>		\$2.00																					
<p style="text-align: center;">REFERENCES TO ITEMS AND OTHER TARIFFS</p> <p>Unless otherwise provided, references herein to item numbers in this or other tariffs include references to such numbers and references to other tariffs include references to amendments and successive issues of such other tariffs.</p>		105																					
* Change, Decision No. 81138																							
EFFECTIVE																							
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA																							
Correction																							

SECTION 1--RULES (Continued)

ITEM

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 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.
- * (s) Total amount by which total charges exceed the probable cost of services:
 - (1) Over and above 10 percent or \$25.00, whichever is greater, on shipments involving rates provided in Items 300 and 320 or,
 - (2) Over and above 25 percent or \$25.00, whichever is greater, on shipments involving rates provided in Item 330.
- * (t) Waiver of extension of credit.
- * (u) Signature of shipper or shipper's representative and date.

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2. The form of shipping document in Item 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 145 and 150 and properly identified as to what it purports to be.

3. A copy of each shipping document, freight bill, accessorial service document, weighmaster's certificate, written instructions, written agreement, written request or any other written document which supports the rates and charges assessed and which the carrier is required to issue, receive or obtain by this tariff for any transportation or accessorial service shall be retained and preserved by the carrier, at a location within the State of California, subject to the Commission's inspection, for a period of not less than three years from the date of issue.

(1) Items 135 and 140 transferred to Original Page 13-A.

Change } Decision No. 81138
 * Addition }

EFFECTIVE

Correction

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA,
 SAN FRANCISCO, CALIFORNIA.

SECTION 1--RULES (Continued)	ITEM (1)
<p style="text-align: center;">SHIPMENTS TRANSPORTED BY TWO OR MORE CARRIERS</p> <p>When shipments in continuous through movement are transported by two or more carriers, the rates (including minimum charges) provided herein from point of origin to point of destination shall be the minimum rates for the combined transportation.</p>	135
<p style="text-align: center;">SHIPMENTS TO BE RATED SEPARATELY</p> <p>Each shipment shall be rated separately. Shipments shall not be consolidated or combined by the carrier.</p> <p>NOTE.--Component parts of a shipment may be combined under the provisions of Items 170 and 175. (Split pickup and split delivery.)</p>	140
<p>(1) Items transferred from Second Revised Page 13, Decision No. 81138</p>	
EFFECTIVE	
<div>Correction</div> <div>ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</div>	

SECTION 4--FORMS OF DOCUMENTS							ITEM
SHIPPING ORDER AND FREIGHT BILL FOR UNCRATED USED HOUSEHOLD GOODS AND RELATED ARTICLES (Items 400 and 410)							
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 Started	Time Completed	Deductions (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	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. (Continued in Item 410)							
Change, Decision No. 81138 <div style="text-align: right;">EFFECTIVE</div>							
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA							
Correction _____							

SECTION 4--FORMS OF DOCUMENTS (Continued)

ITEM

SHIPPING ORDER AND FREIGHT BILL FOR UNCRATED USED
HOUSEHOLD GOODS AND RELATED ARTICLES (Concluded)
(Items 400 and 410)

Total amount by which charges
exceed probable cost of services
over and above 10 percent on
distance moves and 25 percent on
hourly moves, or \$25.00 whichever
is greater-----\$_____

I hereby waive extension of
credit in the amount of-----\$_____

Signature of shipper or shipper's
representative

Date

410

* Addition, Decision No.

81138

EFFECTIVE

Correction

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA,
SAN FRANCISCO, CALIFORNIA

