

Decision No. 91590 APR 15 1980

ORIGINAL

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

In the Matter of the Investiga- )  
 tion for the purpose of consid- )  
 ering and determining minimum )  
 rates for transportation of used )  
 household goods and related )  
 property statewide as provided )  
 in Minimum Rate Tariff 4-B and )  
 the revisions or reissues )  
 thereof. )

Case No. 5330

SUPPLEMENTAL OPINION AND ORDER

On November 14, 1979, there was sent to interested parties for comments or suggestions a report prepared by the Commission's staff concerning a proposed revision to Item 30 of Minimum Rate Tariff 4-B pertaining to a new requirement for carriers to furnish to each prospective shipper of used household goods (as described in Item 20(a)(1)) a copy of the information to be specified in Item 30.1 of MRT 4-B and entitled "Important Information for Shippers of Household Goods (Within California)".

No objections were made by the parties responding. Suggested changes made by Robert C. Johnson, Vice President of Bekins Moving & Storage Co. and Ms. Janice Lowen Agee, Consumer Education Coordinator, Division of Consumer Services, State of California, have been incorporated into the final draft of the proposed changes and additions to the tariff. The staff proposal will be adopted along with the suggested changes mentioned above (except the item number used will be 425 instead of 30.1). In addition to the above, Thomas J. Hays, Executive Director of California Moving and Storage, in a letter dated January 2, 1980, stated that "This organization is in support of the recommended changes in the Commission's white paper dated November 14, 1979".

Also, J. C. Kaspar, Director - Division of Transportation of California Trucking Association by letter dated December 12, 1979, stated "...we have no objection to the ex parte consideration requested".

The staff's report and written replies thereto are respectively received in evidence as Ex Parte Exhibits B-16 and B-17 in Case 5330.

Upon consideration of the evidence in this proceeding, the Commission finds that the proposed staff amendment to Minimum Rate Tariff 4-B is reasonable and the resulting rules and rates will be just, reasonable and nondiscriminatory rules and rates for the transportation involved. A public hearing is not necessary. The Commission concludes that Minimum Rate Tariff 4-B should be amended accordingly by the order herein.

IT IS ORDERED that:

1. Minimum Rate Tariff 4-B (Appendix C to Decision 65521, as amended) is further amended by incorporating therein to become effective thirty-nine days after the date hereof, Appendix A, attached hereto and by this reference made a part hereof.
2. Tariff publications of common carriers shall be made effective not earlier than thirty-nine days after the date hereof on one day's notice to the Commission and to the public.
3. In all other respects, Decision 65521, as amended, shall remain in full force and effect.
4. The Executive Director shall serve a copy of this decision on every common carrier, or such carriers' authorized tariff publishing agents, performing transportation services subject to Minimum Rate Tariff 4-B.

5. The Executive Director shall serve a copy of each of the tariff amendments on each subscriber to Minimum Rate Tariff 4-B.

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

Dated APR 15 1980, at San Francisco, California.

\_\_\_\_\_  
President

*William L. Sturgeon*

\_\_\_\_\_  
*Charles D. Hoyle*

\_\_\_\_\_  
*Charles T. Farley*

\_\_\_\_\_  
*Samuel W. Bryson*

Commissioners

Commissioner John E. Bryson,  
being necessarily absent, did  
not participate.

## APPENDIX A

LIST OF ORIGINAL AND REVISED PAGES  
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(END OF APPENDIX A)

ARRANGEMENT OF TARIFF

This is a loose-leaf tariff arranged as follows:

- Section 1 - Rules
- Section 2 - Regional and Territorial Descriptions
- Section 3 - Rates
- Section 4 - Forms of Documents

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o Change )  
 \* Addition ) Decision No.

