

ORIGINALDecision No. 83703

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

In the Matter of Investiga-)	Case No. 5330
tion into the rates, rules,)	Petition for Modification
regulations, charges, allowances)	No. 66
and practices of all household)	(Filed August 22, 1972;
goods carriers, common carriers,)	amended September 18, 1972
highway carriers and city car-)	and December 14, 1972)
riers, relating to the transpor-)	Order Setting Hearing 71
tation of used household goods)	(Filed July 17, 1973)
and related property.)	Order Setting Hearing 68
)	Petition for Modification
)	No. 88
)	(Filed August 7, 1974;
)	amended August 30, 1974)

SUPPLEMENTAL OPINION AND ORDER

Minimum Rate Tariff 4-B (MRT 4-B) names minimum rates for the transportation of uncrated used household goods and related articles by highway permit carriers between points in California.

By Decision No. 83640 in Petition for Modification No. 66 and Order Setting Hearing 71 in Case No. 5330, General Order 136 was established concerning cargo insurance and liability for loss or damage of property in the possession of carriers of household goods and household goods carriers were authorized to assume liability for loss or damage to household goods transported by them under certain conditions. By Decision No. 83639 in Petition for Modification No. 88 in Case No. 5330, the Commission revised the distance rates in cents per 100 pounds and certain accessorial charges for the transportation of used household goods.

By Decision No. 81518, as amended by Decisions Nos. 82035, 82157, 82244 and 83505, the Commission established provisions governing the issuance of "probable cost of service" documents and penalties for underestimates.

It has come to the attention of the Commission that certain tariff pages appended to several of the aforementioned decisions contain errors and omissions in publication.¹ Also Paragraph 7e(1) of Appendix B of Decision No. 83640 does not reflect the intent of said decision.

In the circumstances, the Commission finds that the necessary corrections should be made by the order herein. A public hearing is not necessary. The Commission concludes that MRT 4-B and Appendix B of Decision No. 83640 should be amended accordingly.

ORDER

IT IS ORDERED that:

1. Minimum Rate Tariff 4-B (Appendix C to Decision No. 65521, as amended) is further amended by incorporating therein, to become effective November 24, 1974, the revised pages attached hereto and listed in Appendix A also attached hereto which pages and appendix are made a part hereof.

2. Common carriers subject to the Public Utilities Act, to the extent they are subject also to Decision No. 65521, as amended, are hereby directed to establish in their tariffs the amendments 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 shall be made effective not earlier than November 24, 1974 on not less than five days' notice to the Commission and to the public.

4. Common carriers, in establishing and maintaining the amendments authorized hereinabove, are hereby authorized to depart

¹The distance piece rates in Item 340 of MRT 4-B were not increased as intended. Also, Items 31, 31.1, 32, 34, 410, 432 and 435 will be revised to reflect the intent of several of the decisions hereinbefore mentioned.

from the provisions of Section 460 of the Public Utilities Code to the extent necessary to adjust long- and short-haul departures now maintained under outstanding authorizations; such outstanding authorizations are hereby modified only to the extent necessary to comply with this order; and schedules containing the amendments published under this authority shall make reference to the prior orders authorizing long- and short-haul departures and to this order.

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

6. Paragraph 7e(1) of Appendix B of Decision No. 83640 is hereby amended by substituting therefor the following:

"Upon request of shipper, owner, or consignee of the goods, carrier will, subject to (2) below, service and unservice such articles as stoves, automatic washers, and dryers at origin and destination. Such servicing and unservicing does not include removal or installation of articles secured to the premises or plumbing, electrical, or carpentry services necessary to disconnect, remove, connect, and install such articles and appliances."

The effective date of this order shall be November 11, 1974.

Dated at San Francisco, California, this 6th day of November, 1974.

Vernon L. Sturgeon
President
William J. Simon

Robert E. McDavid
Commissioners

C. 5330, Pet. 66 and 88, and OSH 68 and 71

APPENDIX A

List Of Revised Pages To
Minimum Rate Tariff 4-B

Sixth Revised Page 7-A

Eighth Revised Page 7-B

Third Revised Page 7-BB

Second Revised Page 7-C

First Revised Page 7-E

Twenty-Fourth Revised Page 28

Fifth Revised Page 31-A

Fourth Revised Page 34-A

Second Revised Page 35-A

(END OF APPENDIX A LIST)

