

BEFORE THE  
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PENNSYLVANIA PUBLIC UTILITY COMMISSION  
BUREAU OF INVESTIGATION AND ENFORCEMENT

v.

DOCKET NO. C-2013-2349614

STOPS ENTERPRISES, LLC  
8855 GRISSOM PARKWAY  
TITUSVILLE, FL 32780

ANSWER

COMES NOW, respondent, STOPS Enterprises, LLC, in answering the allegations of the Complaint on file herein, denies and alleges as follows:

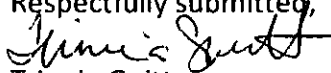
1. Respondent mailed evidence of bond insurance via UPS tracking number 1Z7YY6180199479162 sent to "PA PUC, Rosemary Chiavetta, 400 N Street, Keystone Building, Harrisburg, PA 17120 on February 19, 2013 (Exhibit A).
2. UPS delivered tracking number on 1Z7YY6180199479162 on February 20, 2013, and package was signed for by "Outlaw". For reasons unknown to respondent, UPS changed the delivery address to "2 N Circle Drive, Harrisburg, PA 17110" (Exhibit B).
3. Respondent believed evidence of bond insurance was delivered to the appropriate entity and that Respondent had fulfilled the requirement to submit evidence of bond insurance to the Pennsylvania Public Utility Commission.
4. Respondent has requested a new bond be sent to the Pennsylvania Public Utility Commission, and insurance agent Cook and Kocher has advised it will complete this request. In an effort to respond to the complaint timely, Respondent does not have a copy of the re-issued bond, but anticipates it will be submitted to the Pennsylvania Public Utility Commission on March 13, 2013 (Exhibit C).

WHEREFORE, Respondent prays the Pennsylvania Public Utility will waive the proposed \$500.00 penalty and reinstate the Certificate of Public Convenience issued to Respondent.

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Respectfully submitted,  
  
Trinnia Guittar  
Corporate Paralegal  
STOPS Enterprises, LLC  
8855 Grissom Parkway  
Titusville, FL 32780

**EXHIBIT A**

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Shipment Receipt

Transaction Date: 19 Feb 2013

Tracking Number:

1Z7YY6180199479162

**1** Address Information

<b>Ship To:</b> PA PUC ROSEMARY CHIAVETTA 400 N STREET KEYSTONE BUILDING HARRISBURG PA 17120	<b>Ship From:</b> STOPS, INC. PAULA GRAVES 8855 GRISSOM PARKWAY TITUSVILLE FL 32780 Telephone:3213834111 x7160	<b>Return Address:</b> STOPS, INC. PAULA GRAVES 8855 GRISSOM PARKWAY TITUSVILLE FL 32780 Telephone:3213834111 x7160
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**2** Package Information

Weight	Dimensions / Packaging	Declared Value	Reference Numbers
1. Letter	UPS Letter		Reference#1 - BOND

**3** UPS Shipping Service and Shipping Options

<b>Service:</b>	UPS Next Day Air
<b>Shipping Fees Subtotal:</b>	31.82 USD
<b>Transportation</b>	28.80 USD
<b>Fuel Surcharge</b>	3.02 USD

**Additional Shipping Options**

**Quantum View Notify E-mail Notifications:** No Charge  
1 tguitar@stopsinc.com: Ship, Delivery

**4** Payment Information

**Bill Shipping Charges to:** Shipper's Account 7YY618

**A discount has been applied to the Daily rates for this shipment**

<b>Total Charged:</b>	31.82 USD
<b>Negotiated Total:</b>	28.70 USD

**Note: Your invoice may vary from the displayed reference rates.**

\* For delivery and guarantee information, see the UPS Service Guide. To speak to a customer service representative, call 1-800-PICK-UPS for domestic services and 1-800-782-7892 for international services.

**Responsibility for Loss or Damage**

UPS's liability for loss or damage to each domestic package or international shipment is limited to \$100. Unless a greater value is recorded in the declared value field of the UPS shipping system used, the shipper agrees that the released value of each package covered by this receipt is no greater than \$100, which is a reasonable value under the circumstances surrounding the transportation. To increase UPS's limit of liability for loss or damage above \$100, the shipper must declare a higher value and pay an additional charge. See the UPS Tariff/Terms and Conditions of Service at www.ups.com for UPS's liability limits, maximum declared values, and other terms of service. UPS does not accept for transportation and shippers are prohibited from shipping packages with a value of more than \$50,000. Claims not made within nine months after delivery of the package (sixty days for international shipments), or in the case of failure to make delivery, nine months after a reasonable time for delivery has elapsed (sixty days for international shipments), shall be deemed waived. The entry of a C.O.D. amount is not a declaration of value for carriage purposes. All checks or other negotiable instruments tendered in payment of C.O.D. will be accepted by UPS at shipper's risk. UPS shall not be liable for any special, incidental, or consequential damages. All shipments are subject to the terms and conditions contained in the UPS Tariff/Terms and Conditions of Service (available at www.ups.com).

