

PUC DOCKET NUMBER – A-2019-3013695

Dear Mr. David B. Canzoneri,

In December we received a letter from the PUC stating that our application for authority was denied on the basis of not meeting the criteria of PA. Code 3.381. The letter states that I failed to provide evidence showing two years of experience working with a licensed household goods carrier. I would like to appeal this decision. Code 3.381 states that you can also meet this requirement by possessing “the equivalent.” I possess extensive experience in the moving industry to demonstrate my qualification for authority under the PUC.

Over the last 4 years I have been immersed in the moving industry as I guided crews to load, unload, and pack customer’s households into their rental trucks and pods, as well as helping Mayflower and Allied Vanline drivers load and unload tractor trailers. I have also completed numerous “in-house” moves where customers need heavy items relocated within their house such as safes, fridges, and pool tables. As a business owner my reputation is everything so I must get it right with every aspect of safety, honesty, and professionalism in the industry. I am committed to abiding by all state and federal regulations.

I am a graduate of Lehigh University, where I furthered my knowledge of business and finance at the Rausch Business School. My wife and partner Paula Yukich has over 25 years of business experience, owning local businesses such as Your One and Only Wedding boutique in Nazareth and Paula Galante photography. Additionally, she managed the logistical operations for George Fischer Corp. and Olympus Latin America handling all international accounts. She will be the one responsible for all bookkeeping responsibilities as well as customer relations and scheduling. By assigning her this dedicated role we can ensure that customers receive full attention and care both on and off the field. Paula also currently holds her CDL license so that we can have an intimate understanding of the trucking component to being a household goods mover.

From 2018-2019 Paula and I advertised Reliable Movers through the U-Haul movinghelper portal and completed over a hundred jobs maintaining a 5 star average. These jobs were for customers who needed us to load or unload their U-haul moving truck. I made sure that my crew strived for excellence in every aspect of the job. From disassembling furniture, wrapping it with blankets secured with shrink wrap, to strategic placement in the truck based on the shape and weight of items, I insisted the job was done right each and every time. Our goal was to provide the utmost customer service as we carefully handled their furniture like it was our own.

We first wrapped and loaded the heaviest pieces into the front of the truck where they would have the most stability. The weight was balanced from left to right in order not to have an irregular weight distribution that could potentially cause a truck to tilt over, or sway from side to side. Next, medium weight items (typically boxes) were placed on top of these heavy base items, and then light “chowder” items filled in the gaps and space up to the ceiling. After

securing the tier with straps the next tier would be formed in the same way—following the pattern of heavy base/medium items/light irregular items. A “fat tier”, comprised of couches, love seats, refrigerators, appliances was incorporated in the tiers to accommodate the bulkiest items. Flat screen televisions were packed in special boxes to avoid breakage and mattresses in mattress bags to avoid any potential contact with dirt while being loaded or unloaded. Last in the truck we loaded the items that we didn’t want mixed in with the household furniture such as dirty garage items, exercise equipment, and tools. Customers were informed that they could not transport certain hazmat materials such as anything containing gasoline, explosives, or flammables.

Once the customer reached their destination, our teams would expeditiously unload the truck, placing every piece where the customer requested, unwrapping it, and reassembling as necessary. We always exercised caution not to damage any walls, floors, or fixtures. I always encouraged prophylactic safety measures such as making sure walkways were clear of potential trip hazards, removing hanging mirrors that could potentially be smashed into around a corner, or shoveling snow or ice off the driveway and porch. Safety must be a priority each and every job.

By instilling these techniques and methods into my crew, we prioritized safety and proper techniques through every aspect of the job. Although it is a rewarding business to simply load and unload trucks, I am ready to take it to the next level by having our own trucks and providing a more complete service to our customers. We ask that Reliable Movers be given the operating authority to transport goods between households in Pennsylvania and hope that this letter clarifies our experience.

Sincerely,

Rahul Yukich

Paula E. Yukich

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