

C-2012-2288293

Nicky's Moving & Storage  
7660 Queen Street  
Wyndmoor, PA 19038  
[nickysmoving@hotmail.com](mailto:nickysmoving@hotmail.com)  
Phone: (215) 836-4877  
Fax: (215) 836-1173

Administrative Law Judge Angela T. Jones  
Pennsylvania Public Utility Commission  
801 Market Street, 4<sup>th</sup> Floor, Suite 4063  
Philadelphia, PA 19107

06/05/2012

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JUN 07 2012

Public Utility Commission  
Philadelphia Office  
Administrative Law Judge

To whom it may concern:

We are forwarding the latest correspondence with Ms. Arneida McNeil for your records.

If you have any questions, Please feel free to reply to this email or give us a call .

Best,

Michele Daniel

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**nicky's moving**

From: **Nicky's Moving & Storage Inc.** (nickysmoving@hotmail.com)

Sent: Fri 5/18/12 12:46 PM

To: arneida@netzero.net

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Dear Mr. Nurick,

Nicky's Moving & Storage aims to consistently deliver a professional service to our customers. It is very unfortunate that we were unable to keep Ms. McNeil satisfied with the services we have provided, however we do appreciate Ms. McNeil working with our company over the years and have extended a credit for the Bill of Lading balance due, in the amount of 214.00.

There does still remain the issue of unpaid storage charges from 12/16/2011 through 05/17/2012. The current storage balance is \$650.00.

Regarding reported damages, a claim form was sent by certified mail and email. Ms. McNeil has since stated that she has received the form and will return it within 30 days. At this time we have not yet received the completed claim form.

The items Ms. McNeil listed as damaged to the PUC were, " a broken leg on sofa, a scratched table, and a bent light fixture". Additional information would be required to properly process the claim," which is requested on the claim form", such as; description, weight, pictures, etc.

However, we have included a settlement offer, based on the average weight of like said items. The amount offered for each item is based on basic liability coverage at .60 cents, per lb, per article. Please see the list below:

Sofa leg - \$90.00 (Average sofa weight - 150 lbs)

Table - \$30.00 (Average weight - 50lbs)

Light fixture - \$30.00 (Based on average repair cost)

Total - \$150.00

If Ms. Mcneil would like to settle the damage claims based on the estimates listed above, we will forward the \$150 in claim toward the storage balance due, reducing the storage balance to \$500.00. If however she would prefer us to base the settlement on the actual claim form that she intends to submit, we will review that information upon receiving the claim form to determine the actual settlement offer.

We apologize for the any inconvenience that this may have caused Ms. McNeil. We would like to Thank her for bringing this matter to our attention and we sincerely hope that she will have no further cause for any complaint in relation to our service. The company is actively working to improve service levels and this feedback has proved to be invaluable..

Best Regards,

Michele Daniel  
Office Manager  
Nicky's Moving & Storage

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# Claim form not returned

From: **Nicky's Moving & Storage Inc.** (nickysmoving@hotmail.com)  
Sent: Wed 5/30/12 2:13 PM  
To: arneida@netzero.net

Hi Ms Mcneil.

We are still awaiting your Completed claim form . All certified forms mailed to your current and former addresses have been returned by the postal service and not picked up. To expediete the account clearance we can offer an additional reduction of outstanding Storage charges to \$360.00 if cleared by your anniversary date 6/11/2012. 48 hours notice required for pickup.

Thanks Lee

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# Notes History

Printed on Tuesday, June 05, 2012 1:08:08PM

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6/5/2012 1:08:08 PM

Nicky's Moving and Storage, 7660 Queen Street, Wyndmoor PA 19038

TEL: 215-836-4877

Name MCNEIL, ARNEIDA

Unit	Date	Time	Note
017	5/8/2012	6:55PM	NM: Note - Tenant rate changed from 100.00 to 80.00
017	4/25/2012	2:45PM	NM: Letter - Lien Notice
017	4/25/2012	2:44PM	NM: Letter - Lien Notice
017	4/25/2012	2:43PM	NM: Letter - Lien Notice
017	4/25/2012	2:40PM	NM: Letter - Lien Notice
017	4/25/2012	10:06AM	NM: Note - Previous Address: MCNEIL, ARNEIDA, P.O. BOX 4400, PHILA, PA 19118
017	3/19/2012	11:58AM	NM: Letter - Lien Notice
017	3/19/2012	11:53AM	NM: Letter - Lien Notice
017	3/19/2012	11:53AM	NM: Letter - Lien Notice
017	3/19/2012	11:50AM	NM: Letter - Lien Notice
017	3/19/2012	11:48AM	NM: Letter - Lien Notice
017	3/19/2012	11:46AM	NM: Letter - Lien Notice
017	3/19/2012	11:46AM	NM: Letter - Lien Notice
017	3/14/2012	10:59AM	NM: Note - Called and left message on voice mail
017	3/7/2012	11:40AM	NM: Letter - Rental Rate Increase Notice
017	3/7/2012	8:52AM	NM: Note - Scheduled rate change from 80.00 to 100.00 on 4/15/2012
017	3/2/2012	9:35AM	NM: Letter - Past Due Notice
017	3/2/2012	9:34AM	NM: Letter - Past Due Notice
017	3/2/2012	9:31AM	NM: Letter - Past Due Notice
017	3/2/2012	9:30AM	NM: Letter - Past Due Notice
017	2/29/2012	10:59AM	NM: Note - Called and left message on voice mail
017	2/22/2012	11:28AM	NM: Note - Called and left message on voice mail
017	2/15/2012	12:52PM	NM: Note - Called and left message on voice mail
017	2/13/2012	11:10AM	NM: Note - Called and left message on voice mail
017	2/8/2012	12:43PM	NM: Note - Called and left message on voice mail
017	2/6/2012	11:29AM	NM: Note - Called and left message on voice mail
017	2/1/2012	11:51AM	NM: Note - Called and left message on voice mail
017	1/30/2012	12:08PM	NM: Note - left message
017	1/25/2012	2:25PM	NM: Note - Called and left message on voice mail
017	1/17/2012	10:43AM	NM: Note - left message about collections
017	1/16/2012	11:57AM	NM: Note - Called and left message on voice mail
017	1/13/2012	12:20PM	NM: Note - left message
017	1/11/2012	1:56PM	NM: Note - Called and left message on voice mail
017	1/9/2012	1:14PM	NM: Note - Called and left message on voice mail
017	1/2/2012	11:54AM	NM: Note - Called and left message on voice mail
017	12/30/2011	11:37AM	NM: Note - Called and left message on voice mail
017	12/19/2011	12:17PM	NM: Note - Called and left message on voice mail
017	11/16/2011	4:01PM	NM: Note - transferred from unit 024 to unit 017

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