SECTION 4--FORMS OF DOCUMENTS (Continued)	ITEM
<p style="text-align: center;">IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD GOODS (Items 430, 431, 432 and 433) (Items 430, 432 and 433 apply to all moves. Item 431 applies only in connection with distance rates named in Items 300 and 320.)</p> <p>The Public Utilities Commission requires that this notice shall be delivered to all shippers of household goods in intrastate commerce.</p> <p>Some carriers (frequently called "movers") perform the transportation of household goods themselves; other carriers act as agents for the carriers who 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>Before completing arrangements for the shipment of your household goods, all of the information herein should be considered carefully by you.</p> <p><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><u>Probable Cost of Services.</u> Carriers cannot determine what your move will cost you until (a) on moves charged for at distance rates all packing has been completed and the goods are loaded on a vehicle and weighed, or (b) on moves charged for at hourly rates the move has been completed. However, carriers try to approximate the cost for you. To get a reasonably accurate probable cost of services you must inform the carrier's agent of everything that you intend to ship and indicate any additional services that you desire performed by the carrier. <u>A probable cost of services is not a bid or a contract.</u> Choosing the carrier submitting the lowest probable cost of services will not assure the lowest cost move. Regardless of any probable cost of services the actual weight of your goods, or the hours required for the move, plus the actual amount of packing and other services performed by the carrier will determine the final amount you must pay for your move. All probable cost of services for moving are required to be in writing. Do not accept oral probable cost of services.</p> <p>Regardless of any prior probable cost of services 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 probable cost of services 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.</p> <p style="text-align: center;">(Continued in Item 431)</p>	<p style="text-align: center;">#430</p>
<p>Change, Decision No. 81138</p>	
<p style="text-align: center;">EFFECTIVE</p> <p style="text-align: center;">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</p> <p>Correction</p>	

SECTION 4--FORMS OF DOCUMENTS (Continued)

ITEM

IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD
GOODS (Continued)
(Items 430, 431, 432 and 433)

Transportation Rates and Released Values. On moves charged for at distance rates, rates are stated in amounts per 100 pounds depending upon the distance involved. On local moves (50 constructive miles or less) hourly rates are charged. The carrier's charges generally vary according to the released or declared value of the shipment. Under the base rates in Minimum Rate Tariff 4-B issued by the California Public Utilities Commission, the carrier's responsibility for loss and damage caused by it is limited to sixty 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.

Payment of Charges--Freight Bill. 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.

Applies only to charges involving rates provided in Items 300 and 320.

- (a) Delivery when Actual Charges Exceed Probable Cost of Services. Whenever the total tariff charges on a shipment for which all or part of such charges are to be paid on delivery shall exceed by more than 10 percent or \$25.00, whichever is greater, the amount of the probable cost of services on that shipment, the carrier must relinquish possession of the shipment upon payment of the amount of the probable cost of services plus an additional 10 percent or \$25.00, whichever is greater, of the probable cost of services, plus the charges for all services and articles listed on the Addendum Order for Service, and the carrier shall defer demand for the remainder of the tariff charges for a period of 15 days following delivery excluding Saturdays, Sundays and holidays.
- (b) Waiver of Credit. If the shipper does not desire the extension of credit required by the above paragraph (a) the carrier shall have the shipper sign and date the waiver on the shipping document.

#432

Applies only to charges involving rates provided in Item 330.

- (a) Delivery when Actual Charges Exceed Probable Cost of Services. Whenever the total tariff charges on a shipment for which all or part of such charges are to be paid on delivery shall exceed by more than 25 percent or \$25.00, whichever is greater, the amount of the probable cost of services on that shipment, the carrier must relinquish possession of the shipment upon payment of the amount of the probable cost of services plus an additional 25 percent or \$25.00, whichever is greater, of the probable cost of services, plus the charges for all services and articles listed on the Addendum Order for Service; and the carrier shall defer demand for the remainder of the tariff charges for a period of 15 days following delivery excluding Saturdays, Sundays and holidays.
- (b) Waiver of Credit. If shipper does not desire the extension of credit required by the above paragraph (a) the carrier shall have the shipper sign and date the waiver on the shipping document.

When paying charges, you should obtain a receipt for the amount paid. Such receipt is called a freight bill or expense bill and should set forth all of the facts pertaining to your move.

(Continued in Item 433)

Change, Decision No.

81138

EFFECTIVE

Correction

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA,
SAN FRANCISCO, CALIFORNIA

SECTION 4---FORMS OF DOCUMENTS (Continued)

ITEM.

This Is Not A Contract

BASIS FOR CARRIER'S PROBABLE COST OF SERVICES

(Items 440 and 440.1)