**91590**

EFFECTIVE 5/24/50

Correction

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

SECTION 1--RULES	ITEM
<p style="text-align: center;"><b>DEFINITION OF TECHNICAL TERMS</b> (Items 5 and 10)</p> <p><b>CARRIER</b> 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><b>COMMISSION</b> means the Public Utilities Commission of the State of California.</p> <p><b>COMMON CARRIER RATE</b> 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 the time of shipment.</p> <p><b>CRATED PROPERTY</b> means property securely packed in salesman'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><b>CREDIT CARD</b> means a card defined in Section 484(d) of the Penal Code of the State of California, other than a card issued by the carrier, including bank credit cards and cards issued by major credit card companies.</p> <p><b>DISTANCE TABLE</b> means Distance Table 8 issued by the Commission.</p> <p><b>ESTIMATE</b> - See: Probable Cost of Services.</p> <p><b>FLIGHT</b> 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><b>GROUND FLOOR</b> 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><b>INDEPENDENT-CONTRACTOR SUBHAULER</b> 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><b>LONG CARRY</b> 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><b>MOTOR VEHICLE</b> means any motor truck, tractor or other self-propelled highway vehicle used for transportation of property over the public highways, and any trailer, semitrailer, dolly or other vehicle drawn thereby.</p> <p><b>PACKING</b> 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><b>POINT OF DESTINATION</b> 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;">(Concluded in Item 10)</p>	<p style="text-align: center;">5</p>
<p>§ Change )          • Addition ) Decision No. <b>91590</b></p>	
	<p style="text-align: right;">EFFECTIVE 5/24/80</p>
<p>Correction</p>	<p style="text-align: right;">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA,          SAN FRANCISCO, CALIFORNIA.</p>

MINIMUM RATE TARIFF 4-3

SECTION 1--RULES (Continued)	ITEM
<p style="text-align: center;"><b>DEFINITION OF TECHNICAL TERMS (Concluded)</b></p> <p><b>POINT OF ORIGIN</b> means the precise location at which property is physically delivered by the consignor or his agent into the custody of the carrier for transportation, except that (1) all locations within a radius of 50 feet from a single point, and (2) all locations within a radius of 100 feet on a single piece of property of a single consignor will be considered as one point of origin.</p> <p><b>PROBABLE COST OF SERVICES (ESTIMATE)</b> means a written document prepared by the carrier and furnished to the shipper, which shows the estimated cost of the services to be performed by the carrier.</p> <p><b>RATE</b> includes charge and, also, the ratings, minimum weight, and rules governing, and the accessorial charges applying in connection therewith.</p> <p><b>REGION</b> means one of the regions described in Section 2.</p> <p><b>SAME TRANSPORTATION</b> means transportation of the same kind and quantity of property between the same points, and subject to the same limitations, conditions and privileges, although not necessarily in an identical type of equipment.</p> <p><b>SHIPMENT</b> means a quantity of property tendered for transportation to one carrier at one time on one shipping document by:</p> <ol style="list-style-type: none"> <li>(1) One shipper at one point of origin for one consignee at one point of destination; or</li> <li>(2) One shipper at more than one point of origin, or more than one shipper at one or more points of origin, for one consignee at one point of destination (split pickup); or</li> <li>(3) One shipper at one point of origin for one consignee at more than one point of destination, or for more than one consignee at one or more points of destination (split delivery).</li> <li>(4) Shipment as defined in subparagraphs 1, 2 or 3 above to and from one point of storage in transit.</li> </ol> <p><b>STATE ROUTE</b> means the numbered highway route designated by California State Highway sign number.</p> <p><b>STORAGE IN TRANSIT</b> means storage of a shipment at request of consignor or consignee at one point between point of origin and point of destination for a period not in excess of 60 days.