

ALJ/BWM/sid

Decision 98-06-047

ORIGINAL

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

In the Matter of the Regulation of Used
Household Goods Transportation by Truck.

Investigation 89-11-003
(Filed November 3, 1989)


ORDER CORRECTING ERRORS

The Commission has been informed of certain typographical and clerical errors, and other obvious, inadvertent errors and omissions, in Attachment E (Maximum Rate Tariff 4) to Decision 98-04-064. For example, on first revised page 58, note 6 was inadvertently taken from note 6 on page 60. This was a clerical error that was unintentional. On first revised page 64, a typographical error occurred regarding unpacking charges in territory B for corrugated containers, wherein it was incorrectly typed \$34.00, but should have been \$3.40. The other errors and omissions in the pages attached to this decision are similarly typographical and clerical errors, and other obvious, inadvertent errors and omissions, and should be corrected. Therefore, pursuant to Resolution A-4661,

IT IS ORDERED that the first revised page 58, fourth revised page 64, and first revised pages 81, 89, 90, 91, and 95 of Attachment E (Maximum Rate Tariff 4) to Decision 98-04-064 are replaced by the second revised page 58, fifth revised page 64, and second revised pages 81, 89, 90, 91, and 95 attached to this decision. This order shall be served on each subscriber to Maximum Rate Tariff 4, and all appearances in this proceeding.

This order is effective today.

Dated JUN 17, 1998, at San Francisco, California.


WESLEY M. FRANKLIN
Executive Director

MAXIMUM RATE TARIFF 4

**ITEM 300 (Concluded)
REGION 1 MAXIMUM FIXED DISTANCE RATES**

NOTE 1: When shipment charges based on actual weight exceed those based on a greater minimum weight, the latter shall apply. Break Point indicates the weight at which a lower charge results by using the minimum weight and applicable rate at next higher minimum weight bracket.

NOTE 2: For computation of distances, see Item 40.

NOTE 3: Additional charges for bridge or ferry tolls shall not be assessed on shipments transported at the rates contained in this item.

NOTE 4: When carrier's vehicle is held for the convenience of shipper or consignee through no fault of the carrier in connection with shipments moving or to be moved under this item, one hour free time shall be allowed. A charge at the hourly rates contained in Item 320 will be assessed for each hour, or fraction thereof, in excess of the one hour free time period.

NOTE 5: For descriptions of Regions, see Item 220.

NOTE 6: Rates named in this item apply in connection with shipments accorded split pickup, split delivery and both split pickup and split delivery only when points of origin and destination of all component parts of such shipments are located within Region 1. Rates named in Item 310 apply to shipments afforded split pickup, split delivery and both split pickup and split delivery when excluded from the provisions of this item.Ø

