

CAPTION SHEET

USE MANAGEMENT SYSTEM

1. REPORT DATE: 00/00/00 :
 2. BUREAU: ALJ :
 3. SECTION(S): :
 5. APPROVED BY: : 4. PUBLIC MEETING DATE:
 DIRECTOR: : 00/00/00
 SUPERVISOR: :
 6. PERSON IN CHARGE: : 7. DATE FILED: 01/03/03
 8. DOCKET NO: A-00087455C0301 : 9. EFFECTIVE DATE: 00/00/00

PARTY/COMPLAINANT: HERRMAN, LESLYE AND DWIGHT

RESPONDENT/APPLICANT: ROCKEY, M. F., MOVING CO.

COMP/APP COUNTY: CUMBERLAND

UTILITY CODE: 832360

ALLEGATION OR SUBJECT

COMPLAINANT STATES THEY PAID EXTRA TO INSURE GOODS AGAINST DAMAGE. ITEMS WERE DAMAGED AND COMPANY REFUSES TO REIMBURSE THEM. THEY WANT THE PUC TO FORCE COMPANY TO PAY THE FULL AMOUNT OF DAMAGES.

DOCUMENT
FOLDER

DOCKETED
JAN 30 2003

ORIGINAL

A-00087455 C0301

832360

Formal Complaint Form
Pennsylvania Public Utility Commission

Please Print: (you may also type your answers directly onto the form as it appears on your screen)

1. Your name, mailing address and telephone number:

Name Leslye and Dwight Herrmann

Street/P.O.Box 849 Kiehl Drive Apt # _____

City Lemoine State PA Zip 17043

County Cumberland Area Code/Home Phone 717 761-4011

Area Code/Work Phone 717 787-6609

2. Name of company your complaint concerns: George Weaver Co. subsidiary M7 Rockey

A-00087455

3. What is your complaint? (Use additional paper if need more space).

We paid the mover extra to insure our goods against damage. They damaged our items (see letters attached) and have refused to reimburse us. They also refuse to return our telephone calls.

SECRETARY'S BUREAU

2003 JAN -3 AM 9:14

RECEIVED

4. What do you want the Public Utility Commission to do about your complaint? (Use additional paper if need more space).

We want the PUC to force the Weaver Co. to pay the full amount of the damages, \$780.94. M7 Rockey

5. You must sign and date your complaint below.

The information I have placed on this form is true and correct to the best of my knowledge. I understand that I could be punished under Pennsylvania State Law if I purposely give false information.

Leslye Herrmann
Signature

12, 22, 02
Date

Continued on next page

6. If you are represented by a lawyer you must provide your lawyer's name, address and telephone number.

Lawyer's Name Mr. Kent Patterson

Street Pine Street

City _____ State _____ Zip _____

Area Code/Phone Number _____

Mail to:
Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

For more information, please contact the Secretary's Bureau at 717-772-7777.

849 Kiehl Drive
Lemoyne, Pennsylvania 17043
January 2, 2003

Secretary
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

Re: Formal Complaint Form - against M.F. Rockey Co., subsidiary of George Weaver Co., Movers

Dear Sir or Madam:

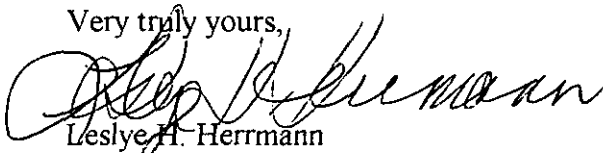
Attached, please find our completed complaint form, as referenced above, and the following supporting documents:

1. Copy of our canceled check to M.F. Rockey, payment in full for the move in the amount of \$2,461.00.
2. Copy of Shipping Order #01425M, estimated cost of services at \$1,850.75.
3. Copy of two page Carrier Liability Insurance form which shows we selected the maximum available and paid \$85.00 for that coverage.
4. Copies of our letters to M. F. Rockey dated November 4, 2002, November 7, 2002 and November 18, 2002.

The company has failed to return our many telephone calls to them regarding this issue nor have they responded to any of the letters noted above.

Your prompt attention to this matter will be greatly appreciated. Thank you.

Very truly yours,


Leslie H. Herrmann

RECEIVED
2003 JAN -3 AM 9: 14
P.A. PUC
SECRETARY'S BUREAU

M.F. Rockey Moving Company

10 Long Lane
Mechanicsburg, PA 17050
717/761-0351
PA P.U.C. No. A-87455

10/7/02
Pk & Load

Mechanicsburg, PA

Del: 10/8/02

Shipper's No. **01425M**
Agent's No. **Jim McDonald**

Received pursuant to Order for Services (if any) and subject to the classifications and tariffs, rules and regulations in effect on the date of the Bill of Lading.

Property described below (contents and conditions of contents of packages unknown) consigned and destined as shown below, which said company (the word "party" being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to carry to the destination indicated below, if within the scope of its lawful operations, otherwise to deliver to another carrier to deliver to said destination, it is mutually agreed, and to each carrier of all or any of said property over all or any portion of route to destination, and to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all conditions not prohibited by law, whether printed or written, herein contained, including the conditions on back hereof, which are hereby agreed to by shipper and accepted for himself and his assigns.