</p> <p><b>TERRITORY</b> means one of the territories described in Section 2.</p> <p><b>UNCRATED PROPERTY</b> means property not packed in accordance with the crated property requirements set forth in Item 5.</p> <p><b>UNIT OF EQUIPMENT</b> means one or more motor vehicles physically connected so as to form a complete unit.</p> <p><b>UNPACKING</b> means any accessorial service performed in connection with delivery of a shipment or portion thereof, subsequent to unloading, except services for which rates and charges are otherwise provided in this tariff.</p>	<p>610</p>
<p style="text-align: center;"><b>APPLICATION OF TARIFF--CARRIERS</b></p> <p>Rates provided in this tariff are minimum rates, established pursuant to the Highway Carriers' Act and the Household Goods Carriers Act. They apply for the transportation of commodities described in Item 20 by carriers as defined in Item 5.</p> <p>Rates and rules named in this tariff shall not apply to transportation by independent-contractor subhaulers when such transportation is performed for other carriers. This exception shall not be construed to exempt from the tariff provisions carriers for whom the independent contractors are performing transportation services.</p>	<p>15</p>
<p> <input checked="" type="checkbox"/> Change )  <input type="checkbox"/> Addition ) Decision No. <b>91590</b> </p>	
<p>EFFECTIVE <u>5/24/50</u></p>	
<p>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;">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> <p>(a) All names, both real and fictitious, used by the carrier in conducting its operations.</p> <p>(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.</p> <p>(c) Identification of the name under which the particular transportation is performed where more than one name is listed.</p> <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. Printed advertising matter, including hand bills, newspaper advertising, and classified telephone directory listings and advertisements which advertise or solicit the intrastate movement of used household goods within the State of California shall show the household goods carrier's "T" file number as issued by the Commission. The number shall be printed in this manner: "CAL.P.U.C. T-_____"</p> <p>8. 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> <p>(a) Not advertise or otherwise represent themselves under any name different from that under which their effective permits are issued by the Commission.</p> <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> <p>(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.</p> <p>(c) Not include in any advertising misleading description and displays of nonexistent facilities.</p> <p>9. Carriers shall furnish to each prospective shipper of the goods described in Item 20, paragraph (a) (1) a copy of the information specified in Item 425 of this tariff. The format may be that which the individual carrier finds most convenient. If all of the information contained in Item 425 is included and readable, the requirements of this item will have been met. This informational material shall be furnished to the prospective shipper at the time of first in-person contact between the carrier's personnel and the shipper or the shipper's representative. The mandatory receipt for the information shall be retained in the carrier's records for a period of three years and shall include name of shipper, carrier bill of lading number, date and signature of shipper. (See Note)</p> <p style="padding-left: 40px;">*NOTE--For purposes of this item the prospective shipper shall be deemed to be the owner of the used household goods to be shipped, regardless of who may be paying the freight charges.</p> <p>Failure of the carrier to furnish the information to the prospective shipper at the proper time is a violation of the documentation requirements of this tariff.</p>	<p>630</p>
<p>o Change )                  * Addition ) Decision No.</p>	
<p>91590</p>	<p>EFFECTIVE 5/24/50</p>
<p>ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA,                  SAN FRANCISCO, CALIFORNIA.</p>	

