

# LAUSCH'S MOVING & STORAGE INC.

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23 December 2013

Office of the Secretary  
PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265

Dear Secretary:

I am writing with strong objections to the Pennsylvania PUC proposed regulation #57-298 "Household Goods in Use Carriers and Property Carriers" (IRRC #3041).

As a moving company that has operated in a local community in Pennsylvania for decades, I can assure you that this proposed action is NOT in the best interest of the public. Our company works very hard to maintain a respectable business although we can tell you from "being in the trenches" that this is not the case with both our legitimate competitors and the "fly by night" moving companies, but particularly the "fly by night" companies.

We repeatedly receive calls from distraught consumers who were left un-serviced on moving day by these companies. We have received numerous reports of loads being held hostage, unprecedented damage without adequate insurance coverage and the list goes on and on. THESE are the companies you are proposing allowing into the "legitimate" public arena to service consumers in the Commonwealth. While you may argue that there will be more of the legitimate companies spreading out into new areas, what you will find is that there will be an overwhelming influx of the "fly by night" movers – anyone with a truck and can scrape together enough cash for your minimum insurance requirements – will hang a shingle and call themselves a moving company. These companies do not operate honorably or in the best interest of the consumers. And as the system currently operates, these moving companies are able to operate with little to no consequences with high detriment to the public. Even when reported to the PUC, little to nothing is done to punish or force these "rogue" movers out of business or legitimize them as I have witnessed first-hand when on countless times our company has reported said movers and minimal action is taken. What we need is HARSHER punishment for those operating outside of the established administrative law framework, not to scrap the entire system and allow a free-for-all that will only hurt the consumers of Pennsylvania.

We will have companies that are domiciled outside of our Commonwealth servicing our local communities. I am all for a fair market system, but tell me how this serves the interests of Pennsylvania. We are a state that prides ourselves on the strength and support of our LOCAL communities. Additionally, once a consumer has an issue or problem with an out-of-state company it becomes infinitely more difficult to resolve.

Simply because the industry is "competitive" is not reason enough to lower the standards of service and safeguards set in place to protect the consumers of Pennsylvania.

The public already has many preconceived notions about moving companies that make it difficult for legitimate movers to adequately do their job. This proposed rule will lower the standards for companies so low that I actually fear for the future of the industry.

We stand 100% in opposition of this proposed regulation.

Respectfully,

Denise Pasko  
Director of Corporate Operations  
Lausch's Moving & Storage, Inc.