Dwight L. & Leslye Herrmann 732-6085 (hm) Consigned to **Dwight & Leslye Herrmann**

817 Ridgewood Drive

Address 849 Kiehl Drive

7614011

Mechanicsburg, PA 17050

City Lemoyne, PA 17043

State

Time	Van	Crew	Cu. Ft.	Whee.	
		Luther, Mike, Scott			
DETAILS OF TIME BASIS CHARGE					
Payment and Men	Travel Charge	HOURLY CHARGE			Sales Cr.
		All Hours	First Hr.	Per Hr. After First Hr.	
and Driver					Tristate
cars, each					HHGCB
visors, each					

TRUCK CHARGE applies from time of arrival at completion of loading and/or unloading and dismissal of vehicles and men
 8:30 A.M. Dismissal 6:00 P.M. Fractions of 1/2-hour considered 1/2-hour.
 Hourly Chg. Based on 4 Men/ Hrs.

SPECIAL INSTRUCTIONS
 Give customer ratings paper.
 Use packing 2 king mattress cartons, special care on Baby Grand Piano (See attached)
 See attached for directions

WEIGHT BASIS	
Gross Weight	
Tare Weight	
Net Weight (See weight tickets attached)	
Miles	Rate
Exclusive use of vehicle ordered by Shipper. Shipment moving at weight of _____ pounds. Actual weight _____ pounds.	

FREIGHT BILL	
Chg. to A/C	Items
	Due on account
	Storage { Vault
	Open
	Warehouse Labor
	Insurance
	Packing
TRANSPORTATION	
Traveling Charge	\$132.00
Hourly Charge	\$132.00/hr
Hr. Chg. { First Hr.	
{ After First Hr.	
Weight Basis Charge	
Extras	
Transporting	
Loading	
Unloading	
Valuations	\$10,000 at \$.85/\$100
Total	2461.00
Paid on a/c	
Balance	

It to Section 7 of conditions, if this shipment is to be red to the consignee without recourse on the consignor, consignor shall sign the following statement:
 carrier shall not make delivery of this shipment without sent of transportation and all other lawful charges.
 Signature of Consignor

DESCRIPTION OF PROPERTY	WEIGHT (Sub. to Correction)	RATE	CHARGE

ved \$.....to apply in prepayment ic charges on the property described herein.
 signature here acknowledges only the amount prepaid)

Shippers are Required to Declare in Writing the Released Value of the Property The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding **\$10,000 MVP** cents per pound, per article.

ARTICLE	Excess Value

SPACE BELOW IS NOT PART OF UNIFORM BILL OF LADING DELIVERY RECEIPT
 Drivers and helpers have completed work in a satisfactory manner. All property has been handled in satisfactory manner and received in good condition, except as noted below:

Per M.F. Rockey Moving Company
 Per [Signature]
 Per [Signature]

(Signed) [Signature]

Dollars	Cents

ESTIMATED COST OF SERVICES

FOR TRANSPORTATION OF HOUSEHOLD GOODS IN USE IN PENNSYLVANIA
THIS IS ONLY AN ESTIMATE, NOT A CONTRACT FOR TRANSPORTATION

C. NO. A87455

M.F. ROCKEY MOVING CO.

2240 GETTYSBURG ROAD

CAMP HILL, PA 17011 (Suburb of Harrisburg)

PHONE: (717) 761-0351 FAX: (717) 761-0516

IMPORTANT NOTICE: This estimate covers only the articles and services listed. It is not a guarantee that the actual charges will not exceed the amount estimate. Common carriers are required by law to collect transportation and other incidental charges computed on the basis of rates shown in their published tariffs, regardless of prior rate quotations or estimates made by the carrier. Charges for additional services will be added to the transportation charges.

O.D. CHARGE PREPAID (BASED ON TARIFF) 50-T SEC. IV

DATE REQUESTED _____ LOADING DATE REQUESTED _____ DELIVERY DATE OR PERIOD OF TIME REQUESTED _____
 OR Dwight L. and Leslye Herrmann CONSIGNEE Dwight L. and Leslye Herrmann
 DATED WITH _____ DELIVERY ADDRESS 849 Krehl Dr.
 ORIGIN ADDRESS 817 Ridgewood Dr. DESTINATION CITY, STATE Lemoyne, PA 17043 PHONE _____
 CITY & STATE Mechanicsburg, PA 17050 PHONE 732-6085 NOTIFY ADDRESS _____
 ESTIMATED WEIGHT* _____ ESTIMATED CU. FT. _____ CITY, STATE _____ PHONE _____

