



Milestone Relocation Solutions

Great Movers at the Right Price

801 94th Ave. North Ste 203
Saint Petersburg, FL 33702
Phone: 888.650.1846
Fax: 855.845.1530
www.MilestoneRelocation.com

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PA PUC
SECRETARY'S BUREAU

RE: Response letter to a complaint

Docket No: C-2019-3011606

To Whom It May Concern,

After speaking to several representatives at the PUC in the last two months while we were working out our insurance situation I was told that I still need to respond to this complaint issued to us on July 24th, 2019:

After renewal of our cargo insurance with a new insurance company I have submitted a certificate of insurance that was rejected by the commission due to the fact that it was not in a proper format "Form H".

We have received a letter of suspension notifying that we cannot resume operations until we receive notice from the commission. We have stopped all of our operations immediately.

We reached out to our insurance company asking how can we obtain form H to satisfy the commission but we were told that they would be unable to do so. We were forced to start looking for a new insurance company that would be a national company and would be able to cover all of our locations in all of the states we service. Our Cargo insurance limit was at \$50,000 because some other states require this amount compared to \$5,000 required by the PUC.

After working with several agents and many insurance companies we eventually finalized a new policy that replaced all of our old policies and cancelled everything else. We currently have all of our policies such as cargo, auto liability, general liability etc. through one company that specifies in moving industry.

We have confirmed with the PUC that forms E and H are now on file and we are in good standing and we were told that we still need to issue this response to the complaint with the explanation.

We would like to kindly request that due to our unique situation a fine is waved and we can continue providing services in the state of PA now that we have everything we need.

I am available for any questions at rich.n@milestonerelocation.com or by phone at 813.418.7858

Respectfully,


Richard Novikas
President
Milestone Relocation Solutions

TAMPA FL 335
SAINT PETERSBURG FL
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Milestone Relocation Solutions
801 94th Avenue North Ste 203
Saint Petersburg, FL 33702

Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
400 North Street
Harrisburg, PA 17120

17120-007999