Correction



SECTION NO. 4

§ FORMS OF DOCUMENTS

SHIPPING ORDER AND FREIGHT BILL  
FOR UNCRATED USED HOUSEHOLD GOODS AND RELATED ARTICLES

CONFIRMATION OF SHIPPING INSTRUCTIONS  
AND RATE QUOTATION

\* INFORMATION FOR SHIPPERS

IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD GOODS  
(LOSS OR DAMAGE)

BASIS FOR CARRIER'S PROBABLE COST OF SERVICES

PROBABLE COST OF SERVICES

ADDENDUM ORDER FOR SERVICE

TABLE OF MEASUREMENT FORM AND ESTIMATE  
FORM FOR SHIPPER'S USE

§ Change )  
\* Addition ) Decision No. **91590**

EFFECTIVE

5/24/80

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

Correction

SECTION 4--FORMS OF DOCUMENTS (Continued)	ITEM
<p style="text-align: center;"><b>INFORMATION FOR SHIPPERS</b></p> <p>Following is the required text of the information to be provided each prospective shipper per Item 30, paragraph 9 (advertising material may also be included in the informational material at the individual carrier's discretion):</p> <p style="text-align: center;"><b>IMPORTANT INFORMATION FOR SHIPPERS OF HOUSEHOLD GOODS (Within California)</b></p> <p>The California Public Utilities Commission requires that this information shall be provided by household goods carriers without charge to persons planning to move used household goods between points in California.</p> <p>Table of Contents</p> <ul style="list-style-type: none"> <li>Introduction</li> <li>Frequent Questions</li> <li>How to Choose a Mover</li> <li>Estimates &amp; Costs</li> <li>Weighing Your Goods</li> <li>Paying For Your Move</li> <li>Information on the Shipping Order</li> <li>Packing &amp; Other Preparations</li> <li>Pickup and Delivery Dates</li> <li>Loss and Damage</li> <li>How to File a Claim</li> <li>Your Help is Needed for the Inventory Report</li> <li>If Your New Home is Not Ready</li> <li>Public Utilities Commission District Offices</li> <li>Receipt for Information</li> </ul> <p style="text-align: center;"><b>INTRODUCTION</b></p> <p>You can coordinate the move of your household goods more efficiently, more safely and at the least possible cost if you are aware of specific regulations and information about the moving industry in California. This material is written for your benefit and protection and is designed to provide you with a summary of the necessary information to ensure a smooth move. It has been prepared with the assistance of other state agencies, and interested consumer and carrier groups.</p> <p>Specific government regulations have been adopted over the years to protect you and the mover. Such rules, regulations and rate requirements for moves within California are provided in Public Utilities Commission Minimum Rate Tariff 4-B. A copy of this tariff and all forms and documents used by the mover can be examined either at the mover's place of business or at the PUC offices located throughout the State (see list at the end of this text). The material presented here in non-technical language is designed to assist you in planning your move.</p> <p>If you have a problem about a move within the State that you and the carrier cannot resolve, please call any PUC office.</p> <p style="text-align: center;">(Continued on next page)</p>	<p>#425</p>
<p>* Addition, Decision No. <b>91590</b></p>	
<p style="text-align: center;">EFFECTIVE <u>5/21/80</u></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
<p style="text-align: center;"><b>INFORMATION FOR SHIPPERS (Continued)</b> <b>FREQUENT QUESTIONS</b></p> <p>It's important to have a clear understanding and a cooperative spirit between you and your mover. Here are some common questions:</p> <ul style="list-style-type: none"> <li>How do I select a mover?</li> <li>Is he licensed by the PUC?</li> <li>Can I be assured he is competent?</li> <li>What about past performance.....can this be checked?</li> <li>Who will recommend a mover to me?</li> <li>How much will it cost?</li> <li>Do I pay extra for packing?</li> <li>Are rates different for short hauls versus longer moves?</li> <li>Can I get an estimate?</li> <li>Will I know what it will cost right from the beginning?</li> <li>Will the mover deliver my goods on time?</li> <li>How about pickup; can I be assured of a definite schedule?</li> <li>If something is lost or broken, to what extent is the mover liable?</li> <li>How do I make a claim in the event of loss or damage?</li> <li>How do I prove an item has been damaged in the move?</li> </ul> <p>Answers to these and other questions are presented in the following sections.</p> <p style="text-align: center;"><b>HOW TO CHOOSE A MOVER</b></p> <p>In California you can select from approximately 1,300 PUC authorized carriers. 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, 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>If time permits, competent movers will allow you to visit their companies to observe their operations. Additionally, some realtors will relate information to you based upon customers' experiences. Carrier associations, business groups, chambers of commerce and consumer organizations may also be a source of information.</p> <p style="text-align: center;"><b>ESTIMATES AND COSTS</b></p> <p>In California, moving companies are not required to provide you with an estimate for an intrastate move (within California); however, many carriers will give you an estimate. Such estimate is known as a Probable Cost of Services, and must be in writing. An oral estimate is a violation of tariff requirements, is not binding and should not be accepted. When a Probable Cost of Services is provided, the carrier cannot charge you any amount which exceeds the estimate by more than two and one-half percent or \$15.00 (whichever is greater) for long distance moves, plus the amount on the Addendum Order for Service, if any. On local hourly moves (less than 50 miles), the mover cannot charge more than ten percent above the estimate or \$15.00, whichever is greater, plus the Addendum amount, if any. For example, if an estimate of \$800 is given on a move from San Francisco to Los Angeles, the final charges cannot be more than \$820, which is the estimate plus two and one-half percent. The estimate must be in writing and must show total estimated charges. A rate quotation (how much it will cost per 100 pounds, or per hour) is not an estimate.</p> <p>If you add items or request services not included in the original estimate, the carrier will provide an Addendum Order for Services either at the time of pickup or before performing the service, and of course, you pay for these additional services. It is important that the form be completed prior to signing and that you retain a copy. Do not sign a blank addendum.</p> <p style="text-align: center;">(Continued on next page)</p>	<p>*425 (Con- tin- ued)</p>
<p>* Addition, Decision No. <b>91590</b></p>	
<p>EFFECTIVE <b>5/24/80</b></p>	
<p>ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</p>	

Correction

SECTION 4--FORMS OF DOCUMENTS (Continued)

ITEM

INFORMATION FOR SHIPPERS (Continued)

ESTIMATES AND COSTS (Continued)

Example: Probable Cost of Services was \$800. You forget to tell the estimator about several articles you had wished to ship and also about the extra flight of stairs at your new apartment. These services cost an additional \$50. The actual cost of moving was \$900. Your cost would be \$870 which includes the Probable Cost of Services plus two and one-half percent, plus the additional charge on the Addendum.

