

THE PUBLIC UTILITIES COMMISSION OF OHIO

**IN THE MATTER OF THE COMPLAINT OF
MEI-LING LIBER,**

COMPLAINANT,

CASE NO. 21-1144-TR-CSS

v.

ALL MY SONS MOVING & STORAGE,

RESPONDENT.

ENTRY

Entered in the Journal on January 19, 2022

{¶ 1} 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.

{¶ 2} On November 3, 2021, Mei-Ling Liber (Complainant) initiated a complaint against All My Sons Moving & Storage (AMS) alleging that AMS failed to comply with both the regulations it must adhere to and the agreement with the Complainant when it was hired to move her personal property on May 27, 2021. Complainant states that she was allegedly not given a final estimate that was compliant with Federal Motor Carrier Safety Regulations, that Respondent did not complete the work as agreed by the parties, and that the Respondent took an excessive amount of time completing its obligation.

{¶ 3} On November 29, 2021, AMS filed its answer to the complaint. AMS admits that it was hired by Complainant to deliver furniture items to Complainant's home on May 27, 2021. AMS denies that it provided an estimate that did not comply with applicable regulations. AMS states that it provided a refund to the Complainant on two occasions, and that at all times AMS disclosed the costs of its services and that the Complainant signed all presented documentation acknowledging those costs.

{¶ 4} Consistent with the Commission's longstanding policy to encourage settlement discussions in complaint proceedings before it, the attorney examiner finds that this matter should be scheduled for a settlement conference. The purpose of the settlement conference will be to explore the parties' willingness to negotiate a resolution of this complaint. An attorney examiner from the Commission's legal department will facilitate the settlement process. However, nothing prohibits either party from initiating settlement negotiations prior to the scheduled settlement conference.

{¶ 5} Accordingly, a telephone settlement conference shall be scheduled for February 7, 2022, at 10:00 a.m. ET. At the designated time of the conference, the parties shall dial 614-721-2972 and enter access code 151 431 207# to join in the mediation event. If a settlement is not reached at the conference, the attorney examiner may conduct a discussion of procedural issues including possible stipulations of fact and potential hearing dates.

{¶ 6} Pursuant to Ohio Adm.Code 4901-1-26(F), representatives of the company shall investigate the issues raised in the complaint prior to the settlement conference. All parties attending the conference shall be prepared to discuss settlement of the issues raised and shall have the requisite authority to settle those issues.

{¶ 7} As is the case in all Commission complaint proceedings, the complainant has the burden of proving the allegations of the complaint. *Grossman v. Pub. Util. Comm.*, 5 Ohio St.2d 189, 214 N.E.2d 666 (1966).

{¶ 8} It is, therefore,

{¶ 9} ORDERED, That a settlement conference be scheduled for February 7, 2022, as provided in Paragraph 5. It is, further,

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

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/ Jesse M. Davis

By: Jesse M. Davis
Attorney Examiner

GAP/mef

**This foregoing document was electronically filed with the Public Utilities
Commission of Ohio Docketing Information System on**

1/19/2022 8:20:59 AM

in

Case No(s). 21-1144-TR-CSS

Summary: Attorney Examiner Entry ordering that a settlement conference be scheduled for February 7, 2022, as provided in Paragraph 5. electronically filed by Kelli C. King on behalf of Jesse Davis, Attorney Examiner, Public Utilities Commission of Ohio