ESTIMATED COST OF SERVICES **ESTIMATED CHARGES**

Transportation: Est. wt. _____ lbs. _____ mi.; @ \$ _____ per 100 lbs. \$ _____
 Location Charge: for liability on part of carrier in excess of that assumed when its lowest rates are charged:
 On Transportation: \$ _____ @ _____ per \$100 or fraction thereof _____
 On Storage-In Transit @ _____
 To be released at 30¢ per pound per article. Extra insurance available (see insurance sheet)
 Additional transportation charges (explain) _____
 Pickup or delivery for storage in transit _____ lbs. @ \$ _____ per 100 lbs. _____
 Storage in transit at _____ lbs. @ _____ \$ per 100 lbs. { for each 30 days }
 or fraction thereof { } _____
 Warehouse handling _____ lbs. @ _____ \$ per 100 lbs. (one time charge) _____
 Extra pickup or delivery at _____
 Special servicing of appliances _____ Origin _____ Destination _____
 Lifting, lowering, or carrying pianos, heavy articles (explain) _____
 Heavy item (Auto, Boat, Trailer, etc.) _____ (EXPLAIN) _____
 If boat give overall length _____ feet. Handling charge \$ _____
 Crating, Unpacking, and Containers (see below) _____ 158.95
 Transportation of shipments for distances of 40 miles or less are based on man and vehicle hours.
 Estimated man and Vehicle hours 1 Van(s) 4 Men 11 No. of hours 132.00 @ per hr. 1450.00
 Total Time Charge 132.00
 Rate for 2 man/men for 2 hrs. @ \$ 26.95 per man hour 107.80
 Other services _____

NOTICE TO ESTIMATOR: IT IS MANDATORY THAT THE TOTAL CUBIC FOOTAGE SHOWN ON THE TABLE OF MEASUREMENTS BE MULTIPLIED BY NOT LESS THAN SEVEN TO DETERMINE THE TOTAL ESTIMATED WEIGHT. ARTICLES NOT TO BE SHIPPED SHOULD BE INDICATED BY A "CHECKMARK" IN THE COLUMN PROVIDED ON THE TABLE OF MEASUREMENTS.

\$ 1,850.75
TOTAL ESTIMATED COST

Total actual charges DO NOT EXCEED the estimate by more than 10 percent, you must be prepared to pay ALL OF THE ACTUAL CHARGES prior to the mover unloading your goods. Total charges DO EXCEED the estimate by more than 10 percent the mover is required to deliver the full and complete shipment upon payment of the estimated charges plus on final \$25.00, or 10 percent of the estimate whichever is greater, and you may defer paying the balance for 15 days after delivery.

Amount to be paid on delivery of your C.O.D. shipment in cash, certified check or money order is (total estimated cost plus 10 percent or \$25.00): \$ 2035.83

ESTIMATED COST OF CONTAINERS, AND PACKING AND UNPACKING SERVICES	CONTAINERS			PACKING			UNPACKING		
	ESTIMATED NUMBER	PER EACH	TOTAL	ESTIMATED NUMBER	PER EACH	TOTAL	ESTIMATED NUMBER	PER EACH	TOTAL
EL, dish-pack, drum, etc:	<u>3</u>	<u>\$ 18.50</u>	<u>55.50</u>	<u>2</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>	<u>\$</u>

ESTIMATED WITH: 817 Ridaewood Dr. Mechanicsburg, PA 17050 PHONE 733-6085

CONSIGNEE: Stacy Hoffmann
 DELIVERY ADDRESS: 849 Kehl Dr. Lemoyne, PA 17043 PHONE _____
 DESTINATION CITY, STATE: Lemoyne, PA 17043
 NOTIFY ADDRESS: _____
 CITY, STATE: _____ PHONE _____

ESTIMATED COST OF SERVICES

ESTIMATED CHARGES

Transportation: Est. wt. _____ lbs. _____ mi. @ \$ _____ per 100 lbs. \$ _____

Situation Charge: for liability on part of carrier in excess of that assumed when its lowest rates are charged:

On Transportation: \$ _____ @ _____ per \$100 or fraction thereof _____

On Storage-In Transit @ _____

To be released at 30¢ per pound per article. Extra insurance available (see insurance sheet)

Additional transportation charges (explain) _____

Pickup or delivery for storage in transit _____ lbs. @ \$ _____ per 100 lbs. _____

Storage in transit at _____ lbs. @ _____ \$ per 100 lbs. } for each 30 days }
 or fraction thereof }

Warehouse handling _____ lbs. @ _____ \$ per 100 lbs. (one time charge) _____

Extra pickup or delivery at _____

Special servicing of appliances _____ Origin _____ Destination _____

Moving, lowering, or carrying pianos, heavy articles (explain) _____

Valuable item (Auto, Boat, Trailer, etc.) _____

If boat give overall length _____ feet. Handling charge \$ _____

~~Shipping, Unpacking and Containers (see below)~~

Transportation of shipments for distances of 40 miles or less are based on man and vehicle hours.

Estimated man and Vehicle hours: 1 Van(s) 4 Men 11 No. of hours 137.00 @ per hr. _____

Travel Time Charge: 2 man/men for 2 hrs. @ \$ 26.95 per man hour _____

Other services _____

158.95
 1,450.00
 132.00
 107.80

\$ 1,850.75
TOTAL ESTIMATED COST

NOTICE TO ESTIMATOR: IT IS MANDATORY THAT THE TOTAL CUBIC FOOTAGE SHOWN ON THE TABLE OF MEASUREMENTS BE MULTIPLIED BY NOT LESS THAN SEVEN TO DETERMINE THE TOTAL ESTIMATED WEIGHT. ARTICLES NOT TO BE SHIPPED SHOULD BE INDICATED BY A "CHECKMARK" IN THE COLUMN PROVIDED ON THE TABLE OF MEASUREMENTS.

