

Dear Commissioners:

I respectfully submit this correspondence in support of the pending formal complaints and to provide additional materials that I believe are relevant to the Commission's evaluation of Andrew Zeffiro and Miracle Movers of Pittsburgh LLC. These materials reflect serious and ongoing concerns regarding compliance, managerial oversight, and character.

In *Jody Madala v. Miracle Movers of Pittsburgh LLC*, Docket No. C-2024-3051987 (Final Order entered January 5, 2026), the Commission sustained the complaint, imposed a civil penalty, and directed the company to cease and desist from further violations of the Public Utility Code.

Shortly thereafter, in *Daniel Hooven v. Miracle Movers of Pittsburgh LLC*, Docket No. C-2025-3056319 (Initial Decision dated February 6, 2026), the Commission again found violations of 66 Pa.C.S. §1501 for failure to provide reasonable service, including significant property damage and failure to respond to consumer complaints. A civil penalty was assessed, and the matter was referred to the Bureau of Investigation and Enforcement, with the Decision noting that similar fact patterns were becoming a "trend."

In addition, Miracle Movers is currently a defendant in federal litigation alleging unpaid wages in violation of the Fair Labor Standards Act and the Pennsylvania Wage Payment and Collection Law, as well as racial discrimination and retaliation under Title VII. See *Robert Moore v. Miracle Movers of Pittsburgh LLC*, Civil Action No. 2:26-cv-00191 (W.D. Pa., filed Feb. 3, 2026).

The federal complaint includes allegations that are serious in nature, including the use of an explicit racial slur in the workplace, the fostering of a racially discriminatory work environment, failure to pay earned commissions, and the withholding of wages designated for child support without transmitting those funds to the appropriate authority. While these claims remain allegations and must be adjudicated in court, they are deeply concerning.

When viewed alongside multiple sustained PUC violations and findings of unreasonable service, these allegations raise broader questions about governance, internal controls, and the tone set by executive leadership.

I respectfully submit these materials so that the Commission may evaluate not only the discrete violations at issue, but also the broader pattern reflected in recent proceedings.

Thank you for your consideration.

Sincerely,
Daniel Hooven