Since California regulations provide stiff penalties in connection with under-estimates, some carriers do not give estimates and instead will give you a form on which you can make your own estimate. Note: Your self-estimate is not binding on the carrier and will not affect final charges.

Exact charges can only be determined when your move has been completed and such charges depend on several factors, including the weight and value of your shipment, the distance involved and the special services you ordered, such as packing, packing materials, appliance service, etc.

Minimum rates which a mover can charge are set by the PUC. If your move is under 50 miles, it is considered a local move and is usually charged by the hour.

If the move is over 50 miles, it is considered a long-distance move and must be charged on a weight and mileage basis. As the weight increases, the cost per pound decreases. For example, if between Los Angeles and San Francisco, the PUC minimum rate is \$13.24 per 100 pounds for a 5,000 pound shipment, the minimum rate for an 8,000 pound shipment would probably be about \$11.96 per 100 pounds (excluding packing and unpacking).

Remember to show the estimator all the goods you wish shipped and any extra services you want the mover to perform. This could avoid difficulties in the long run.

The carrier will charge extra for packing and unpacking, and with distance-rated shipments transporting goods in an elevator, up the stairs past the first floor (except in a single family home), and when through no fault of the carrier, the truck must be parked any distance greater than 50 feet between the tailgate of the truck and the front door.

WEIGHING YOUR GOODS

When your charges are based on weight, the moving van will be weighed before and after loading by a certified weighmaster on a certified scale. You may ask the carrier to notify you by telephone or telegraph (at your expense) what the charges are as soon as the goods are weighed. You may request copies of the weight information before and after loading and, if you have any reason to question the reported weight, you may ask for a reweigh before delivery. Or you may wish to observe the actual weighing of your shipment.

Reweighing will be accomplished only where it is practicable to do so. Scales are listed in the yellow pages of the telephone directory as: "weighers-Public." No extra charge will be made for reweighing if the difference between the two net scale weights exceeds 100 pounds on shipments weighing 5,000 pounds or less and two percent of the lower net scale weight on shipments weighing more than 5,000 pounds. The lower of the two net weights must be used in determining the charges.

Sometimes, there may be special circumstances where a moving company will charge a minimum requiring that you pay for more weight than you actually ship. This is a matter of company policy, not a PUC requirement. It is particularly true in the case of small shipments. This, like all other contract terms, must be in writing on the shipping order.

(Continued on next page)

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\* Addition, Decision No.

91590

EFFECTIVE

5/24/80

Correction

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

SECTION 4—FORMS OF DOCUMENTS (Continued)

ITEM

INFORMATION FOR SHIPPERS (Continued)  
 PAYING FOR YOUR MOVE

The carrier may agree to extend credit for a limited period, if arranged in advance; however, most carriers will insist that you pay in cash, or by money order or certified check before unloading. So you'll need sufficient funds on hand. If the carrier will accept payment by credit card or personal check, be sure this arrangement is noted on the confirmation of shipping instructions. Most carriers will relinquish your goods only upon payment of total charges due; however, should these total charges exceed the amount of your written estimate plus the tolerances allowed in the PUC estimating rules (see "Estimates and Costs"), a complaint should be made to the PUC.

INFORMATION ON THE SHIPPING ORDER

All the important information about your move including rates and charges, will be on the Shipping Order/Confirmation of Shipping Instructions and Rate Quotation document. You and the carrier are required to sign this order before your move begins; it then becomes the contract for shipping your personal belongings.

The shipping order shows: the carrier's name, address and telephone number where you can reach him; the address and telephone number where the carrier can contact you about the move; the location to which your goods are being moved; the date of loading or pickup and the preferred date of delivery; the declared or released valuation of your goods; and the rates the carrier will charge for the various services to be performed. It is not an estimate.

PACKING AND OTHER PREPARATIONS

Competent professional carrier personnel have had training and experience in packing household goods to minimize damage. If you wish to do your own packing, you may buy sturdy containers from the carrier. Caution: Generally the carrier is not responsible for damage resulting from faulty packing that you do. So, it's wise to have your carrier pack china, crystal, mirrors, and other fragile items. Also, it's a good idea to empty refrigerators and freezers if you are moving more than 50 miles.

Don't ship money, jewelry, important papers, or other valuable personal articles; the carrier may not be liable for the loss or damage of valuable personal items of this nature. Never include matches, flammables or other dangerous articles. Items of extraordinary value, such as antiques, art objects, gold or silver articles, etc., should be separately described on the inventory and a value declared for each. Also, it's up to you to make such preparations as disconnecting major appliances and special services to protect them during the move and removing items attached to walls or floors such as draperies and tacked-down carpets. Some moving companies will provide these services at your request and expense, or they can suggest firms in the local area to assist you.

