

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

13-1582-TR-CSS

BRENDA ADAMS
Customer Name (Please Print)226 GRAND AVE
Customer AddressCHILLICOTHE OHIO 45601
City State Zip**Against**

Account Number

Customer Service Address (if different from above)

HERLIHY MOVING
Utility Company Name

City State Zip

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

BECAUSE HERLIHY MOVERS PROVIDED INADEQUATE
SERVICE, I AM REQUESTING THAT P.U.CO. OF OHIO
ADVOCATES FOR DAMAGE SETTLEMENT IN THE
AMOUNT OF:

$$\begin{array}{r} 1813.19 \\ 175.00 \\ \hline 195.00 \\ \$ 2183.19 \\ \hline \end{array}$$

Signature

(828) 817-4498
Customer Telephone Number

PUCO

RECEIVED-DOCKETING DIV
2013 JUL -5 PM 12:18

SEE ATTACHED, ALSO -
PHOTOGRAPHS
SENT PREVIOUSLY,

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 Jim Date Processed JUL 05 2013

Brenda Adams

226 Grand Avenue

Chillicothe, Ohio 45601

(828) 817-4498

July 1, 2013

WEBID74319

Public Utilities Commission of Ohio

Attn: Docketing

180 E. Broad Street

Columbus, Ohio 43215

In early December 2012, I contacted Herlihy Movers to quote my move from 575 Laurel Street to 226 Grand Avenue (1.8 miles). Alan Harney came to my home reviewed all furniture to be moved. I pointed out items that needed extra care. He said there would be an extra charge for my Grandfathers Clock and my bed. The quote totaled \$ 1400. And I agreed. When discussing damage settlement options, Alan told me to take the .60 per lb. option because he knew the men moving me and they were 'very experienced'. I agreed.

On December 22, they came to move me. Although several seemed fairly young, I trusted that they were experienced. At some point I saw two young men carrying my mother's armoire (unwrapped) and sit it on the concrete sidewalk. They pulled their pants up and rocked the armoire back to pick it up again. The veneer snapped off along the bottom. I was heading out the door and asked what they were doing. I was stunned. All of that furniture had still been shrink wrapped from my North Carolina move and I asked why they would remove the protection ??? They said the shrink wrap was slick and no one had any gloves. I told them they HAD to be more careful.

It became quickly apparent to me that most of my moving crew were young men on school break and the two older men (Gary & Kevin) were having trouble supervising all of them. At another point a young man ripped his pants and refused to get out of the truck. When we got to 226 Grand Ave, yet another young man's girlfriend showed up (?) and he hopped in her car to go out with her. By this time I was spotting extensive damage. Getting late in the day, someone called Mr Herlihy and told him they wanted to finish unloading my furniture the next day. They handed the phone to me and Mr Herlihy told me that if they came back the next day he would charge me extra. I told him to have them stay and finish the job. Mr Herlihy told me that my job was taking way too long and he didn't know how he was going to 'make out on it'. They left the moving truck in the driveway and left.

The next day Gary and Kevin came back to finish. They told me that the antique headboard was damaged because the boys had laid it flat in the truck with the footboard laying on top of it (still

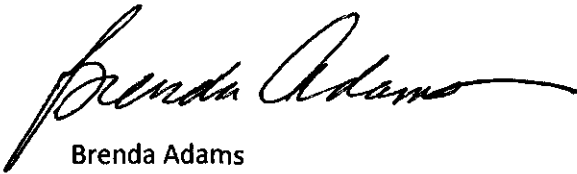
unwrapped). Then they grabbed the legs and dragged it out of the truck damaging both pieces. Gary and Kevin finished unloading and told me how to start the claim process. There was extensive damage due to absolute negligence and unqualified labor.

I completed the claim form and Mr Herlihy sent his appraiser- Donna Paul- to inspect the damage. She determined all damage was due to the move. She also told me that my leather chair could not be repaired.

I submitted claims, using .60 per pound, totaling \$ 1813.19. I have not yet submitted a claim for my lawnmower which was destroyed. According to the repairman, it was tilted during the move and all the oil dispersed throughout the engine. I received a check from Herlihy in April for \$ 835.20. It is not cashed. I called the adjuster, Paula Miller, and asked why. She said there is a limit as to what they'll pay even using .60 per pound. That information was never disclosed to me.

I moved to Ohio from North Carolina in October, 2012. Three men moved me with no damage at all. They had all my furniture unloaded in 4.5 hours. Compared to that, I can't understand how a move of 1.8 miles could be this complicated and destructive. The house at 226 Grand is easily accessible and Herlihy had complete prior knowledge of everything that needed to be moved. I filed a small claims complaint but withdrew it after consulting with an attorney. He recommended that I contact PUCO.

Sincerely,

A handwritten signature in black ink, appearing to read "Brenda Adams", with a long, sweeping horizontal stroke extending to the right.

Brenda Adams