SECTION 1--RULES (Continued)	ITEM
<p style="text-align: center;">PROBABLE COST OF SERVICES (Items 31 and 31.1) (See Exception)</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 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 10 point bold, universe or Gothic. All probable cost of services shall be given after visual inspection and shall be in writing on prescribed forms.</p> <p>EXCEPTION: - The provisions of Items 31, 31.1, 32, 33.5 and 33.7 do not apply to the transportation of used office and store fixtures and equipment as described in Item 20, paragraph (a) (2).</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. Table of Measurements document shall be used in connection with shipments rated under Items 300 and 320. (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 foot. (e) Execute required documents completely and properly. <p>2. <u>Probable Cost of Services Document.</u></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. The Probable Cost of Services 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;">(Concluded in Item 31.1)</p>	831
<p>Ø Change, Decision No. 83703</p>	
EFFECTIVE	
<p style="text-align: center;">ISSUED BY PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA SAN FRANCISCO, CALIFORNIA.</p> <p>Correction</p>	

MINIMUM RATE TARIFF 4-B

SECTION 1--RULES (Continued)	ITEM
<p style="text-align: center;">PROBABLE COST OF SERVICES (Concluded) (Items 31 and 31.1) (See Exception in Item 31)</p> <p>3. Applies only to charges involving rates provided in Items 300 and 320.</p> <p>§(a) <u>Charges Assessed by the Carrier Which Exceed Probable Cost of Services.</u> The maximum total charges assessed by the carrier shall not exceed by more than 2½ percent or \$15.00, 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 2½ percent or \$15.00, whichever is greater, of the probable cost of services, plus the charges for all services and articles listed on the Addendum Order for Service.</p> <p>(b) <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>§Charges Assessed by the Carrier Which Exceed Probable Cost of Services. The maximum total charges assessed by the carrier shall not exceed by more than 10 percent or \$15.00, 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 \$15.00, whichever is greater, of the probable cost of services, plus the charges for all services and articles listed on the Addendum Order for Service.</p>	<p>§31.1</p>
<p>§ Change, Decision No. 83703</p>	
EFFECTIVE	
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.	

Correction

SECTION 1--RULES (Continued)	ITEM
<p style="text-align: center;">BASIS FOR CARRIER'S PROBABLE COST OF SERVICES (See Exception in Item 31)</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. ø3. 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 Carrier's Probable 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 one fourth (¼) 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 10 point bold, universe or Gothic. 	ø 32
<p style="text-align: center;">TABLE OF MEASUREMENTS (See Exception in Item 31)</p> <ol style="list-style-type: none"> 1. The following information shall be shown on the Table of Measurements form as provided in Item 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. 	33
<p>ø Change, Decision No. 83703</p>	
EFFECTIVE	
<p style="text-align: center;">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA:</p> <p>Correction</p>	

SECTION 1--RULES (Continued)	ITEM
<p style="text-align: center;">CLAIMS FOR LOSS OR DAMAGE</p> <p>(a) Claims in Writing Required. A claim for loss or damage need not be voluntarily paid by a carrier unless filed in writing as provided in subparagraph (b) below with the receiving or delivering carrier, or carrier issuing the shipping document, or carrier on whose line the alleged loss or damage occurred, within the specified time limits applicable thereto and as otherwise may be required by law, the terms of the shipping document or other contract of carriage, and all tariff provisions applicable thereto.</p> <p>(b) Minimum Filing Requirements. A communication in writing from a claimant filed with carrier within the time limits specified in the shipping document or contract of carriage or transportation, and (i) containing facts sufficient to identify the shipment (or shipments) of property involved, (ii) asserting liability for alleged loss or damage, and (iii) making claim for the payment of a specified or determinable amount of money will be considered as sufficient compliance with the provisions for filing claims embraced in the shipping document or other contract of carriage.</p> <p>(c) Documents not Constituting Claims. Bad-order reports, appraisal reports of damage, notations of shortage or damage, or both, on freight bills, delivery receipts, or other documents, or inspection reports issued by carriers or their inspection agencies, whether the extent of loss or damage is indicated in dollars and cents or otherwise, will, standing alone, not be considered by carriers as sufficient to comply with the minimum claim filing requirements specified in subparagraph (b) above.</p> <p>(d) Claims Filed for Uncertain Amounts. Whenever a claim is presented against carrier for an uncertain amount, such as "\$100 more or less," carrier will determine the condition of the shipment involved at the time of delivery by it, if it was delivered, and will ascertain as nearly as possible the extent, if any, of the loss or damage for which it may be responsible. It will not, however, voluntarily pay a claim under such circumstances unless and until a formal claim in writing for a specified or determinable amount of money will have been filed in accordance with the provisions of subparagraph (b) above.</p> <p>(e) Other Claims. If investigation of a claim develops that one or more other carriers has been presented with a similar claim on the same shipment, the carrier investigating such claim will communicate with each such other carrier and, prior to any agreement entered into between or among them as to the proper disposition of such claim or claims, will notify all claimants of the receipt of conflicting or overlapping claims and will require further substantiation on the part of each claimant of his title to the property involved or his right with respect to such claim.</p> <p>(f) Concealed Damage or Shortage. Carrier must be promptly notified after discovery of concealed damage or shortage and given reasonable opportunity to inspect the shipment and packing. Carrier will promptly and thoroughly investigate the claim and will establish a claim file in connection therewith.</p> <p>(g) Supporting Documents. When a necessary part of an investigation, each claim must be supported by the original shipping document (if not previously surrendered to the carrier), either the original paid bill for transportation services or a copy thereof, and for each article, the nature and extent of such damage, the basis for the amount claimed, i.e., date article purchased, original cost, amount of depreciation, actual cash value at time of loss or damage, and, in the case of damage, a repair estimate.</p> <p>(h) Verification of Loss. When an asserted claim for loss of an entire package or an entire shipment cannot be otherwise authenticated upon investigation, the carrier will obtain from the consignee of the shipment involved a certified statement in writing</p>	<p style="text-align: center;">834</p>
<p style="text-align: center;">(Continued on following page)</p>	
<p>Change, Decision No. 83703</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>	

