

FILE

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5-23-13

Robert and Katy Ginsburg

651 Delainey Drive

Kodak, Tennessee 37764

865-932-4963

Case # RGIN022213U9

RECEIVED-DOCKETING DIV
2013 JUN -5 PM 2:08
PUCO

Complaint regarding Hightower Moving, Located at 3543 Doyal
Toledo, OH 43608 , phone number 419-297-5347.

We are filing a formal complaint on Hightower moving due to the way they handled our move from Maumee Ohio to Kodak Tennessee in May and June of 2012. When we initially contacted Hightower Moving, Rick Hightower came to our home in Maumee and did an entire walk thru of our home (minus our storage barn in the back yard). We walked through every room in the house. I informed Rick that there were hand tools and approximately 25 bins (of which I showed him identical bins in the house). I was informed by Rick that they could handle everything in a 26 foot truck. No problem. The cost was \$3000.

During the time that I contracted with Hightower and the actual move date, Rick brought me many boxes in which to pack our belongings. Everything seemed fine. Moving day, 5-22-12, things were very stressful and fast paced. About half way through the packing, Rick started talking trash about how we "hid" things from him, and everything would not fit on the truck. His estimate was off, not by a bit, but by an entire garage full. When I was reviewing materials not on the truck, Rick continued to accuse me of not revealing all materials. He was telling me we had hidden the washer and dryer, boxes and misc other items, How did we hide so many things? How did he not know the box count (especially since he provided them to us). Rick was not only extremely rude, but very unprofessional, and he knew all along he had us in a corner. When all was said and done, on May 22nd, 2102, with the 26 foot truck loaded, we were still holding on to a 22'x22' garage full of our property. What choice did we have? My wife and I had to leave for Tennessee to prepare for the truck. Rick kept telling me it was MY FAULT, not his. My wife and I drove to Tennessee, and after negotiating with Rick, we agreed on a price of \$1500 more to move the rest of our stuff. We agreed under duress, since he knew we could NOT move the stuff ourselves.

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Technician IN Date Processed JUN 04 2013

5-24-12, 3am, I received a phone call from Rick informing me he was in Tennessee. 4:30 am, he pulls his truck into the cul de sac at our home, and he and his crew were making their presence known. They started unloading the truck at 7am. All through the unload, all I heard Rick do was talk trash, and how I, the customer, was trying to take advantage of them by hiding all the stuff he had to move and how I was unfair to his company.

Approximately 2 weeks later I received a call from Rick that the other part of our property was being delivered. 6am on a Sunday morning, they arrived and began unpacking our property. The entire time I had to hear this "professional mover" trash talk. My wife, and neighbors were livid about a 6am unload, and the noise. I dealt with them just so I could be done with them and get them out of my home.

Soon after the 2nd move, I started receiving harassing calls from Rick Hightower, threatening to sue me if I did not return his boxes. He also likes reminding people he knows where they live. We did return most of them when the second load came down. Calling me a 2am, 9pm to tell me he wanted his boxes, is unprofessional and just not right.

This company, though they did move us, handled us extremely rude and unprofessional. We were quoted a price, then with our backs against the wall, forced to pay another \$1500, to get the rest of our property. Hightower claims we hid stuff. We claim he is a poor estimator and pulled a bait and switch on us. How can someone hide a 26 foot truck full of property, when he did a full walk through.

We are requesting a \$1500 refund from this company for their bait and switch tactics, and for over charging us on the move. I wish I could ask for more due to their totally unprofessional actions, but will settle for the amount we were forced to pay to get the rest of our property.

Thank you,

Bob Ginsburg

A handwritten signature in black ink, appearing to read "Bob Ginsburg". The signature is written in a cursive, flowing style with a long horizontal stroke extending to the right.