Total actual charges DO NOT EXCEED the estimate by more than 10 percent, you must be prepared to pay ALL OF THE ACTUAL CHARGES prior to the mover unloading your goods. If total charges DO EXCEED the estimate by more than 10 percent the mover is required to deliver the full and complete shipment upon payment of the estimated charges plus on a total \$25.00, or 10 percent of the estimate whichever is greater, and you may defer paying the balance for 15 days after delivery.

Amount to be paid on delivery of your C.O.D. shipment in cash, certified check or money order is (total estimated cost plus 10 percent or \$25.00): \$ 2035.03

ESTIMATED COST OF CONTAINERS, AND PACKING AND UNPACKING SERVICES	CONTAINERS			PACKING			UNPACKING		
	ESTIMATED NUMBER	PER EACH	TOTAL	ESTIMATED NUMBER	PER EACH	TOTAL	ESTIMATED NUMBER	PER EACH	TOTAL
EL, dish-pack, drum, etc. (Table Lamps)	3	\$ 18.65	\$ 55.95	3	\$	\$		\$	\$
5, not over 5 cubic feet									
Over 5 not over 8 cubic feet									
CONTAINERS: Less Than 1 1/2 cubic feet									
1 1/2 cubic feet									
3 cubic feet (Lamp shades)	2	5.70	11.40	2					
4 1/2 cubic feet									
6 cubic feet									
6 1/2 cubic feet									
1/2 Size Carton (Supply)	3	N/C	—						
Address Carton									
15 Size Carton, Regular (Not exceeding 54" x 75") (Single)	8	N/A	—						
15 Size Carton, King Size (Exceeding 54" x 75") (King)	2	N/C	—						
15 Size Cover (plastic or paper)									
GLASS AND CONTAINERS: (Specially designed for mirrors, paintings, glass or marble tops and similar fragile articles) Glass Table Top, Marble Top	6	15.15	90.90						
	ESTIMATED CONTAINER COSTS \$ 158.25			ESTIMATED PACKING COSTS \$			ESTIMATED UNPACKING COSTS \$		

L. McDonald
 ISSUING ESTIMATOR'S SIGNATURE

Sept. 16, 2002
 DATE

I HEREBY ACKNOWLEDGE THAT I HAVE RECEIVED THE SUMMARY OF INFORMATION FOR SHIPPERS OF HOUSEHOLD GOODS.
 SIGNATURE OF SHIPPER OR HIS REPRESENTATIVE

Salesmen: Jim McDonald

Move Date: 10/7/02

M. F. Rockey Moving Company
10 Long Lane, Suite 100
Mechanicsburg, PA 17050-2676
717-790-3115
Attn: Linda

Carrier Liability - Options of Insurance Coverage

- **Basic Liability:** Under this option, a .30 per pound per article of coverage is provided at no additional charge to you. This basic coverage will provide the repair, replacement or reimbursement up to an amount equal to .30 per pound of the article lost or damaged.

Example: A 24" television set weighing 150 pounds is lost or damaged. The compensation limit would be \$45.00, which is the 150 pounds X .30 per pound = \$45.00.

- **Depreciated Value Protection:** This option provides repair or replacement at the current market rate of the item less the depreciated value amount on that item lost or damaged. This coverage may be purchased at a cost of \$5.00 per each \$1,000.00 worth of valuation you request, with a \$10,000 minimum valuation at \$50.00.

- **Maximum Value Protection:** This option provides full repair, replacement or reimbursement of the item lost or damaged. This coverage may be purchased at a cost of \$8.50 per each \$1,000.00 worth of valuation you request, with a \$10,000.00 valuation minimum at \$85.00.

- ✓ Select the option you desire and mail or fax (790-3120) to us PRIOR TO YOUR MOVE. Failure to do so will result in your shipment released at the Basic Liability Option.
- ✓ The coverage amount will be clearly marked on your Bill of Lading with the amount of valuation and charges.

I desire the following coverage: (please check one and state the amount of coverage)

Basic Coverage Option

No Charge

Depreciated Value Option

Amount of coverage: _____

Maximum Value Option

Amount of coverage: \$85.00

\$10,000 Min.

over

Additional Information:

- ✓ Breakable items such as mirrors, pictures, marble table tops, grandfather clocks, lamps and shades, dishes, computers and electronic equipment must be crated or packed before we relocate them. If owner requests that these type of items not be packed or crated, these particular items will be shipped at owner's risk and owner will assume responsibility for them.
- ✓ Boxes packed by the customer must show visible damage to the box at time of delivery for any articles damaged. Carrier will not assume responsibility if box is not visibly damaged and noted at time of delivery.
- ✓ Damages sustained during the disconnection or reconnecting of appliances such as ice makers, washers, dryers, etc. are not the responsibility of the carrier.
- ✓ Damages to particle board furniture previously purchased by customer in a box and assembled by customer are not the responsibility of the carrier.
- ✓ The customer should move all plants, money and jewelry. These items are not a carrier responsibility.