Correction

SECTION 1--RULES (Continued)	ITEM
<p style="text-align: center;">CLAIMS FOR LOSS OR DAMAGE</p> <p>§(n) Time Limit for Filing Claims. As a condition precedent to recovery, a claim for any loss or damage must be filed in writing with carrier within nine (9) months after delivery to consignee as shown on shipping document, or in case of failure to make delivery, then within nine (9) months after a reasonable time for delivery has elapsed; and suit must be instituted against carrier within two (2) years and one (1) day from the date when notice in writing is given by carrier to the claimant that carrier has disallowed the claim or any part or parts thereof specified in the notice. Where a claim is not filed or suit is not instituted thereof in accordance with the foregoing provisions, carrier will not be liable and such claim will not be paid.</p> <p>§(o) Acknowledgement and Settlement by Carrier. Every carrier of used property, as provided in this tariff, which receives a written claim for loss of or damage to property transported by it shall acknowledge receipt of such claim in writing to the claimant within 30 calendar days after its receipt by the carrier or the carrier's agent. The carrier shall at the time such claim is received, cause the date of receipt to be recorded on the claim.</p> <p>Every such carrier which receives a written claim for loss of or damage to property transported by it shall pay, decline, or make a firm compromise settlement offer in writing to the claimant within 120 days after receipt of claim by the carrier or its agent; provided that, if for reasons beyond the control of the carrier the claim cannot be processed and disposed of within 120 days after receipt thereof, the carrier at that time and at the expiration of each succeeding 30-day period while the claim remains pending, advise the claimant in writing of the status of the claim and the reasons for the delay in making final disposition thereof, and send a copy of such letter to the California Public Utilities Commission, Compliance and Enforcement Branch, State Building, San Francisco, California 94102.</p> <p>§(p) Claim Register. Every carrier of used property as provided in this tariff, shall maintain a claim register, showing for each cargo loss and damage claim received, the claim number, date, and amount; the waybill or expense bill number and date; name of claimant; kind of commodity; date claim was paid; total amount paid; or date claim was disallowed and reasons; amount of salvage recovered, if any; amounts reimbursed by insurance companies, connecting carriers, or others, and the amount absorbed by the carriers. Each claim received shall be entered in the register and should be supported by the complete file of claim papers. However, if the claim papers are retained by insurance companies, connecting carriers, or other, the carrier's records shall contain an acknowledgement from the party retaining the claim file that the papers are in its possession.</p> <p>§(q) Salvage. Whenever property transported by a carrier is damaged or alleged to be damaged and is, as a consequence thereof, not delivered or is rejected or refused upon tender thereof to the owner, consignee, or person entitled to receive such property, carrier, after giving due notice, whenever practicable to do so, to the owner and other parties that may have an interest therein, and unless advised to the contrary after giving such notice, will undertake to sell or dispose of such property directly or by the employment of a competent salvage agent. Carrier will dispose of the property only in a manner that will fairly and equally protect the best interests of all persons having an interest therein. Carrier will make an itemized record sufficient to identify the property involved so as to be able to correlate it to the shipment or transportation involved, and claim, if any, filed thereon. Carrier also will assign to each lot of such property a successive lot number and note that lot number on its record of shipment and claim, if any claim is filed thereon.</p> <p>Upon receipt of a claim on a shipment on which salvage has been processed in the manner hereinbefore described, carrier will record in its claim file thereon the lot number assigned, the amount of money recovered, if any, from the disposition of such property, and the date of transmittal of such money to the person or persons lawfully entitled to receive the same.</p>	
§ Change, Decision	83703
EFFECTIVE	
<p style="text-align: center;">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</p>	
Correction	