MAXIMUM RATE TARIFF 4

ITEM 340								
MAXIMUM FIXED RATES FOR PACKING/UNPACKING AND CONTAINERS								
(See Notes 1 through 10)	Per	Container Rates (See Note 9)	Packing Charges			Unpacking Charges		
			Territory			Territory		
			A	B	C	A	B	C
I. RATES PER CONTAINER (In Dollars Per Unit)								
DRUM, DISH-PACK (Drum, dish-pack, barrel or other specially designed containers of not less than 5 cubic feet capacity for use in packing galssware, chinaware, bric-a-brac, table lamps or similar fragile articles)	Each	19.60	26.40	23.25	20.15	10.55	9.25	8.10
CARTONS:								
Less than 3 cu. ft. (Not less than 200 lb. test).....	Each	4.20	6.10	5.45	4.75	2.45	2.20	1.85
3 cu. ft. (Not less than 200 lb. test).....	Each	6.05	8.20	7.25	6.30	3.25	2.90	2.55
4-1/2 cu. ft. (Not less than 200 lb. test).....	Each	7.20	9.50	8.35	7.20	3.80	3.30	2.90
6 cu. ft. (Not less than 200 lb. test).....	Each	8.30	10.65	9.25	8.15	4.25	3.75	3.25
6-1/2 cu. ft. (Not less than 200 lb. test).....	Each	8.95	11.35	10.00	8.70	4.55	4.00	3.45
WARDROBE CARTON not less than 10 cu. ft. (See Note 8).....	Each	15.40	9.50	8.35	7.25	2.40	2.10	1.80
MATTRESS CARTON:								
Crib.....	Each	5.65	1.30	1.10	0.95	0.50	0.50	0.40
Not Over 39" x 75".....	Each	10.20	1.65	1.45	1.30	0.65	0.55	0.50
39" x 80".....	Each	14.30	2.30	2.00	1.70	0.90	0.80	0.65
Not Over 54" x 75".....	Each	12.60	2.70	2.40	2.00	1.10	0.95	0.85
Over 54" x 75".....	Each	20.80	5.45	4.80	4.20	2.20	1.95	1.65
MATTRESS COVER (Paper or Plastic).....	Each	7.35	1.45	1.30	1.10	0.55	0.50	0.45
CORRUGATED CONTAINERS (Specially designed or constructed for mirrors, paintings, glass or marble tops and similar fragile articles)	Each	15.85	9.75	8.50	7.35	3.90	3.40	2.95
CRATES (Other than corrugated, specially designed or constructed for mirrors, paintings, glass or marble tops and similar fragile articles) gross measurement of crate	Cu. Ft. or Fraction Thereof	(See Note 7)	10.65	9.40	8.15	2.20	1.85	1.60

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**ITEM 440
 CHANGE ORDER FOR SERVICES**

NAME OF CARRIER
 NUMBER OF CARRIER
 ADDRESS OF CARRIER
 TELEPHONE NUMBER OF CARRIER

THIS WILL CERTIFY AND ATTEST THAT SHIPPER OR SHIPPER'S REPRESENTATIVE AS SHOWN ON ORDER FOR SERVICES NO. _____ DATED _____ WITH _____ REQUESTS ADDITIONAL SERVICES AT CHARGES AS INDICATED ON REVERSE OF THIS FORM.
 (CARRIER'S NAME)

Estimated Cost of Services, Agreement for Moving Services, Shipping Order and Freight Bill ⚡

Document issued at: _____ Date Service Req'd _____ A.M.
 _____ P.M.
 Pack Date _____ A.M.
 _____ P.M.
 Delivery Date Req'd _____ A.M.
 _____ P.M.
 Order taken by: _____

SHIPPER IS REQUESTED TO READ THIS DOCUMENT BEFORE SIGNING and ask for an explanation of anything not clear or inconsistent with any previous representation. THIS WILL CONFIRM INSTRUCTIONS AND AUTHORIZE CARRIER TO MOVE, SHIP, PACK, STORE AND/OR PERFORM THE SERVICES HEREON.

FROM: _____ TO: _____
 Floor _____ Floor _____
 Apt. No. _____ Apt. No. _____
 Phone _____ Phone _____

ORIGIN	DESTINATION	EXTRA HELPER	RATES FOR OTHER ADDITIONAL SERVICES
Van and _____ Men	Van and _____ Men	per man	REQUESTED
\$ _____ per hr.	\$ _____ per hr.	@ \$ _____ hr.	_____

Calculated on Basis of Loading and Unloading Plus Double Driving time between Point of Pickup and Delivery.

PACKING INSTRUCTIONS pack _____ unpack _____ hourly _____ unit _____
 PACKER'S NAME _____ HOURS _____ DATE _____

LONG DISTANCE RATES Rate per 100 lbs. between Points Named

Miles	500 lbs.	1000 lbs.	2000 lbs.	5000 lbs.	9000 lbs.	12000 lbs.	16000 lbs.
_____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____	\$ _____

Pickup or Delivery at other Than Ground Floor Add'l Charge _____ Split Pickup and/or Delivery per Stop @ \$ _____

STORAGE-IN-TRANSIT (Max. 90 days)
 First Day @ _____ c/cut.
 Add'l Days @ _____ c/cut./day
 Warehouse Handling _____ lbs @ _____ c/cut.