I understand and agree to the terms and conditions outlined above and understand that this move is being performed on a cash delivery basis or on a payment term previously agreed and signed to. Cash, Certified Check or Money Order preferred.

Signature:

Leslie H. Herrmann

Date:

10-2-05

Print Name:

Leslie H. HERRMANN

849 Kiehl Drive
Lemoyne, Pennsylvania 17043
November 4, 2002

M.F. Rockey Moving Company
10 Long Lane
Mechanicsburg, PA 17050

Attn: Mr. MacDonald

Dear Mr. MacDonald:

On October 21st we telephoned your company to enter a claim for damage incurred when you moved our household goods from 817 Ridgewood Drive, Mechanicsburg, to 849 Kiehl Drive, Lemoyne on October 8, 2002. We related the items to the woman who answered the call as she requested. She stated that she would send us a claim form. We have not received the claim form.

Mr. Herrmann says that you told him we must file a claim for damages within thirty days. We did so but in the absence of cooperation from your office, we will not recognize that deadline.

Itemized below is the list of damages for which your company is responsible:


1. Chips in bedroom door casings at the Ridgewood Drive Property. You should contact the current owner, Mr. Paul Hill, to resolve this.
2. One white five shelf bookcase, 27 $\frac{3}{4}$ " w x 71 $\frac{1}{2}$ " h, destroyed. - \$117.00
3. Handle torn out of king sized mattress - Boscov's mattress repair person told us this is not able to be repaired. This is the mattress that your men left sitting all night, bent at an angle and it was in the room mentioned in Item #1 above. I complained to them about this when I saw it and stated that I was concerned about damage to the mattress.
4. Glass light broken in basement - We are trying to locate a supplier. If this light cannot be replaced, all lights in this room will have to be replaced so that they match.
5. Misting fan destroyed - \$161.94

6. Wooden dresser - two chips, requires repair/replacing veneer - we are awaiting an estimate.

7. Three glass flowers broken - \$12.00

Your prompt attention to and resolution of these issues will be appreciated.

Very truly yours,

A handwritten signature in black ink, appearing to read "Leslie H. Herrmann". The signature is written in a cursive style with a large initial "L".

Leslie H. Herrmann

849 Kiehl Drive
Lemoyne, Pennsylvania 17043
November 7, 2002

M.F. Rockey Moving Company
10 Long Lane
Mechanicsburg, PA 17050

Attn: Mr. MacDonald

Dear Mr. MacDonald:

Re: Our claim for damages dated November 4, 2002

The man your company dispatched to repair the veneer on our campaign style dresser was neither equipped nor prepared to repair the damage in an acceptable manner. We are getting a quote from a professional furniture repair company and will send it to you.

Very truly yours,



Leslye H. Herrmann

849 Kiehl Drive
Lemoyne, PA 17043
November 18, 2002

M. F. Rockey Moving Company
10 Long Lane, Suite 100
PA/PUC No. A-87455
Mechanicsburg, PA 17050

Re: Claim for Damages, dated 11/4/02
Also, correspondence dated 11/7/02

Enclosed, find the estimate for repairs to the campaign style dresser. Please refer to our earlier correspondence, referenced above. This is the amount due us for damages for which M.F. Rockey Moving Company is responsible:

1. Chips in bedroom door casings at the Ridgewood Drive Property. We will contact the current owner to determine if you have completed this work to his satisfaction.
2. One white five shelf bookcase, 27³/₄" w x 71¹/₂ " h, destroyed.- **\$117.00**
3. Handle torn out of king sized mattress - Boscov's mattress repair person told us this is **not able to be repaired.** (This is the mattress that your men left sitting all night, bent at an angle and it was in the room mentioned in Item #1 above. I complained to them about this when I saw it and stated that I was concerned about damage to the mattress.) **- 0 -**
4. Glass light broken in basement - **\$40.00**

- | | |
|---|-----------------|
| 5. Misting fan destroyed - | \$161.94 |
| 6. Wooden dresser - two chips, requires repair/replacing veneer - | \$450.00 |
| 7. Three glass flowers broken - | \$12.00 |

Please send us your check in the amount of **\$780.94** at once. Thank you.

Very truly yours,

Leslye H. Herrmann

BEFORE THE PENNSYLVANIA PUBLIC UTILITY COMMISSION

DATE SERVED: January 30, 2003

LESLYE AND DWIGHT
HERRMAN
Complainant

VS.