NAME OF CARRIER

ADDRESS OF CARRIER

PHONE NUMBER OF CARRIER

NAME _____ PHONE NO. _____ DATE _____
 MOVING FROM _____ MOVING TO _____

SERVICES REQUESTED: Distance Move <input type="checkbox"/>				Hourly Move <input type="checkbox"/>				Piece Move <input type="checkbox"/>			
Service	SR	SNR	CNK	Service	SR	SNR	CNK				
Additional helpers (No.)				Packing labor (No.)							
Appliance servicing				Unpacking labor (No.)							
Elevator at origin				Overtime labor							
Elevator at destination				SIT monthly storage charge							
Flights at origin (No.)				SIT moving into warehouse							
Flights at destination (No.)				SIT moving out of warehouse							
Hoisting or lowering at origin				SIT warehouse handling							
Hoisting or lowering at destination				SIT warehouse wrapping or fumigating							
Insurance during transit				SIT insurance							
Long carry at origin (No.)				Shuttle service at origin							
Long carry at destination (No.)				Shuttle service at destination							
Split delivery				Disassembly of items							
Split pickup				Assembly of items							
Packing material delivery				Van & 1 man							
Packing material				Van & 2 men							
				Overtime or Premium labor							
				Expedited Service							

SR : Service Requested
 SNR : Service Not Requested
 CNK : Condition Not Known
 SIT : Storage in Transit

#440

CHARGES TO BE PAID BY: Cash ☐ Certified Check ☐ Money Order ☐
 Credit Card ☐ Personal Check ☐

Number of Articles to be moved. ☐ Number of Rooms to be moved. ☐ Total Number of Packing Containers to be Supplied by Carrier. ☐

(Continued in Item 440.1)

Change, Decision No.

81138

EFFECTIVE

Correction

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA,
SAN FRANCISCO, CALIFORNIA

SECTION 4--FORMS OF DOCUMENTS (Continued)	ITEM
<p data-bbox="437 394 1123 422">BASIS FOR CARRIER'S PROBABLE COST OF SERVICES (Concluded)</p> <p data-bbox="598 439 845 465">(Items 440 and 440.1)</p> <p data-bbox="437 554 1139 668">I am in no way obligated to have the above named carrier perform any services. I request only the services and items listed on this document be considered in determining the probable cost. I understand that charges will be made for any additional services requested at a later date.</p> <p data-bbox="437 711 1115 758">I hereby acknowledge that I have received the "IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD GOODS."</p> <p data-bbox="437 823 1019 849">_____ Signature of Shipper or Shipper's Representative</p> <p data-bbox="1106 823 1163 849">_____ Date</p> <p data-bbox="437 914 1128 961">NOTE: If moving conditions change between now and moving date, call the above carrier.</p>	<p data-bbox="1410 679 1476 702">* 440.1</p>
<p data-bbox="259 1080 551 1106">* Addition, Decision No.</p> <p data-bbox="647 1086 789 1129">81138</p>	
<p data-bbox="1073 1914 1191 1938">EFFECTIVE</p>	
<p data-bbox="189 1996 317 2020">Correction</p> <p data-bbox="830 1970 1465 2026">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</p>	

ITEM

ADDRESS OF CARRIER

PHONE NUMBER OF CARRIER

APPROXIMATE Total
: Cubic (from Table of cu. ft. @ 7 lbs. per cu. ft. lbs.
WEIGHT Feet Measurements)

(Continued in Item 441.1)

81138

EFFECTIVE

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA,
SAN FRANCISCO, CALIFORNIA.

SECTION 4--FORMS OF DOCUMENTS (Continued)

ITEM

PROBABLE COST OF SERVICES (Concluded)

(Items 441 and 441.1)

CHARGES TO BE PAID BY: Cash ☐ Certified Check ☐ Money Order ☐
Credit Card ☐ Personal Check ☐

IMPORTANT NOTICE: This probable cost document covers only the articles and services listed on the Basis for Carriers Probable Cost of Services document. IT IS NOT A GUARANTEE THAT THE ACTUAL CHARGES WILL NOT EXCEED THE AMOUNT OF THE PROBABLE COST. 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 4-B issued by the California Public Utilities Commission, regardless of prior rate quotation or probable costs given 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.

IF THE TOTAL TARIFF CHARGES EXCEED THE PROBABLE COST BY 10% ON DISTANCE MOVES AND 25% ON HOURLY MOVES OR \$25.00 WHICHEVER IS GREATER, THE CARRIER MUST RELINQUISH POSSESSION OF YOUR SHIPMENT AT DELIVERY UPON PAYMENT OF THE AMOUNT OF THE PROBABLE COST PLUS AN ADDITIONAL 10% ON DISTANCE MOVES AND 25% ON HOURLY MOVES OR \$25.00 WHICHEVER IS GREATER, PLUS THE AMOUNT OF ALL SERVICES AND ARTICLES LISTED ON THE ADDENDUM ORDER FOR SERVICES. CARRIER SHALL EXTEND CREDIT FOR THE BALANCE OF THE TOTAL CHARGES. YOU ARE STILL OBLIGATED TO PAY THE BALANCE OF THE TOTAL CHARGES WITHIN 15 DAYS EXCLUDING SATURDAYS, SUNDAYS AND HOLIDAYS.