§34
(Con-
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ded)

SECTION 3--RATES (Continued)				ITEM
RATES IN CENTS PER HOUR (1) (2)				330
(Applies for Distances of 50 Constructive Miles or Less)				
Unit of Equipment:	TERRITORY (3)			
	A	B	C	
	1825	1570	1575	
	3335	2715	2760	
(a) with driver-----	1170	800	810	(4)
(b) with driver and 1 helper-----				
Additional helpers, per man-----				
Minimum charge--the charge for one hour.				
(1) See Item 70 for application of rates.				
(2) See Item 95 for computation of time.				
(3) See Item 210 for territorial descriptions.				
(4) Modified by excluding rates that expired June 30, 1974.				
DISTANCE RATES IN CENTS PER PIECE (1) (2)				
(Applies to Shipments of Not More Than 5 Pieces for Distances of 50 Miles or Less)				
FIRST PIECE			Each Additional Piece	0340
MILES (3)				
Not Over 10	Over 10 but Not Over 20	Over 20		
1320	2455	3435		
460				
(1) See Item 70 for application of rates.				
(2) Rates in this item will not apply to split pickup or split delivery shipments, or storage in transit privileges.				
(3) See Item 50 for computation of distances.				
♦Increase, Decision No.				
83703				
EFFECTIVE				
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.				
Correction				

MINIMUM RATE TARIFF 4-B

SECTION 4--FORMS OF DOCUMENTS (Continued)	ITEM
<p>(1) SHIPPING ORDER AND FREIGHT BILL FOR UNCRATED USED HOUSEHOLD GOODS AND RELATED ARTICLES (Concluded) (Items 400 and 410)</p>	
<p>Unless the shipper expressly releases the shipment to a value of 60 cents per pound per article, the carrier's maximum liability for loss and damage shall be either the lump sum value declared by the shipper or an amount equal to \$1.25 for each pound of weight in the shipment, whichever is greater.</p> <p>Shipper hereby releases the entire shipment to a value not exceeding</p> <p style="text-align: center;">_____</p> <p style="text-align: center;">(to be completed by the person signing below)</p> <p>NOTICE: THE SHIPPER SIGNING THIS CONTRACT MUST INSERT IN THE SPACE ABOVE, IN HIS OWN HANDWRITING, EITHER HIS DECLARATION OF THE ACTUAL VALUE OF THE SHIPMENT, OR THE WORDS "60 cents per pound per article." OTHERWISE, THE SHIPMENT WILL BE DEEMED RELEASED TO A MAXIMUM VALUE EQUAL TO \$1.25 TIMES THE WEIGHT OF THE SHIPMENT IN POUNDS.</p> <div style="display: flex; justify-content: space-around; margin-top: 20px;"> <div style="text-align: center;"> <p>_____</p> <p>(Shipper)</p> </div> <div style="text-align: center;"> <p>_____</p> <p>(Date)</p> </div> </div> <p>Shippers preferred arrival date or period</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 30%;"> <p>Shipper _____</p> <p>By _____</p> </div> <div style="width: 30%;"> <p>Received by consignee in good condition, except as noted:</p> <p>By _____</p> </div> <div style="width: 30%;"> <p>Received by carrier in good condition, except as noted:</p> <p>By _____</p> </div> </div>	
<p style="text-align: center;">Computation of Amount Payable When Probable Cost of Services has been Given</p> <div style="margin-top: 20px;"> <p>The amount of Probable Cost of Services (1) \$ _____</p> <p>Allowable Overage:</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 60%;"> <p>2 1/2 percent or \$15.00, whichever is greater, on distance moves.</p> <p style="text-align: center;">AND/OR</p> <p>10 percent or \$15.00, whichever is greater, on hourly moves.</p> </div> <div style="width: 35%;"> <p>(2a) \$ _____</p> <p>(2b) \$ _____</p> </div> </div> <p>AND/OR</p> <p>Total charge on Addendum Order for Service (3) \$ _____</p> <p>Maximum charge shipper shall pay; total of (1), (2a) and/or (2b) and (3). \$ _____</p> <p>I hereby authorize carrier to assign the freight charges to my credit card account (as named above).</p> <div style="display: flex; justify-content: space-between; margin-top: 20px;"> <div style="width: 60%;"> <p>Signature of shipper or shipper's representative</p> </div> <div style="width: 35%;"> <p>Date</p> </div> </div> </div>	<p>410</p>
<p>(1) See Items 31.1 and 130 for application.</p> <p>Change, Decision No. 83703</p>	
<p>EFFECTIVE</p>	
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> <p>Correction</p> </div> <div style="width: 70%; text-align: right;"> <p>ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</p> </div> </div>	

