

TWO MEN AND A TRUCK®

"Movers Who Care.®"

3555 Valley Drive
Pittsburgh, PA 15234

Each franchise independently owned and operated.

412-881-1111
Fax: 412-835-6204
www.twomenandatruck.com

April 8, 2013

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Docket No. C-2013-2329975

Dear Secretary Chiavetta,

We have received the Complaint dated April 3, 2013. The customer alleges we caused damages to chaise sofa and a marble table top. In conversations with the customer she never told us about the damaged chaise sofa, only the marble top. The customer signed a Release of Liability for the marble table top. A copy is attached. At no time did she mention a damaged chaise sofa. We denied the claim because of the Release.

The customer acknowledged the acceptance of the estimate by her signature on the work order. A copy is attached.

The original estimate was quoted for 4 hours plus travel time. The actual time was 5 hours plus travel time. The customer signed the revision to estimate. A copy is attached.

We normally issue the following documents with the work order:

Damage Policy, which describes the terms of valuation protection. We have included a copy of the un- signed form. We could not find the signed form.

Waiver of Inventory. A copy of the form is attached. We could not find the signed form.

If you have questions, please call me, at 412-881-1111

Very truly yours,
CANTERBURY INTERNATIONAL, INC dba
TWO MEN AND A TRUCK

Raymond J. Coll
VicePresident

cc: Wayne T. Scott

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2013 APR 15 AM 10:07
P.A.P.U.C.
SECRETARY'S BUREAU



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3555 Valley Drive
Pittsburgh, PA 15234
(412) 881-1111 • Fax (412) 835-6204

12 South Avenue
Sewickley, PA 15143
(412) 259-8777 • Fax (412) 259-8564

www.twomen.com

Each Franchise Independently Owned and Operated

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RELEASE OF LIABILITY

It is hereby acknowledged **TWO MEN AND A TRUCK®** has been employed by the Customer to provide (moving and/or packing, and/or loading, and/or unloading) services. Customer, or Customer's agent, hereby acknowledges having been advised of the following risk of harm for activities requested by or for the Customer.

(Customer and TWO MEN AND A TRUCK® Representative to initial appropriate paragraphs):

____ Appliances. **TWO MEN AND A TRUCK®** is not responsible for damage to plumbing, electrical systems, or for water damage associated with the connection or disconnection of washers, dryers and icemakers.

____ Exterior Risks. Driving over the lawn, sidewalk, or other area not designed for truck traffic. Doing so may cause ruts in the grass, cracking of concrete, loss of vegetation, damage to underground sprinklers, drain fields, or other damage. **TWO MEN AND A TRUCK®** is not responsible for any damage or towing charges which may result, whether foreseeable or not.

____ Loading/Unloading If **TWO MEN AND A TRUCK®** is only providing loading or unloading services, **TWO MEN AND A TRUCK®** is not responsible for any damages which may occur in transporting the furniture and is released of all liability after loading the truck or prior to unloading. We are only responsible for items in our immediate care, custody and control.

____ Storage. If **TWO MEN AND A TRUCK®** is loading or unloading into or out of storage, we are only responsible for damage caused while loading, transporting or unloading. It is the Customer's responsibility to provide padding (blankets, bedspreads, thick towels, padded paper, etc.) to protect their goods. Damage Claims should be made within 96 hours of your move.

____ Prior Damage. **TWO MEN AND A TRUCK®** is not responsible for any damage which occurs due to prior damage, repairs, defects, or any other weaknesses in the furniture itself. The item(s) are: _____

____ Unsafe/Unique Moving Circumstances. **TWO MEN AND A TRUCK®** is not responsible for any direct or indirect damage to items or surroundings, as a result of a specific customer request. The item(s) are: _____

____ Other:

☒ Box's Packed By carrier

☒ Glass table top

☒ Marble table top

Customer hereby releases **TWO MEN AND A TRUCK®** and all of its employees from liability associated with any of the activities described above. Customer assumes all liability for any above damages which may occur.

