

NOTICE OF COMPLAINT

- A. You must file an Answer within twenty (20) days of the date of service of this Complaint. The date of service is the mailing date as indicated at the top of the Secretarial Letter for this Complaint and Notice, 52 Pa. Code §1.56(a). An Answer is a written explanation of circumstances wished to be considered in determining the outcome. The Answer should raise all factual and legal arguments that you wish to claim in your defense and must include the reference number of this Complaint. Your Answer must be verified, and the original mailed to:

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

Or you may **eFile your Answer** using the Commission’s website at www.puc.pa.gov. The link to eFiling is located under the Filing and Resources tab on the homepage. If your Answer exceeds 250 pages, you must also file a paper copy with the Secretary’s Bureau.

In addition to filing your Answer with the Commission's Secretary, a copy should either be:

Mailed to: Pennsylvania Public Utility Commission
Bureau of Investigation and Enforcement
Commonwealth Keystone Building
400 North Street, 3rd W
Harrisburg, PA 17120

Or, E-mailed to: RA-PCCmplntResp@pa.gov

- B. If you fail to answer this Complaint within twenty (20) days, the Bureau of Investigation and Enforcement will request that the Commission issue a Secretarial Letter imposing a penalty. The penalty could include a civil penalty, the suspension or revocation of your operating authority, or other such remedy.
- C. You may elect not to contest this Complaint by paying the civil penalty requested in this Complaint by certified check or money order. **Payment must be made to the “Commonwealth of Pennsylvania”** and should be forwarded to:

Matthew L. Homsher, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

- D. Your payment is an admission that you committed the alleged violation and an agreement to cease and desist from further violations. Upon receipt of your payment, the Complaint proceeding shall be closed.
- E. If you file an Answer, which admits or fails to deny the allegations of the Complaint, the Bureau of Investigation and Enforcement will request that the Commission issue a Secretarial Letter imposing a civil penalty and/or other such remedy.
- F. If you file an Answer which contests the Complaint, the matter will be assigned to an Administrative Law Judge (ALJ) for hearing and decision. The ALJ is not bound by the requested civil penalty.
- G. If you are a corporation, you must be represented by legal counsel. 52 Pa. Code §1.21.
- H. Alternative formats of this material are available for persons with disabilities by contacting the Commission's ADA Coordinator at 717-787-8714.

BEFORE THE
PENNSYLVANIA PUBLIC UTILITY COMMISSION

PENNSYLVANIA PUBLIC UTILITY COMMISSION :
BUREAU OF INVESTIGATION AND ENFORCEMENT :

v. :

DOCKET NO. C-2026-3063998

ON-POINT SERVICE COMPANY LLC :
129 IOLITE AVENUE :
JOHNSTOWN, PA 15901 :

COMPLAINT

The Pennsylvania Public Utility Commission (Commission or “PUC”) is a duly constituted agency of the Commonwealth of Pennsylvania empowered to regulate public utilities within the Commonwealth. The Commission has delegated its authority to initiate proceedings which are prosecutory in nature to the Bureau of Investigation and Enforcement and other bureaus with enforcement responsibilities. Pursuant to that delegated authority and Section 701 of the Public Utility Code, the Bureau of Investigation and Enforcement-Motor Carrier Division hereby represents as follows:

1. That ON-POINT SERVICE COMPANY LLC, Respondent, maintains its principal place of business at 129 Iolite Avenue, Johnstown, PA 15901.

2. That on September 12, 2025, Respondent was issued a certificate of public convenience by this Commission to transport, as a common carrier, by motor vehicle, household goods in use, between points in Pennsylvania, at Application Docket No. A-2025-3055489, PUC Utility Code 8928006.

3. That on or around July 20, 2026, PUC Motor Carrier Enforcement Officer Jeremy Smith was assigned to investigate an informal complaint regarding a household goods move that Respondent completed on June 10, 2026, for the Veterans Leadership Program. The informal complaint alleged damaged items, including a fan and an electric recliner.

4. That on or about July 31, 2026, Officer Smith contacted Respondent, spoke with Jamal Antoine, Jr., of On-Point Service Company LLC and requested documents related to the June 10, 2026, move including the estimate, shipper information, and the bill of lading.

5. That on or about August 3, 2026, Mr. Antoine, Jr., emailed Officer Smith shipper information, estimate, and bill of lading, for the June 10, 2026, move. After reviewing the documents, Officer Smith found the estimate and bill of lading were missing required information pursuant to Commission regulations. Further, a discrepancy of greater than 10% for the total services existed between the estimate and the bill of lading, as the estimate charged \$1,080.02 and the bill of lading charged a total of \$1,845.02 and the bill of lading contained an “Unsanitary Fee” of \$405, which was not contained within Respondent’s tariff on file with the Commission.

6. That on or about August 5, 2026, Officer Smith contacted Respondent and spoke to Mr. Antoine, Jr., advised that the documents provided on August 3, 2026, were missing required information pursuant to Commission regulations. Officer Smith inquired about the “Unsanitary Fee” and Mr. Antoine, Jr., admitted that the fee is not contained within the tariff. Officer Smith also relayed that underestimates reports were not submitted to the Commission and advised about the process for completing such reports.

7. That Respondent, by providing an estimate that did not contain the date of the move, shipper certification concerning coverage limits, notification to the shipper concerning tariff increases, and signature of the carrier and shipper, violated 52 Pa. Code §31.122(a)(4). (A)(5), (A)(7), (A)(8). The penalty for this violation is \$250.

8. That Respondent, by providing a bill of lading that did not contain Respondent's address, phone number, and PUC Utility Code or the date of the move, violated 52 Pa. Code §31.132(a)(1), (a)(2), (a)(4), (a)(6). The penalty for this violation is \$50.

9. That Respondent, by charging an "Unsanitary Fee" which is not contained within Respondent's tariff on file with the Commission, violated 66 Pa. C.S. §1303; 52 Pa. Code 31.27 (a). The penalty for this violation is \$500.

10. That Respondent failed to report the June 10, 2026, underestimate, violated 52 Pa. Code §31.124(a). The penalty for this violation is \$100.

WHEREFORE, the Bureau of Investigation and Enforcement hereby requests that the Commission impose a civil penalty of nine hundred dollars (\$900.00) upon ON-POINT SERVICE COMPANY LLC, for the violations described in this Complaint and order such other remedy as the Commission may deem to be appropriate. If payment of the civil penalty is not made, the Bureau of Investigation and Enforcement requests that the Bureau of Administration, Financial & Assessments Office, be directed to refer the matter to the Pennsylvania Office of Attorney General for collection of the civil penalty.

Respectfully submitted,



Brian B. Mehus, Chief
Motor Carrier Enforcement
Bureau of Investigation and Enforcement
400 North Street, 2nd Floor
Harrisburg, PA 17120

VERIFICATION

I, Brian B. Mehus, hereby state that the facts above set forth are true and correct to the best of my knowledge, information, and belief and that I expect that the Bureau will be able to prove same at any hearing held in this matter. I understand that the statements herein are made subject to the penalties of 18 Pa. C.S. §4904 relating to unsworn falsification to authorities.



Date: 2 September 2026

Brian B. Mehus, Chief
Motor Carrier Enforcement
Bureau of Investigation and Enforcement