PIECE MOVING (NOT OVER 5 PIECES) 1st Article \$ _____ Add'l Articles Miles \$ _____ EA. _____

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MAXIMUM RATE TARIFF 4

**ITEM 470 (Continued)
IMPORTANT INFORMATION FOR PERSONS MOVING
HOUSEHOLD GOODS (within California)**

ABOUT THIS BOOKLET

This booklet has been prepared by the California Public Utilities Commission (PUC) to offer guidelines and recommendations for moving and to explain the obligations (regulations) of moving companies in California. The PUC requires this information be provided without charge by household goods carriers to persons planning to move between points in California. The carrier ultimately performing your move must (1) provide this booklet to you at the first in-person contact, (2) mail the booklet to you (time allowing) if the move was arranged and confirmed by mail or telephone and no in-person contact is made prior to the day of the move, or (3) obtain your assurance that you received it from some other source. In any case, you must initial a statement, on the Consumer Protections and/or Waivers section of the Agreement for Moving Services (Agreement), indicating you have received the booklet. If your carrier does not ensure you have this booklet, you are eligible for a \$100 refund from your carrier.

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INTRODUCTION

This material is designed to give you the information necessary to ensure a well-planned, uncomplicated move. Throughout this document you will be referred to as "you" or the "shipper." The moving company will be called either the "carrier" or the "mover."

The PUC has rules governing how much the mover can charge you for its services. The specific government rules, regulations and rate limitations for moves within California are provided

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in the Public Utilities Commission's Maximum Rate tariff 4. A copy of Maximum Rate Tariff 4 and all forms and documents used by the mover can be examined at either the mover's place of business or the PUC offices located throughout the State. (see attached list). In addition, you may call 1-800-FON-4PUC (1-800-366-4782) for information on the maximum rate program.Ø

California moves require much paperwork. You should read all forms and be sure they are completely filled out before you sign. Always get a copy of everything you sign.

If you have a problem about a move within California that you and the carrier cannot resolve, please call the nearest PUC field office or 1-800-FON-4PUC. (1-800-366-4782).Ø

HOW TO CHOOSE A MOVER

Most licensed moving companies are listed in classified telephone directories, newspapers and other local advertising. When consulting written advertisements, avoid contacting movers whose license number (Cal "T-No."), issued by the CPUC, is not shown. Such carriers are probably not licensed or insured against loss or damage. You may want to ask friends who have recently moved if they can recommend a moving company. Additionally, some realtors may advise you based upon their customers' experience. Carrier associations, business groups, chambers of commerce and consumer organizations may also be a source of information. Once you have the names of possible moving companies, you may call the PUC at 1-800-FON-4PUC (1-800-366-4782) to determine whether the carriers are licensed and insured and whether the PUC has issued informal citations or taken formal legal actions against the carriers.Ø You should also get written estimates to compare the prices and services of different moving companies to help you select a carrier.

Be sure to obtain the complete and correct moving company name, T-number (PUC license no.), address and telephone number of the carrier you select to move your belongings, and keep the carrier informed as to how and where you may be reached at all times until the shipment is delivered.

MAXIMUM RATES

All rates and charges are subject to PUC-set maximums. Normally, movers will not exceed these maximums; in fact, most movers charge less. However, there may be circumstances under which a mover must issue you a written estimate of total costs no less than three days prior to moving day, indicate that maximum rates will be exceeded on the move and obtain your consent to the rates to be charged. If these procedures are not followed, the mover may not exceed PUC maximum rates.

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ESTIMATES AND COSTS

You should request a written estimate from two or more movers so you can compare prices. Written estimates are binding on the mover. All written estimates must be based on a visual inspection of goods and must show total estimated charges. A verbal rate quotation (how much it will cost per 100 pounds, or per hour) is not an estimate. Remember, verbal estimates are not binding. To avoid problems in the long run, get any total cost estimates in writing!

In describing your wishes, be as consistent as possible with each mover you talk to; this will make it easier to compare estimates. Be sure to tell the prospective movers about all of the goods you want moved, any special services you require and conditions affecting pick-up and delivery (e.g., stairs, narrow road). It is especially important to tell the movers everything about your new home that may affect your move. This ensures a more accurate estimate of cost, and reduces the chance of misunderstandings and/or unexpected charges on moving day.