Name of Person/Company Moving: _____

Customer/Customer's Agent (Printed) Bernice Bowles

Signature: Bernice Bowles

TWO MEN AND A TRUCK® Representative (Printed) Janie Romp

Date: 8/14/12

Signature: [Signature]

Job Sheet No.: _____



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REVISION TO ESTIMATE

Your estimate was given using the following criteria:

- ☐ One hour per average furnished room.
- ☐ One and one-half hours per basement and garage.
- ☐ Boxes included in the above.
- ☐ All items disassembled.
- ☐ All items boxed.

During our Mover's visual walk through your home, they can see that the estimate you were given was significantly under estimated. We would rather inform you that your move is going to be longer than anticipated and therefore cost more than we estimated before we start the move.

New time estimate 5 hrs. and one hour drive time.
Reason why:

- ☒ Difference in # of rooms from _____ to _____.
- ☒ Increase in boxes from _____ to _____.
- ☐ Distance from entrance to truck.
- ☐ More furniture than average quote.
- ☒ Packing has not been completed/Items need disassembled/re-assembled.
- ☐ Other _____

Please call our office if you have any questions.

Estimator's Signature [Signature]
Customer's Signature [Signature]
Job Number _____
Date Aug 14, 2012

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PA PUC A 00121505

Damage Policy

Under the terms of our current tariff as required and filed with the Pennsylvania Public Utility Commission our liability for damaged or missing items is limited to 60 cents per pound.

OR

You may pay for additional full value coverage which costs \$5.00 per thousand dollars of declared value with a minimum declared value of \$10,000.

EXAMPLE: The value of your shipment is \$20,000.00. The cost of Full Value Protection would be \$5.00 x 20. Or \$100.00.

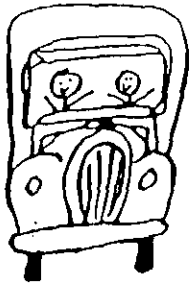
Under the terms of Full Value Protection we will repair or replace (at current market value) any item damaged by our operations.

VALUE OF SHIPMENT \$ _____

Accept Full Value Protection _____

Decline Full Value Protection _____

Cost of Full Value Protection \$ _____



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WAIVER OF INVENTORY

FOR HOURLY RATE MOVES

SHIPPER/CUSTOMER _____

DATE _____

SIGNED _____

WORK ORDER NO. _____



TWO MEN AND A TRUCK®

"Movers Who Care."

0187-

017149

HOME MOVING SHEET

3555 Valley Drive
Pittsburgh, PA 15234
(412) 881-1111
Fax (412) 835-6204
PUC# A-00121505 • DOT 1321899
www.twomen.com
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Customer/Phones:

Howes, Bernice

(H) (412) 241-5505

Cell - 412-519-4191

Move Date: Tue Aug 14, 2012

ETA: 12:30 PM

Truck: ~~10/26~~ PG 207

Confirm: BYD5-JGUS1

Team: 3

Job #: 15649

Zone: Local

Activity: Moving

Type: Home

Booked: Fri Aug 10, 2012

Scheduler: JoAnn

Move From:

Apartment

1634 Mill St

Pittsburgh, PA 15221

duplex-top floor

Note: 5 outside-1 flight All ##

Move To:

Apartment

424 Collins Ave

Pittsburgh, PA 15206

Floor: 2

Note: 2 night all ##

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Quantity	Item	Extras	Note
1	Dining Room		tbl, chest, 6 ch
1	Bedroom		Dresser, Queen, Chest, Ns
1	Living Room		Arm ch, lrg mirror
1	Drive Time Betw		
1	Stair To		

Box Order
Billing: In Job
Amount:
Delivery:



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3555 Valley Drive
Pittsburgh, PA 15234
www.twomen.com



UNITED STATES POSTAGE
PITNEY BOWES
02 1P
\$000.660
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ROSEMARY CHIAVETTA, SECRETARY
PA PUC

PO BOX 3265

HARRISBURG PA 17105-3265

THIS MAIL HAS BEEN PROCESSED
BY THE POSTAGE DUE SECTION