**EXHIBIT B**

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United States

Welcome, Paula Graves | Logout | Contact UPS | The UPS Store Search

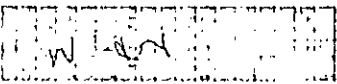

Sub

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**1Z7YY6180199479162** [Add Description](#) Updated: 03/11/2013 3:29 P.M. Eastern Time

<b>Delivered</b>		<b>Shipping Information</b>
<b>Delivered On:</b> Wednesday, 02/20/2013 at 9:21 A.M.	<input type="button" value="Request Status Updates »"/>	<b>To:</b> 2 N CIRCLE DR HARRISBURG, PA, 17110, US
<b>Left At:</b> Inside Delivery	<input type="button" value="Report a Claim »"/>	<b>Shipped By</b> <b>UPS Next Day Air®</b>
<b>Signed By:</b> OUTLAW  Proof of Delivery		
<b>Additional Information</b>		
<b>Reference Number(s):</b> BOND <b>Shipped/Billed On:</b> 02/19/2013 <b>Type:</b> Package		
<b>Shipment Progress</b> <a href="#">What's This?</a>		

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**EXHIBIT C**

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## Guittar, Trinnia

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**From:** Mara Weiss <maraw@cookandkocher.com>  
**Sent:** Tuesday, March 12, 2013 9:59 AM  
**To:** Guittar, Trinnia  
**Subject:** RE: PA PUC

Good morning Trinnia-

Our representative at Travelers is going to overnight the bond today. Hopefully, it won't get lost again.

Thank you,

Mara

Mara L. Weiss  
Customer Service Representative  
Cook and Kocher Insurance Group, Inc.  
Phone: 847-692-9200  
Fax: 847 692-9299  
Email: [maraw@cookandkocher.com](mailto:maraw@cookandkocher.com)

**Please note: Insurance policies are written to exclude Flood and Earthquake, please contact us if these areas of coverage are a concern for you.**

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**From:** Guittar, Trinnia [<mailto:TGuittar@Stopsinc.com>]  
**Sent:** Monday, March 11, 2013 3:34 PM  
**To:** Mara Weiss  
**Subject:** PA PUC

Mara,

Please see attached documentation. Let me know if you have any questions.

Thanks

**Trinnia Guittar**  
Corporate Paralegal

**One Call Care Management**  
P: 321.383.4111 ext. 7260  
F: 321.383.5430  
[www.onecallcm.com](http://www.onecallcm.com)  
8855 Grissom Pkwy. | Titusville, FL 32780

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UPS Internet Shipping: View/Print Label

1. Ensure there are no other shipping or tracking labels attached to your package. Select the Print button on the print dialog box that appears. Note: If your browser does not support this function select Print from the File menu to print the label.
2. Fold the printed sheet containing the label at the line so that the entire shipping label is visible. Place the label on a single side of the package and cover it completely with clear plastic shipping tape. Do not cover any seams or closures on the package with the label. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.
3. **GETTING YOUR SHIPMENT TO UPS**  
 UPS locations include the UPS Store<sup>®</sup>, UPS drop boxes, UPS customer centers, authorized retail outlets and UPS drivers.  
 Schedule a same day or future day Pickup to have a UPS driver pickup all of your Internet Shipping packages. Hand the package to any UPS driver in your area.  
 Take your package to any location of The UPS Store<sup>®</sup>, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot<sup>®</sup> or Staples<sup>®</sup>) or Authorized Shipping Outlet near you. Items sent via UPS Return Services(SM) (including via Ground) are also accepted at Drop Boxes. To find the location nearest you, please visit the 'Find Locations' Quick link at [ups.com](http://ups.com).

**Customers with a Daily Pickup**  
 Your driver will pickup your shipment(s) as usual.

FOLD HERE

PAULA GRAVES 321-383-4111 7160 STOPS, INC. 8855 GRISSOM PARKWAY TITUSVILLE FL 32780		0.0 LBS LTR	1 OF 1
<b>SHIP TO:</b> ROSEMARY CHIAVETTA PA PUBLIC UTILITY COMMISSION FLOOR 2 400 NORTH STREET HARRISBURG PA 17120-0093			
		<b>PA 171 9-20</b> 	
<b>UPS NEXT DAY AIR</b>		<b>1</b>	
TRACKING #: 1Z 7YY 618 01 9131 6431			
			
BILLING: P/P			
Reference# 1: Answer C-2013-2349614			
<small>UPS 15 1.C3 WNTIE60 33.7A 10/2012</small>			