PICKUP AND DELIVERY DATES

If the carrier agrees to pick up your goods on a particular day and/or at a specified time, every effort must be made to meet that commitment. If, for some reason, the time or date cannot be met, the carrier must notify you or the party you designate, by telegraph or telephone, at carrier's expense, as soon as it becomes apparent that the pickup will not be at the time promised.

The carrier also tries to deliver your goods within the period specified on the shipping order. If delayed, the carrier must notify you at least 24 hours in advance (at his expense by telephone or telegraph), at the address or telephone number you have provided him.

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\*425  
(Continued)

\* Addition, Decision No.

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

Correction

SECTION 4--FORMS OF DOCUMENTS (Continued)

ITEM

INFORMATION FOR SHIPPERS (Continued)  
PICKUP AND DELIVERY DATES (Continued)

Claims for reimbursement for damages because of carrier negligence in failing to pick up a shipment on the date promised or failing to deliver a shipment by the preferred date or period of time specified in the shipping order shall be handled in accordance with the rules discussed in the section entitled "How to File a Claim."

Some companies provide what is known as EXPEDITED SERVICE, giving you a guaranteed date (on or before) when delivery will be made. Usually there is an additional charge if the date is met, but none if it is not.

LOSS AND DAMAGE

Unfortunately, sometimes loss and damage occurs, but you are protected. Already included in the basic transportation charge is protection up to 60 cents per pound per article. However, to qualify for this minimum coverage you must write in your own handwriting the words "60 cents per pound per article" on the valuation statement and sign it. But this is very minimal protection and your goods are probably worth considerably more.

In order to avail yourself of greater protection, on the shipping order that you sign, you should declare the value of your goods, such as: \$5,000; \$10,000; etc. The current minimum charge for this additional protection is 50 cents per each \$100 of the total valuation declared by you. The total valuation that you declare must equal or exceed \$1.25 per pound of the weight of your shipment, on a distance move, or \$2,500 on a local hourly move.

If you fail to declare any valuation on your order, or if you declare a total valuation that is less than the above minimums, the carrier is required to automatically enter a valuation of \$1.25 per pound that you ship on a distance move, or \$2,500 on a local hourly move and to assess the additional protection charge on the valuation so determined.

Value of individual items will be determined by such things as the value declared by you, age, cost of the item new, and condition when received by the mover.

HOW TO FILE A CLAIM

If you find that something is damaged or lost, file your claim, in writing, as quickly as possible. The carrier will explain the proper procedures and may even furnish you with a claim form. Leave damaged items in packages, particularly when the external container shows damage.

If possible make a notation of the loss or damage on the inventory or delivery receipt at the time of delivery. All claims must be written and must be filed with the carrier within nine months after the move. The carrier may or may not inspect your goods. It is most important that you file your written claim promptly.

The carrier must acknowledge claims in writing within 30 days after receipt, and either pay, decline or make a firm compromise settlement offer in writing within 120 days. If he cannot or does not, he must notify you and the PUC every 30 days thereafter, in writing, of the status of your claim and the reasons for the delay in making final disposition.

The PUC has no jurisdiction in the resolution of loss and damage claims. Often, these matters must be resolved through filing a lawsuit or going to small claims court (for losses under \$750).

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\* Addition, Decision No.

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SAN FRANCISCO, CALIFORNIA.