A carrier's rates for long-distance moves are based on constructive miles, which are miles accounting for driving conditions. If the move is over 100 constructive miles, it is considered a long-distance move and must be charged on a weight and mileage basis. If your move is 100 constructive miles or less, it is considered a local move and is usually charged by the hour. On local moves that can be completed in a few hours, some carriers may not consider it feasible to visually inspect and give you a written estimate, but will quote you the hourly rate. You should consider contacting other carriers to get a written estimate of the total cost.

In certain circumstances, some carriers may have minimum charges. For example, on hourly moves, a carrier may charge a minimum of four hours even if your move takes only two or three. Similarly, on distance moves, a carrier may charge for a minimum weight of 5,000 pounds. So, even if the total weight of your shipment is 3,000 pounds, you may be charged for 5,000 pounds.

Carriers normally will charge for packing and unpacking services provided. On distance-rated shipments there may be an additional charge for elevators and flights of stairs past the first floor (except in a single family home). If it is impossible for the carrier to park so that the tailgate of his vehicle is within 75 feet of the front door, a long carry charge may apply.

If you add items or request services not included in the estimate, the carrier will provide a Change Order for Services (Change Order) either at the time of pickup or before performing services, and, of course, you pay for these additional services. Make sure the form is filled out before you sign and don't forget to keep a copy. Do not sign a blank Change Order.

The PUC wants to ensure that you know the cost of your move in advance and that you do not pay an excessive price for the move. Before your move begins, the mover must inform you of a Not To Exceed Price for your move and cannot charge you more than that price unless you add items or request additional services not previously included in your Agreement. This

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The carrier may charge you for the level of protection and the value you place on your goods. Actual cash value protection covers the depreciated value of your goods and is determined by such things as the cost of the item new, its age, its condition when received by the mover, and the value you declare. Full value protection usually costs more since it will cover the replacement cost of any lost or damaged item. The carrier may opt to replace, reimburse or repair the damaged item, according to the protection level you choose. Remember to declare items of extraordinary value. If you fail to do this the carrier may not be liable for the full value of those items regardless of the level of protection you choose. In addition, your goods are protected while they are stored-in-transit at your request, and your carrier may charge an additional valuation rate for that service. However, if the storage-in-transit is undertaken for the carrier's convenience, you will not be charged for this additional protection.

The agreement includes a section entitled "Consumer Protections and/or Waivers" on which you must declare the value of your shipment and choose a level of protection. If you fail to do so, your goods will be automatically protected for actual cash value up to \$20,000. You may be charged for this protection, at the rate for each \$100 (or fraction thereof) of declared value, as stated on the Agreement. If no valuation charge is stated, the rate is \$0 (zero) per \$100 of declared value. Your protection level choices are explained below.

a. Basic Coverage at 60 cents per pound per article ensures recovery at 60 cents multiplied by the weight of the item or the carton it's packed in. Thus, if an item weighing 20 pounds is lost or damaged, you can recover \$12.00 for that item (60 cents x 20 pounds). This is very minimal protection and your goods are probably worth considerably more. This protection is included in the mover's rate.

b. Actual Cash Value protection ensures recovery at the actual cash value (i.e., fair market value) of your lost or damaged item(s), up to the total value you declare. The carrier may charge for actual cash value protection, and will state the rate on the Agreement.

c. Full Value protection ensures recovery at the full value (i.e., replacement value) of your lost or damaged item(s), up to the total value you declare. The carrier may offer deductibles in combination with full value protection. You are responsible for deductibles unless an item is lost by the mover; refer to section on Limitations on the Carrier's Liability. The carrier may charge for full value protection, and will state the rate on the Agreement.

LIABILITY FOR VALUABLES

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. Be sure to list the items by description and value on the shipping document. It's best not to ship money, jewelry, important papers or other valuable personal articles. Keep such items out of the reach of others and take them with you.

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