*
441.1

No guarantee can be made as to specific dates of pickup or delivery unless you make special arrangements with the carrier for expedited service, for which an additional charge will normally be made.

NOTICE TO ESTIMATOR: It is mandatory to use cubic footage for each article as shown on the Table of Measurements and the total cubic footage be multiplied by not less than seven to determine the total approximate weight. I have provided the shipper with a copy of this document.

INFORMATION BROCHURE GIVEN SHIPPER ☐

Estimator's Signature _____ Date _____

* Addition, Decision No.

81138

EFFECTIVE

Correction

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA,
SAN FRANCISCO, CALIFORNIA

-40-

SECTION 4--FORMS OF DOCUMENTS (Continued)

ITEM

ADDENDUM ORDER FOR SERVICE
(Items 453 and 453.1)

NAME OF CARRIER

ADDRESS OF CARRIER

PHONE NUMBER OF CARRIER

THIS WILL CERTIFY AND ATTEST THAT SHIPPER OR SHIPPER'S REPRESENTATIVE AS SHOWN ON ORDER FOR SERVICE NO _____ DATED _____ WITH (CARRIER'S NAME) _____ REQUESTS THE FOLLOWING ADDITIONAL SERVICES AND CHARGES.

ADDITIONAL ARTICLES AND SERVICES REQUESTED:

[illegible]

(Continued in Item 453.1)

* Addition, Decision No.

81138

EFFECTIVE

ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA,
SAN FRANCISCO, CALIFORNIA.

Correction

SECTION 4--FORMS OF DOCUMENTS (Concluded)		ITEM			
<p style="text-align: center;">ADDENDUM ORDER FOR SERVICE (Concluded)</p> <p style="text-align: center;">(Items 453 and 453.1)</p> <table border="1" style="width: 100%;"><tr><td style="width: 50%; vertical-align: top;"><p>ADDITIONAL ARTICLES AND OTHER SERVICES (List)</p><p>_____</p><p>_____</p><p>_____</p><p>_____</p><p>_____</p><p>_____</p></td><td style="width: 50%; vertical-align: top;"><p>STORAGE IN TRANSIT</p><p>Storage per Month at _____ ¢ per 100 lbs.</p><p>Handling In at _____ ¢ per 100 lbs. Out at _____ ¢ per 100 lbs.</p></td></tr></table>		<p>ADDITIONAL ARTICLES AND OTHER SERVICES (List)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>STORAGE IN TRANSIT</p> <p>Storage per Month at _____ ¢ per 100 lbs.</p> <p>Handling In at _____ ¢ per 100 lbs. Out at _____ ¢ per 100 lbs.</p>	* 453.1	
<p>ADDITIONAL ARTICLES AND OTHER SERVICES (List)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	<p>STORAGE IN TRANSIT</p> <p>Storage per Month at _____ ¢ per 100 lbs.</p> <p>Handling In at _____ ¢ per 100 lbs. Out at _____ ¢ per 100 lbs.</p>				
<p>I understand that I may be required to pay for the services requested above at time of delivery. These charges are in addition to those charges set forth on the previous Probable Cost of Services document. Carrier is not required to extend credit in the amount of the charges accrued for the above additional services.</p> <p>I have read this contract and agree to the provisions thereof, and received a copy.</p> <table style="width: 100%;"><tr><td style="width: 50%; text-align: center;">_____ Carrier's Representative</td><td style="width: 50%; text-align: center;">_____ Shipper or His Representative</td></tr><tr><td></td><td style="text-align: center;">_____ Date</td></tr></table>		_____ Carrier's Representative	_____ Shipper or His Representative		_____ Date
_____ Carrier's Representative	_____ Shipper or His Representative				
	_____ Date				
<p>* Addition, Decision No. 81138</p> <p style="text-align: center;">END OF TARIFF</p> <p style="text-align: right;">EFFECTIVE</p>					
<p>Correction</p> <p style="text-align: right;">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA</p>					