

**FIRPO-HERITAGE**  
*Moving & Storage*

**RECEIVED**

SEP 14 2015

PA PUBLIC UTILITY COMMISSION  
SECRETARY'S BUREAU

September 11, 2015

Rosemary Chiavetts, Secretary  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265

Re: C 2015-2494377

Dear Madam Secretary,

I wish to address the complaint as follows:

Item #5 By our knowledge we believe our B/L gave the shipper information regarding Value/Liability/Hours of Service information pertaining to their relocation and is presented to the shipper. They now have been corrected and we are correcting and updating to conform with the regulations as set forth by the commission.

Item#6 This was a second move for this shipper, the first move was on December 30<sup>th</sup>, 2013. They were presented with a written estimate on December 16<sup>th</sup>, 2013 with an explanation valuation block marked "important" (estimate enclosed). The second move was a phone call requesting a date and time 7/29/14 with a pickup and delivery. The move was completed and checked. No complaints. They did not request a visit since this was a repeat move.

Item #7 Upon receipt of complaint, shipper demanded total cost replacement. When we contacted to settle with cost of repair, the demand was for replacement. The shipper was aware of valuation as presented. Communications broke down and ended.

Item #8 I offer no excuse, only to convey the employee who oversee this requirement resigned and move to Florida. We do have records on employees up to the date of his resignation. We are now in the process of correcting and updating this requirement.

In all our years as a household carrier we have always complied and followed all regulations as set forth by the commission and to serve the public to the best of our ability. All steps to correct and comply with the regulations are being addressed.

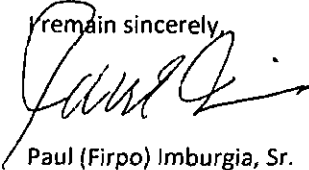
We respectfully request the Commission to consider our history and effort to help our shippers relocate with a minimum amount of exertion. WE are asking you to dismiss or reduce our fine.

Thanking you in advance.

# **FIRPO-HERITAGE**

*Moving & Storage*

Remain sincerely,



Paul (Firpo) Imburgia, Sr.  
Heritage-Firpo Moving

Enclosures

B/L #30130

Estimate of Services

CC: M.L. Swindler, Prosecutor

610-358-4949  
 PO Box 939  
 Concordville, PA 19331

FIRPO & SONS  
 Moving and Storage



No 30130

#8 JIMMIE  
 BRIAN  
 L. ROCK

Local • Long Distance • International

DATE Dec 30, 2013 DAY MONDAY TIME 8-9  
 BY WK MEN 3 RATE 125- VAN ST

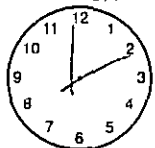
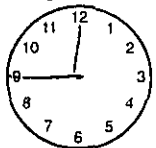
FROM	TO
SHIPPER <u>MAGUIRE</u>	CONSIGNEE
ADDRESS <u>114 RICHMOND ROAD</u>	ADDRESS <u>PUBLIC ST6 + Apt</u>
AREA	AREA <u>W/A-</u>
PH <u>610-359-5803</u>	PH
CITY & STATE <u>PAOLI-PA</u>	CITY & STATE

PA PUBLIC UTILITY COMMISSION  
 SECRETARY'S BUREAU  
 SEP 14 2015

RECEIVED

QUANTITY	DESCRIPTION	CHARGES
	<u>F. W. SW-</u>	<u>50-</u>
ORIGIN CHECKED _____	<i>[Signature]</i>	
DESTINATION CHECKED _____		

Time charged to nearest 1/2 hour



TOTAL HOURS

5

PACKING	
TRAVEL	<u>125-</u>
TRANS.	<u>625.00</u>
TOTAL	<u>800.00</u>

PACKING/CONTAINERS	QUANTITY	CHARGE PER EACH	TOTAL
BARREL, dish-pack, drum, etc.			
CARTONS:			
1 1/2 cubic feet			
3 cubic feet			
4 1/2 cubic feet			
6 cubic feet			
Wardrobe Carton			
Mattress Carton (S, D)			
Mattress Carton (Q, K)			
CRATES AND CONTAINERS:			
TOTAL PACKING COST			

STORAGE INFORMATION  
 NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_  
 PHONE \_\_\_\_\_  
 E-MAIL \_\_\_\_\_

\*\*\* "Important" \*\*\*

This shipment will move subject to the rules & regulations of carriers tariff. Shipper hereby releases the entire shipment to a value not to exceed .60 per lb., per article, unless a higher value is claimed herein.

