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METRO Moving & Storage, INC.
700 GRANT AVENUE
DUQUESNE, Pa. 15110
(412) 469-4238

July 1, 2005
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PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Wendy Keezel:

ORIGINAL

It appears that you are, once again, terribly mistaken about the allegations that you have made against my company. I request that we have a hearing concerning this matter based upon the following facts:

- (i) The customers that you have listed were given written estimates and they have signed that they have received these estimates on two different forms. If you examine my company bill of lading, it has a section that shows "Estimated charges." The customer signs his/her "signature at loading" on this bill of lading stating that he/she understands all of the terms and conditions that are stated on this form. All of the copies of the bill of lading that you have obtained

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during the audit have the estimated charges on them.

(2.) All of the customers that you have listed in the letter have signed the "Information for Shippers of Household Goods." On this form, it states that the customer is supposed to receive a "written estimate" which approximates the cost of the move. However, it does not specify a particular form in which the mover is to use nor does it mandate it. As long as the customer is given a written estimate prior to the move, and the customer signs stating that he or she has received it and is willing to pay the charges that were stated, the moving company has, in effect, complied with the P.U.C. regulations. The key factor here is that the customer has been given an estimate prior to the move, regardless of whether it is three days, one day, five minutes, etc. This allows the customer the option of letting the mover

begin the Job OR to turn them AWAY. Keep in MIND, the customer does have AN option to turn A Moving Company AWAY, even if the Company HAS shown up At the front door if they do NOT Agree upon the TERMS AND CONDITIONS upon the CONTRACT(S) that they ARE to SIGN.

(3.) IN REFERENCE to the move for DALE RAY, I CAN AND WILL prove that the price for the move WAS correct. It APPEARS that you have MISREAD the STATED TARIFFS that is ON file WITH the P.U.C. Commission.

I HAVE COPIES OF ALL OF the moves that you have LISTED in this letter. All of these customers HAVE signed these forms PRIOR to the move. ON these COPIES, ALL OF the information is supported. PLEASE CONTACT me to let me know when you intend to schedule this HEARING. My phone number is 412-469-4238. My cell number is 412-853-3921 OR 412-401-3921.

THANKS,
Thomas Boyd
THOMAS BOYD

(PAGE 3)