

THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF THE COMPLAINT OF
DAWN PAQUETTE,

COMPLAINANT,

v.

CASE No. 17-2056-TR-CSS

PLANES MOVING & STORAGE, INC.,

RESPONDENT.

ENTRY

Entered in the Journal on December 13, 2017

I. SUMMARY

{¶ 1} The Commission finds that this case should be dismissed because the Complainant has withdrawn her complaint.

II. DISCUSSION

{¶ 2} Pursuant to R.C. 4905.26, the Commission has authority to consider written complaints filed against a public utility by any person or corporation regarding any rate, service, regulation, or practice relating to any service furnished by the public utility that is in any respect unjust, unreasonable, insufficient, or unjustly discriminatory.

{¶ 3} On September 26, 2017, Dawn Paquette (Complainant) filed a complaint against Planes Moving and Storage, Inc. (Planes or Company) alleging that, during a move of her household goods on May 22, 2017, a mattress for her bed, as well as other items, were damaged by Planes' personnel. Complainant stated that an insurance claim for the mattress was denied by Planes and that she is requesting reimbursement for the replacement cost of the mattress.

{¶ 4} On October 13, 2013, Planes filed its answer to the complaint. In its answer, Planes denied liability for damage to Complainant's mattress, and stated that the damage

detailed in Complainant's claim was found to be a common manufacturer defect for the brand of mattress.

{¶ 5} By Entry dated October 31, 2017, a settlement conference was scheduled in this case on December 6, 2017.

{¶ 6} On November 22, 2017, Planes filed copies of a letter addressed to Complainant and a check for \$3,315.93 in Complainant's name. In the letter, Planes states that the check is intended as a settlement of Complainant's claim against the Company for damage to her mattress.

{¶ 7} On November 24, 2017, Complainant filed a letter requesting that the December 6, 2017 settlement conference in this matter be canceled. Further, Complainant states that, assuming the check she received from Planes is valid, her complaint has been satisfied.

{¶ 8} In view of Complainant's letter indicating that her complaint has been resolved, the Commission finds that this case should be dismissed and closed of record.

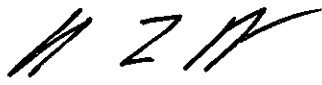
III. ORDER

{¶ 9} It is, therefore,

{¶ 10} ORDERED, That Case No. 17-2056-TR-CSS be dismissed without prejudice and closed of record. It is, further,

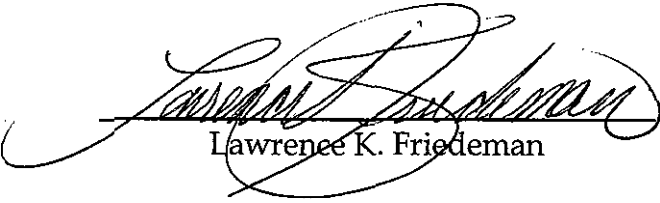
{¶ 11} ORDERED, That a copy of this Entry be served upon each party of record.


THE PUBLIC UTILITIES COMMISSION OF OHIO


Asim Z. Haque, Chairman


M. Beth Trombold


Thomas W. Johnson



Lawrence K. Friedeman


Daniel R. Conway

KKS/vrm

Entered in the Journal

DEC 13 2017


Barcy F. McNeal
Secretary