All claims must be made in writing within 10 days to above address. No verbal agreements will be recognized.

Services shown herein were rendered and all goods received as rendered.

*[Signature]*

Local  
Long Distance  
International  
Commercial  
Archive Storage



610-358-4949  
(Fax) 610-558-2799  
900-B Tryens Road  
Aston, PA 19014

### ESTIMATED COST OF SERVICES

IMPORTANT:

DATE: 12.16.13 TIME: \_\_\_\_\_ DAY: \_\_\_\_\_ APPROX. DATE: 12.30-13

SHIPPER <u>KATHY MAGUIRE</u>	CONSIGNEE _____
ADDRESS <u>114 RICHMOND ROAD</u>	ADDRESS <u>1<sup>ST</sup> FLOOR</u>
AREA _____	AREA <u>PUBLIC STG &amp; APARTMENT</u>
PH <u>610.357.5803</u>	PH _____
CITY & STATE <u>PHILADELPHIA PA.</u>	CITY & STATE _____

HOUSE	STORAGE	Bedrooms	Freezer
<u>1/1</u>	<u>1/2</u>	Living Room	Piano
<u>1/2</u>	<u>1/4</u>	Dining Room	
	<u>1</u>	Kitchen	
		Rec.	
<u>1/2</u>	<u>1</u>	Basement	Van
		Garage	<u>24/26</u>
Total Rooms <u>3 + 3</u>			

MEN 3 RATE/HR 125 TRAVEL TIME ONE 125

ESTIMATED TIME: 5-6 625-750

PACKING/OTHER \_\_\_\_\_

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TREASURER \_\_\_\_\_

TRANSIT POLICY \_\_\_\_\_ Per \$1000 50

**STORAGE**

Warehouse Handling @ \$ \_\_\_\_\_ per STG Container (one time charge)

STG Container @ \$ \_\_\_\_\_ per month each \$ \_\_\_\_\_

1/1 Sofa/Loveseat @ \$ \_\_\_\_\_ per month each \$ \_\_\_\_\_

1/1 Upholstered Chairs @ \$ \_\_\_\_\_ per month each \$ \_\_\_\_\_

Warehouse Valuation @ \$ \_\_\_\_\_ per \$1000 per month \$ \_\_\_\_\_

Approx. Time in STG \_\_\_\_\_ Estimated Monthly Storage \$ \_\_\_\_\_

**TOTAL ESTIMATED COST \$ 800-925**

ESTIMATED COST OF CONTAINERS, PACKING (Includes Materials & Labor)			
	QUANTITY	PER	TOTAL
BARREL, dish-pack, drum, etc.			
Tote Carton			
1 1/2 cubic feet			
3 cubic feet			
4 1/2 cubic feet			
Wardrobe Carton			
Picture/Mirror Carton			
Mattress Carton <u>Twin</u>			
Mattress Carton Double			
Mattress Carton <u>K/Q</u>			
Lamp Carton			
<b>TOTAL PACKING COST</b>			

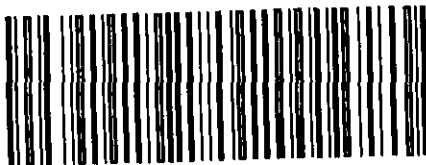
**"IMPORTANT"**

The charges indicated herein are **estimated** charges only. All charges are subject to actual time plus travel. Unless a greater value is declared by shipper, the goods are released to the carrier at a valuation of 60 cents per pound, per article.

NOTES

[Signature] 12.16.13  
Issuing Estimator's Signature Date

CERTIFIED MAIL



7015 1520 0003 1518 2542

Hasler

FIRST-CLASS MAIL

09/14/2015

US POSTAGE

\$06.73<sup>5</sup>



ZIP 19014  
011D10636470

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*Moving & Storage*

PO Box 939 • Concordville, PA 19331

Rosemary Chiavetts, Secretary  
Pennsylvania Public Utility Commission  
PO Box 3265  
Harrisburg, PA 17105-3265

RETURN RECEIPT  
REQUESTED

171053265 8099