Correction

SECTION 4--FORMS OF DOCUMENTS (Continued)	ITEM
<p style="text-align: center;"><b>INFORMATION FOR SHIPPERS (Continued)</b></p> <p style="text-align: center;"><b>YOUR HELP IS NEEDED FOR THE INVENTORY REPORT</b></p> <p>When the carrier arrives to pick up your goods, the driver may make an inventory of all articles shipped, on distance moves. Your help at this time is needed to ensure the report's accuracy. The carrier will note on the inventory the condition of your furniture and other goods in a code explained at the top of the form: e.g., "G" for gouged. Make sure you and the carrier agree about the condition. If you disagree, make your own notation on the inventory list; otherwise, you may have difficulty securing compensation should damage occur. Everything should be specific and in writing. Every item and box moved into the truck should be listed on the inventory sheet.</p> <p>A complete and specific inventory sheet is a business-like procedure for you and the carrier and avoids verbal assurances which don't always stick.</p> <p>Similarly, the carrier welcomes and strongly recommends your personal participation when your goods are delivered. Do not delegate this responsibility to others unless absolutely unavoidable. In such cases, be sure the person assuming this responsibility is reliable. If an item is missing or damaged, tell the carrier and mark it on your copy of the inventory sheet and that of the carrier. Try to check all cartons carrying china, glassware, and other fragile items for damage before the carrier leaves.</p> <p>When delivery is completed, the carrier will ask you to sign the delivery receipt, the inventory sheet, or both. When you sign, you accept your goods in apparent good condition, except as noted. While a claim may still be filed later, it does complicate processing if documents are not properly noted.</p> <p style="text-align: center;"><b>IF YOUR NEW HOME IS NOT READY</b></p> <p>If you cannot move into your new home or apartment immediately, you may wish to have your goods moved from your present residence and held in storage for later delivery. For a storage period less than 60 days, you can request "Storage-In-Transit" (abbreviated SIT). Separate charges will be assessed for the transportation from your old place of residence into storage, for the SIT, and for the transportation to your new residence. Storage and handling charges will be assessed for this service and it will be covered by the terms and conditions of your agreement with the moving company. If you do not request "Storage-In-Transit," or if your storage period exceeds 60 days, your goods will be subject to rates, terms, and conditions set by the local warehouse and the service will be under a separate contract with the warehouseman and not regulated by the PUC.</p> <p style="text-align: center;">(Continued on next page)</p>	<p>*425 (Con- tin- ued)</p>
<p>* Addition, Decision No. <b>91590</b></p>	
<p style="text-align: right;">EFFECTIVE 4/24/80</p>	
<p>Correction</p>	<p style="text-align: right;">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA, SAN FRANCISCO, CALIFORNIA.</p>

SECTION 4--FORMS OF DOCUMENTS (Continued)				ITEM
INFORMATION FOR SHIPPERS (Continued)				
PUBLIC UTILITIES COMMISSION DISTRICT OFFICES				
Should any problems or questions arise and you require further assistance or information, you may contact any of the Commission's District Offices.				
City and Zip Code	Address	Area Code	Telephone	
Bakersfield 93301	2920 "H" Street	(805)	395-2822	
Downey 90241	8060 Florence Avenue Suite 306	(213)	923-2163	
El Centro 92243	1681 Main Street Room 329	(714)	352-3123	
El Monte 91731	9660 Flair Drive Suite 460	(213)	575-6727	
Eureka 95501	1656 Union Street P. O. Box 4883	(707)	442-3384	
Fresno 93721	2550 Mariposa Street Room 4047	(209)	445-5081	
Los Angeles 90012	State Office Building 107 South Broadway Room 5109	(213) (213)	(1) 620-2432 (2) 620-2646	*425 (Con- tin- ued)
Oakland 94607	1111 Jackson Street Room 2022	(415)	464-1366	
Panorama City 91402	8155 Van Nuys Blvd. Suite 1100	(213)	994-9903	
Redding 96001	2135 Akard Avenue Room 6	(916)	246-6216	
Sacramento 95814	926 J Street Suite 1400	(916)	445-5231	
San Bernardino 92401	255 North "D" Street Suite 405	(714)	383-4208	
San Diego 92101	1350 Front Street Room 6032, State Building	(714)	237-7388	
San Francisco 94102	(1) 350 McAllister Street State Building Civic Center, Room 7200	(415) (415)	(1) 557-0350 (2) 557-1627	
(1) Complaints (2) General Information				
(Continued on Next page)				

\*Addition, Decision No.

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Correction

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



SECTION 4--FORMS OF DOCUMENTS (Continued)				ITEM
INFORMATION FOR SHIPPERS (Continued)				
PUBLIC UTILITIES COMMISSION DISTRICT OFFICES				
Should any problems or questions arise and you require further assistance or information, you may contact any of the Commission's District Offices.				
City and Zip Code	Address	Area Code	Telephone	
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Downey 90241	8060 Florence Avenue Suite 306	(213)	923-2163	
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		(213)	(2) 620-2646	
Oakland 94607	1111 Jackson Street Room 2022	(415)	464-1366	
Panorama City 91402	8155 Van Nuys Blvd. Suite 1100	(213)	994-9903	
Redding 96001	2135 Akard Avenue Room 6	(916)	246-6216	
Sacramento 95814	926 J Street Suite 1400	(916)	445-5231	
San Bernardino 92401	255 North "D" Street Suite 405	(714)	383-4208	
San Diego 92101	1350 Front Street Room 6032, State Building	(714)	237-7388	
San Francisco 94102	(1) 350 McAllister Street State Building Civic Center, Room 7200	(415)	(1) 557-0350	
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(1) Complaints				
(2) General Information				
(Continued on Next page)				

