

MR. MOVER of Ohio Inc.
RESIDENTIAL & COMMERCIAL
6767 Huntley Rd., Columbus, Ohio 43229
(614) 785-9097

February 25, 2010

Renee Jenkins, Secretary
Public Utilities Commission of Ohio
180 East Broad Street
Columbus, OH 43215-3793

Dear Ms. Jenkins:

This letter is in response to a complaint (10-202-TR-CSS) we received on 2/23/2010.

We did perform the move as stated on Sunday 8/23/2010. The move was scheduled to take no more than 7.5 hours and actually took 9 hours. We collected for 6.75 hours leaving a balance due of \$85.00.

Mrs. Galbreath contacted our office the following week to report damaged items. Our repair man (Jeff) contacted Mrs. Galbreath the day following to set up a time to inspect the items. During the conversation, she questioned his expertise and experience and his abilities. He told her he had been repairing furniture over 20 years and was experienced in all mannered repairs in an effort to reassure her.

She became more condescending stating finally that she did not want just anyone to repair her furniture. Jeff told her at that point she would need to contact the office to proceed.

She called and spoke to Judy and told her she was not comfortable having someone she had never heard of repair her furniture. Judy told her that the claim would not proceed until she allowed us to view the damage. She called back and spoke to Scott (the sales person that gave her the original estimate) Scott reaffirmed that unless we could view the damage the claim would not proceed.

She relented and set an appointment for Scott and Jeff to inspect the damage. Scott assessed the damage and had Judy call to set up a time to begin repairs. When Judy called, Mrs. Galbreath did not want us to make the repairs and wanted to get an estimate from a company she trusted. Judy informed Mrs. Galbreath she was free to get another estimate but Mr. Mover would still make

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the decision on who would make the repairs. We received an estimate on September 18, 2009 dated September 15, 2009 from Coup Restoration Inc.

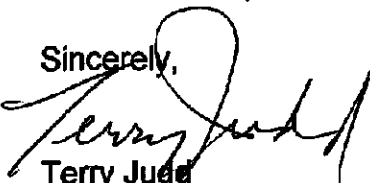
Scott spoke to Mrs. Galbreath and told her we received the estimate but Mr. Mover was still going to use our repairman and asked to set a repair date. He followed up the following day September 23, 2009 with a letter confirming his conversation. In the letter, he also stated that he would accompany Jeff during the entire processes and asked her to contact our office to schedule the repairs.

Several days after she received the letter she called and asked to speak to the owner. Our conversation lasted about 30 minutes. She said she wanted Coup to perform the repairs and I told her we had the right to make that choice. I also told her that she had no basis to conclude that Jeff was not capable of repairing her furniture. I told her many people had Jeff repair and restore other furniture items that were not damaged during the course of a move after seeing his work. He has also had many referrals from our customers over the last twenty years. I told her we would repair one piece at a time for her inspection before starting another item. I told her I was quite positive that once she saw his work she would be pleased with it. She said she would get back to me. We did not receive a call so Judy called on October 15, 2009 and left a message. She called back and said she was exploring her options with the Public Utilities Commission of Ohio. Since the last conversation, we have not heard from Mrs. Galbreath.

Mrs. Galbreath's claim that we made an appointment and did not show up is absolutely untrue. She has steadfastly refused to allow us to start the repairs. This claim along with the other accusations about the movers were never brought to my attention Judy's attention or Scott's attention during the numerous conversations over the several months.

Our present position is unchanged from the original position. We have always accepted the responsibility to repair the items we damaged during the move. The contract terms and conditions on the original estimate Section 1-J states that the carrier reserves the right to repair damaged goods as a first course of action prior to reimbursement. For the last six months, we have made every effort to fulfill this contract obligation and are still awaiting for Mrs. Galbreath to allow us to make the repairs.