M. F. ROCKEY MOVING COMPANY
Respondent

Complaint Docket
No: A-00087455C0301

DOCUMENT
FOLDER

DOCKETED
JAN 30 2003

FORMAL COMPLAINT NOTICE TO RESPONDENT TO ANSWER OR SATISFY

TO: M. F. ROCKEY MOVING COMPANY

TAKE NOTICE:

That a complaint in the above entitled matter, of which the attached is a true and correct copy, has been presented and filed of record with the Pennsylvania Public Utility Commission. Section 702 of the Public Utility Code, 66 Pa. C.S. Section 702, requires the Commission to serve on each party named in a complaint a copy of the complaint and notice calling upon each party to satisfy the complaint, or to answer the same in writing within a specified time; THEREFORE,

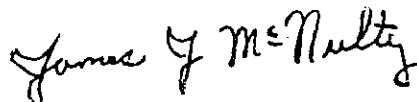
1. You have twenty (20) days from the date on which this complaint is served to either satisfy this complaint or to file with the **Secretary of the Pennsylvania Public Utility Commission, P. O. Box 3265, Harrisburg, PA 17120**, an answer (original and two copies), in writing, under oath, which, as required by Section 5.61 of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 5.61, either affirms or specifically denies the allegations in this complaint. You must also serve a copy of the answer upon the complainant. The date of service is the mailing date as indicated by the date at the top of this Notice. Section 1.56(a) of the Commission's Rules of Practice and Procedure, 52 Pa. Code Section 1.56(a).
2. If you fail to either satisfy this complaint or to file answer or other responsive pleading within twenty (20) days, you will be deemed to have admitted all the allegations in this complaint in accordance with Section 5.61 of the Commission's Rules of Administrative Practice and Procedure, 52 Pa. Code Section 5.61. In that event, the Commission may, without hearing, enter an order which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66

Pa. C.S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

3. If you elect to satisfy this complaint you must file, within twenty (20) days from the date on which this complaint is served, affidavits executed by each complainant that this complaint has been satisfied. Such affidavits must describe the basis on which this complaint was satisfied; any settlement agreement between the parties must be reduced to writing and attached to the affidavit. Such affidavits are to be filed with the Secretary of the Commission at the address set forth in paragraph 1. Upon receipt of affidavits of satisfaction from all complainants, this complaint may be dismissed by the Commission in accordance with Section 703(a) of the Public Utility Code, 66 Pa. C.S. Section 703(a), unless the Commission determines that such dismissal would be contrary to the public interest, in which event the Commission may direct that hearings be held upon the complaint.

4. If you file an answer which admits the allegations in this complaint, or which fails to specifically deny the allegations in this complaint, the Commission may, without hearing, enter an order which either revokes or suspends any certificate held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. The Commission is not limited to the relief sought by the complainant in paragraph 4 of the attached complaint.

5. If you file a timely answer which specifically denies the allegations in this complaint, or which raises material questions of law or fact, this matter shall be referred to the Office of Administrative Law Judge for hearing and decision. If, after hearing on the issues raised by that answer, you are found to have committed any of the violations alleged in the complaint, the Administrative Law Judge may render a decision which either revokes or suspends any certificate or permit held by you or which imposes a fine or any other appropriate penalty or remedy authorized by the Public Utility Code, 66 Pa. C. S. Section 101, et seq.; and, if you are a customer of a utility, an order may be entered which prescribes a payment schedule or which authorizes termination of utility services. In the imposition of a penalty after a hearing the Administrative Law Judge is not bound by the relief sought by the complainant in paragraph 4 of the attached complaint.



James J. McNulty
Secretary

(SEAL)

Certified Mail
Return Receipt Requested

COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION
P O BOX 3265, HARRISBURG PA 17105-3265

DATE SERVED: January 30, 2003

A-00087455C0301

M. F. ROCKEY MOVING COMPANY
10 LONG LANE SUITE 100
MECHANICSBURG PA 17050

DOCUMENT
FOLDER

Dear Sir/Madam:

A complaint has been filed against you before the Pennsylvania Public Utility Commission by LESLYE AND DWIGHT HERRMANN. To defend yourself against the claims stated in the following pages, you must act within twenty (20) days by filing in writing with the Commission, either personally or through your attorney, your defenses or objections to the claims stated against you. Or, you may satisfy the complaint by settling the matter with the Complainant and submitting proof of settlement to the Commission within twenty (20) days.

IF YOU FAIL TO RESPOND WITHIN TWENTY (20) DAYS, THE CASE MAY GO FORWARD IN YOUR ABSENCE AND A JUDGEMENT MAY BE ENTERED AGAINST YOU BY THE COMMISSION WITHOUT FURTHER NOTICE.

CUSTOMER OF A UTILITY

A payment schedule may be prescribed or a termination of utility services may be authorized. You may lose money or property or other rights important to you.

COMPANY/UTILITY

An Administrative Law Judge may revoke or suspend any certificate or permit held by you, or impose a fine, or any other appropriate penalty or remedy authorized by the Public Utility Code. You may lose money or property or other rights important to you.

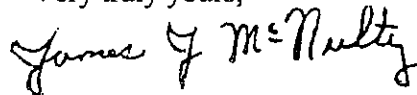
January 30, 2003

Detailed instructions on how to proceed are contained in the attached pages. You are advised to read them carefully.

Unless you are a corporation or other organization, you may proceed without a lawyer. However, if you want a lawyer and do not have one or cannot afford one, the office listed below can tell you where you can get legal help:

Pennsylvania Lawyer Referral Service
Pennsylvania Bar Association
P.O. Box 186
Harrisburg, PA 17108
(800) 692-7375

Very truly yours,

A handwritten signature in black ink that reads "James J. McNulty". The signature is written in a cursive style with a large, stylized "M" and "N".