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

SECTION 4--FORMS OF DOCUMENTS (Continued)				ITEM
INFORMATION FOR SHIPPERS (Concluded) PUBLIC UTILITIES COMMISSION DISTRICT OFFICES (Concluded)				
<u>City and Zip Code</u>	<u>Address</u>	<u>Area Code</u>	<u>Telephone</u>	
San Jose 95126	2175 The Alameda Room 16	(408)	241-3553	
Santa Ana 92701	28 Civic Center Plaza Room 680	(714)	358-4151	
Santa Barbara 93101	411 East Canon Perdido Room 6	(805)	963-3738	
Santa Rosa 95401	2300 County Center Dr. Suite 255	(707)	542-9532	
Stockton 95202	31 East Channel Street Room 400	(209)	948-7734	
RECEIPT FOR INFORMATION  In accordance with the rules of the California Public Utilities Commission,  I, _____, of _____ (Shipper's name) (Address of Shipper)  have received from, _____, of _____ (Carrier Representative)  _____ (Moving Company's Name)  a copy of the informational material entitled, "IMPORTANT INFORMATION FOR SHIPPERS OF HOUSEHOLD GOODS (Within California)."  _____ (Signature of Shipper)				*425 (Con- clud- ed)
* Addition, Decision No.				<b>91590</b>
				EFFECTIVE 5/24/80
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;">BASIS FOR CARRIER'S PROBABLE COST OF SERVICES (Concluded)</p> <p style="text-align: center;">(Items 440 and 440.1)</p> <p>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>§I hereby acknowledge that I have received a copy of the informational material entitled, "IMPORTANT INFORMATION FOR SHIPPERS OF HOUSEHOLD GOODS (Within California)," and "IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD GOODS (LOSS AND DAMAGE)" (Items 425 and 435 of Minimum Rate Tariff 4-B).</p> <p>_____        Signature of Shipper or Shipper's Representative      Date</p> <p>NOTE: If moving conditions change between now and moving date, call the above carrier.</p>	<p>§ 440.1</p>
<p>§ Change )        * Addition ) Decision No.      <b>91590</b></p>	
<p style="text-align: right;">EFFECTIVE <u>5/24/80</u></p>	
<p style="text-align: center;">ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA,        SAN FRANCISCO, CALIFORNIA.</p> <p>Correction</p>	

MINIMUM RATE TARIFF 4-B

SECTION 4--FORMS OF DOCUMENTS (Continued)	ITEM
<p>PROBABLE COST OF SERVICES (Concluded)            (Items 441 and 441.1)</p>	
<p>CHARGES TO BE PAID BY:      Cash <input type="checkbox"/>      Certified Check <input type="checkbox"/>      Money Order <input type="checkbox"/>               Personal Check <input type="checkbox"/>      Credit Card <input type="checkbox"/></p>	
<p>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.</p> <p>IMPORTANT NOTICE:</p> <p>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.</p>	<p>441.1</p>
<p>NOTICE TO ESTIMATOR: It is mandatory to use cubic footage for each article as shown on the Table of Measurement "Form And Estimate Form For Shipper's Use and the total cubic footage be multiplied by not less than seven to determine the document.</p> <p>INFORMATIONAL "MATERIAL ENTITLED, "IMPORTANT INFORMATION FOR SHIPPERS OF HOUSEHOLD GOODS (Within California)," and "IMPORTANT NOTICE TO SHIPPERS OF HOUSEHOLD GOODS (LOSS AND DAMAGE)" GIVEN TO SHIPPER <input type="checkbox"/></p> <p>Estimator's Signature _____ Date _____</p>	
<p>Change )            Addition )      Decision No.      <b>91590</b></p>	
	<p>EFFECTIVE    5/24/80</p>
<p>Correction</p>	<p>ISSUED BY THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA,            SAN FRANCISCO, CALIFORNIA.</p>