Sincerely,



Terry Judd
Owner



**Public Utilities
Commission**

Ted Strickland, Governor
Alan R. Schriber, Chairman

Commissioners

Ronda Hartman Fergus
Valerie A. Lemmie
Paul A. Centolella
Cheryl Roberto

February 18, 2010

Mr. Mover

~~885 Freeway Drive North~~ 6767 Huntley Rd.
Columbus, OH 43229

FEB 23 REC'D

Case No: 10-202-TR-CSS

To Whom It May Concern :

Enclosed is a copy of a complaint filed with the Public Utilities Commission of Ohio. In accordance with Rule 4901-9-01 of the Ohio Administrative Code (revision effective April 4, 1996), you are hereby directed to file an answer to the complaint with the Commission, and serve a copy of your answer upon the complainant(s), within 20 days after February 18, 2010.

In addition to your answer, you may also file any motion that you find to be appropriate.

THE PUBLIC UTILITIES COMMISSION OF OHIO

Renee J. Jenkins, Secretary

Betty McCauley, Acting Secretary

Marinuth Wright, Acting Secretary

Enclosure

RJJ/dh



Public Utilities Commission

2
MGAL102309MJ
Case Number

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Public Utilities Commission of Ohio
Attn: Docketing
180 E. Broad St.
Columbus, OH 43215

Formal Complaint Form

PUCO

10-202-TR-CSS

Merlina Galbreath

Customer Name

4203 Hertford Lane

Customer Address

Dublin

City

Ohio 43017

State Zip

Against

140332

Account Number

Customer Service Address (if different from above)

Mr. Mover

Utility Company Name

City

State Zip

Please describe your complaint. (Attach additional sheets if necessary)

Please see attached sheet.

Merlina L. Galbreath

Signature

614-937-0368

Customer Telephone Number

This is to certify that the images appearing are an accurate and complete reproduction of a case file document delivered in the regular course of business
Technician OR Date Processed 2/17/2018

Merlina Galbreath
4203 Hertford Lane
Dublin, Ohio 43017
#614-937-0368

Account #: 140332
SERVICE ADDRESS: 4203 Hertford Lane, Dublin, Ohio 43017

CASE ID: MGAL102309MJ

I am the customer of Mr. Mover.

I am filing a complaint against Mr. Mover.

On August 23, 2009 Mr. Mover moved our personal belongings from our old home to our new home. Not only did they take twice the amount of time quoted but they damaged 19 (nineteen) pieces of furniture. The three gentlemen were unprofessional, abused my furniture, laid around my house using my newly carpeted floor in my new baby's room and furniture (including a white fabric rocking chair) to rest on even though they were sweating profusely. Some of the other behavior we observed included setting our solid cherry coffee table on its side on the asphalt driveway and used it as a crutch. They dragged a dresser up the hardwood staircase scraping it. I also caught them putting my bed together incorrectly, when I told them, they were not happy. Turns out after fixing the error, they never screwed the bed together. I also witnessed them put my baby's crib back together. They scraped it in numerous places, and ended up with an extra screw!! They tried telling me it must have come off of the truck from a previous move but I looked at the screw and it matched my crib perfectly.

I called and complained. Judy at Mr. Mover told me someone would return my call. No one did for 4 days, so I called again. A repair man called, I asked him if he had experience with repairing wood furniture, he asked me if I was interrogating him. I said yes. He hung up on me.

I called Judy at Mr. Mover. She sent Scott over to review the damage. Even though I was offended in so many ways, I wanted my furniture repaired. I agreed to let them try to repair it.

They never showed up for our appointment. I called Judy. By this time she was tired of hearing from me and I was tired dealing with them. I told her I wanted money to get the items repaired. She agreed and instructed me to get a quote. I immediately called Coup Restorations. They told me it would cost \$106 for an estimate if they did not do the work. I called Judy to make sure we were on. Judy gave me the okay, so I got the quote.

I submitted the quote and Mr. Mover rejected it, saying it was too expensive. In an effort to get this over with I proposed accepting \$2,000 rather than the \$3,000 in the quote from Coup Restorations. They rejected. (That offer is no longer on the table. I was actually going to have to not repair items.)

I would like the Commission to make Mr. Mover pay me the full amount to repair my furniture.

Mr. Mover provided me with inadequate service.

Thank you for taking the time to help me.