

THE PUBLIC UTILITIES COMMISSION OF OHIO

IN THE MATTER OF THE COMPLAINT OF
LISA AMSPAUGH,

CASE NO. 22-532-TR-CSS

COMPLAINANT,

v.

ALL MY SONS MOVING & STORAGE,

RESPONDENT.

ENTRY

Entered in the Journal on June 23, 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 May 16, 2022, Lisa Amspaugh (Complainant) initiated a complaint against All My Sons Moving & Storage (AMS) for alleged fraud and illegal business practices when they were hired to move her personal property on January 8, 2022. Further, Complainant alleges that AMS violated several provisions of the Ohio Adm.Code and engaged in unconscionable acts. Complainant states that AMS intentionally charged her for supplies they did not use, drug out their labor hours, and demanded payment before they would unload her goods. Additionally, Complainant states AMS refused to provide her a copy of the contract, estimate, or bill of lading. Complainant claims she received a verbal estimate of \$509 from AMS but was charged \$1076.95 in addition to her \$100 deposit. Complainant seeks to be refunded for all the payments she has made to AMS. Complainant also seeks damages from AMS. Complainant also asks the Commission to investigate the other 17 complaints against AMS and requests that the Commission issue citations, sanctions, suspensions, and license revocation. Additionally, Complainant requests that the Commission consider referral of the case to an appropriate criminal authority for investigation and possible prosecution.

{¶ 3} On June 8, 2022, AMS filed its answer to the complaint. AMS admits that it was hired by Complainant for the January 8, 2022 move. AMS denies that it engaged in any fraudulent and/or illegal business practices. AMS also denies that it violated any provisions of the Ohio Adm.Code, engaged in any deceitful acts, or engaged in any unconscionable acts. Additionally, AMS denies every allegation not specifically admitted in its answer and asserts several affirmative and other defenses in response to the complaint.

{¶ 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 July 28, 2022, at 2:00 p.m., ET. At the designated time of the conference, the parties shall dial 614-721-2972 and enter access code 919 545 868# 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), the representatives of the public utility 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 July 28, 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/ Jacky Werman St. John

By: Jacky Werman St. John
Attorney Examiner

MLW/CAQ/mef

**This foregoing document was electronically filed with the Public Utilities
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in

Case No(s). 22-0532-TR-CSS

Summary: Attorney Examiner Entry setting a settlement teleconference for July 28, 2022 at 2:00 p.m. electronically filed by Ms. Mary E. Fischer on behalf of Jacky Werman St. John, Attorney Examiner, Public Utilities Commission of Ohio