MINIMUM RATE TARIFF 4-B

SECTION 4--FORMS OF DOCUMENTS (Continued)	ITEM
<p style="text-align: center;">IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD GOODS (Continued) (Items 430, 431, 432 and 433)</p> <p><u>Transportation Rates and Released Values.</u> On moves charged for at distance rates, rates are stated in amounts per 100 pounds depending upon the distance involved. On moves of 50 constructive miles or less rates are usually charged in cents per hour. 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. If you wish, your shipment can be released to a declared lump-sum value subject to the valuation charges provided in Item 80.</p> <p><u>Loss or Damage Claims.</u> In the event loss or damage occurs, claims must be filed in writing and must be filed within nine months after delivery of the goods or within nine months after a reasonable time for delivery has elapsed. Specific rules are set forth in the Commission's Minimum Rate Tariff No. 4-B. A copy of the tariff is available for reference at the carrier's place of business and at the Commission's offices at various locations in the State.</p> <p><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><u>Distances Moves - Delivery when Actual Charges Exceed Probable Cost of Services.</u> The carrier must relinquish possession of the shipment upon payment of the amount of the probable cost of services plus an additional 24 percent or \$15.00, whichever is greater, of the probable cost of services, plus the charges for all services and articles listed on the Addendum Order for Service.</p> <p><u>Hourly Moves - Delivery when Actual Charges Exceed Probable Cost of Services.</u> 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 \$15.00, whichever is greater, of the probable cost of services, plus the charges for all services and articles listed on the Addendum Order for Service.</p> <p>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.</p> <p style="text-align: right;">(Concluded in Item 433)</p>	<p style="text-align: center;">ø432</p>
<p>ø Change, Decision No. 83703</p>	
EFFECTIVE	
ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.	

Correction

SECTION 4--FORMS OF DOCUMENTS (Continued)	ITEM
<p data-bbox="452 314 1058 338" style="text-align: center;">IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD GOODS</p> <p data-bbox="236 362 1318 407">The Public Utilities Commission requires that this notice shall be delivered to all shippers of household goods in intrastate commerce.</p> <p data-bbox="232 429 1359 653">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="236 674 1318 720">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="232 741 1333 1028">LOSS OR DAMAGE--In the event of loss or damage to the shipment, be sure you describe such loss and damage by making notations on the carrier's shipping order or freight bill document. If the driver should refuse to permit you to make such notations, you should report the circumstances and the condition of the articles in writing to the home office of the carrier. The notations made at the time of delivery do not constitute filing a claim in writing. The notations are made to support a claim to be filed later. If loss or damage did occur, you should address a letter to the home office of the carrier and describe the loss and damage. List the articles separately and if you declared a released value of 60 cents per pound per article, show the weight of each damaged article. Obtain and present to the carrier itemized estimates of costs of necessary repairs or replacement. Give the date of your move, the origin and destination of the shipment and the carrier's order number.</p> <p data-bbox="232 1049 1308 1185">All claims for loss and damage must be filed with the carrier in writing. The carrier is required to acknowledge claims within 30 days and to either pay, decline or make a firm compromise settlement within 120 days of receipt. If some reason beyond the carrier's control delays action on your claim for a longer time, the carrier is required to notify you then as to its status and each 30 days thereafter until final action is taken.</p> <p data-bbox="232 1207 1348 1384">The California Public Utilities Commission has no authority to compel carriers to settle claims for loss or damage and will not undertake to determine whether the basis for, or the amount of, such claims is proper, nor will it attempt to determine the carrier liable for such loss or damage. If the carrier will not voluntarily pay such claims the shipper may contact the California Public Utilities Commission, Transportation Division, (License Section), for the name of the insurance company providing the cargo insurance. The insurance company may be willing to settle a claim even if the carrier is not. The shipper may also commence a suit in a court of law.</p>	6435
<p data-bbox="299 1472 594 1496">Change, Decision No. 83703</p>	
EFFECTIVE	
<p data-bbox="236 1925 366 1944">Correction</p> <p data-bbox="558 1903 1450 1953">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</p>	