James J. McNulty
Secretary

KSB

2. Article Number



7106 4575 1293 1585 5088

3. Service Type **CERTIFIED MAIL**

4. Restricted Delivery? (Extra Fee) Yes

1. Article Addressed to:

MF Rocky
A-00087455 C0301 FC

COMPLETE THIS SECTION ON DELIVERY

A. Received by (Please Print Clearly)

Linda L. Husley

B. Date of Delivery

7-31-03

C. Signature

X Linda L. Husley

Agent

Addressee

D. Is delivery address different from item 1?

Yes

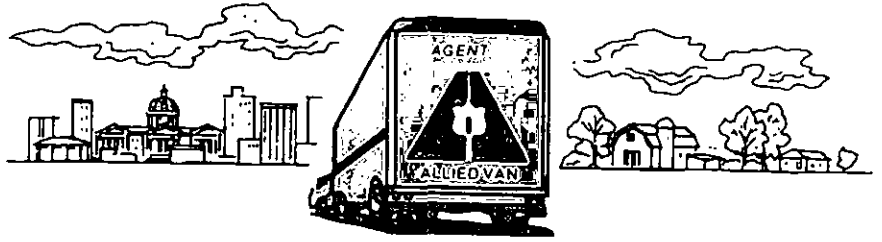
No

If YES, enter delivery address below:

STB

M. F. ROCKEY MOVING CO.

10 LONG LANE, SUITE 100, MECHANICSBURG, PA 17050
(SUBURB OF HARRISBURG)
PHONE (717) 790-3115 • FAX (717) 790-3120
FID# 23-1596107



Since 1923

DOCKETED

APR 04 2003

February 11, 2003

ORIGINAL

Secretary of the Pennsylvania
Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17120

DOCUMENT

RE: Complaint Docket No. A-00087455C0301

Dear Mr. Secretary:

Please see our letter to the complainant, Dwight and Leslye Herrman enclosed.

We want to settle this claim as soon as possible. The only item we have an issue with, is the dresser listed as Item # 5 in the enclosed letter. There were no exceptions noted when we finished the move. We want to have our own furniture service look at this piece of furniture.

We will keep you informed on the status of this complaint, and its satisfaction.

Sincerely,

M F ROCKEY MOVING COMPANY

Gary L. Henline
General Manager

GLH:llh

Enclosures: Letter to the Complainant
Loss & Damage Report

RECEIVED
2003 FEB 12 PM 1:27
PA P.U.C.
SECRETARY'S BUREAU

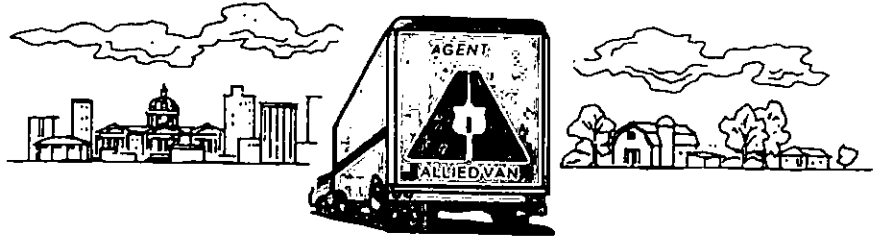
85



WORLD-WIDE SERVICE

M. F. ROCKEY MOVING CO.

10 LONG LANE, SUITE 100, MECHANICSBURG, PA 17050
(SUBURB OF HARRISBURG)
PHONE (717) 790-3115 • FAX (717) 790-3120
FID# 23-1596107



Since 1923

February 11, 2003

Mr. & Mrs. Dwight Herrmann
849 Kiehl Drive
Lemoyne, PA 17043

ORIGINAL

RE: Claim Bill of lading #1425M

Dear Mr. & Mrs. Herrmann:

I apologize for the delay in getting an answer to you. We propose the following on your claim.

1. White-5 Shelf Bookcase-- as requested \$117.00
2. Glass light Globe-- as requested \$ 40.00
3. Misting Fan--as requested \$161.94
Note: We will make arrangements to pick up this item.
4. 3 Glass Flowers--We did not pack these items and feel that we are not responsible for their breakage. However, we are sending--as requested \$12.00
5. **Wooden Dresser--There were no exceptions noted at delivery. We reserve the right to have our repair service review this piece. We sent Mr. DiMartile out and he was sent away. We want to have Prescott Furniture Service look at this item.**

If this is acceptable, please call us as soon as possible at 717-790-3116. We want to get your claim taken care of and reimburse you.

Sincerely,

M. F. ROCKEY MOVING COMPANY

Gary L. Henline
General Manager

GLH:llh



WORLD-WIDE SERVICE

A-00087455C0301

M.F. ROCKEY
Suite 100
10 Long Lane
Mechanicsburg, PA 17050
717-761-351 Phone
717-790-3120 Fax

Date of Report 10-2/8-02

LOSS AND DAMAGE REPORT

Date Incident Occurred: _____

Shipper's Name: Dwight L. + Leslye Heremann

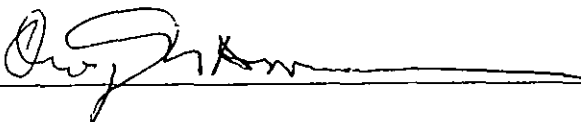
Shipper's Address: 849 Kiehl Drive, Lemoyne, PA 17043

Shipper's Phone: Home: _____ Work: _____

Damage: BOOKCASE, KING MATTRESS HANDLE

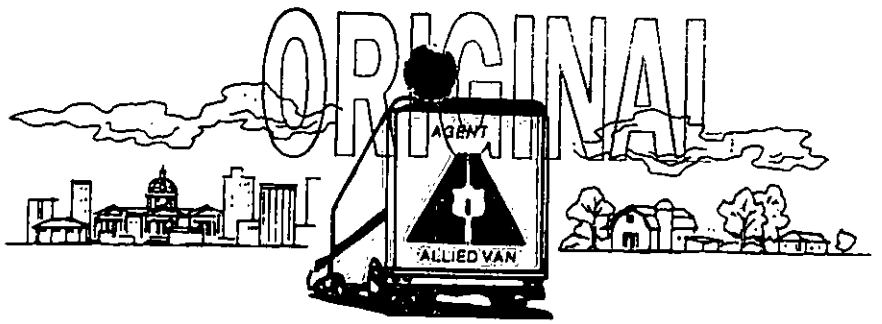
Employees Involved: Luther, Gary B, Mike, Scott T,

Shipper's Comments: Ray, Joe.

Shipper's Signature: 

M. F. ROCKEY MOVING CO.

160 LAMONT STREET • NEW CUMBERLAND, PA 17070
(SUBURB OF HARRISBURG)
PHONE (717) 770-0170 • FAX (717) 770-0650
FID# 23-1596107



Since 1923

DOCKETED
SEP 03 2003

August 27, 2003

Commonwealth of Pennsylvania
Pennsylvania Public Utility Commission
P. O. Box 3265
Harrisburg, PA 17105-3265

Attention Bruce Bigelow

RE: A-00087455C0301
Dwight & Leslye Herrman letter

DOCUMENT

RECEIVED
03 AUG 29 AM 8:22
PA.P.U.C.
SECRETARY'S BUREAU

Dear Mr. Bigelow:

I did not get the copy of the above referenced letter from Mr. & Mrs. Dwight Herrmann. I'm at a loss to understand what she is referring to.

I had agreed upon a figure and sent the money to them to settle their claim. Please send a copy of the letter in question.

Thanks.

M. F. ROCKEY MOVING COMPANY

Gary L. Herline
Gary L. Herline
General Manager

GLH:llh



WORLD-WIDE SERVICE



COMMONWEALTH OF PENNSYLVANIA
PENNSYLVANIA PUBLIC UTILITY COMMISSION

Office Of Administrative Law Judge
P.O. Box 3265, Harrisburg, PA 17105-3265

IN REPLY PLEASE
REFER TO OUR FILE

October 29, 2003

In Re: A-00087455C0301

(See attached list)

Leslye and Dwight Herrman v. M. F. Rockey Moving Company

Damage dispute.

Hearing Notice

This is to inform you that a hearing on the above-captioned case will be held as follows:

Type: Initial

Date: Thursday, January 8, 2004

Time: 10:00 a.m.

Location: Hearing Room 3
Plaza Level
Commonwealth Keystone Building
400 North Street
Harrisburg, Pennsylvania

Presiding: Administrative Law Judge Debra Paist
P.O. Box 3265
Harrisburg, PA 17105-3265
Telephone: (717) 783-5452
Fax: (717) 787-0481

DOCUMENT
FOLDER

Attention: You may lose the case if you do not come to this hearing and present facts on the issues raised.

DOCKETED
NOV 05 2003

If you intend to file exhibits, 2 copies of all hearing exhibits to be presented into evidence must be submitted to the reporter. An additional copy must be furnished to the Presiding Officer. A copy must also be provided to each party of record.

Individuals representing themselves do not need to be represented by an attorney. All others (corporation, partnership, association, trust or governmental agency or subdivision) must be represented by an attorney. An attorney representing you should file a Notice of Appearance before the scheduled hearing date.

If you are a person with a disability, and you wish to attend the hearing, we may be able to make arrangements for your special needs. Please call the scheduling office at the Public Utility Commission:

- Scheduling Office: 717-787-1399.
- AT&T Relay Service number for persons who are deaf or hearing-impaired: 1-800-654-5988.

pc: Judge Paist
Steve Springer, Scheduling Officer
Beth Plantz
Docket Section
Calendar File

A-00087455C0301 Leslye and Dwight Herrman v. M. F. Rockey Moving
Company

LESLYE AND DWIGHT HERRMAN
849 KIEHL DRIVE
LEMOYNE PA 17043

GARY L HENLINE GENERAL MANAGER
M F ROCKEY MOVING COMPANY
10 LONG LANE
SUITE 100
MECHANICSBURG PA 17050