

**THE PUBLIC UTILITIES COMMISSION OF OHIO**

**IN THE MATTER OF THE COMPLAINT OF  
AMY MINEHART,**

**COMPLAINANT,**

**CASE NO. 21-1189-TR-CSS**

**v.**

**HELP MOVERS,**

**RESPONDENT.**

**ENTRY**

Entered in the Journal on September 28, 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 19, 2021, Amy Minehart (Complainant) initiated a complaint against Help Movers (Respondent) alleging that Respondent damaged property when it was hired by Complainant to move her mother's belongings from an assisted living facility to a storage unit. Complainant explains that on January 7, 2021, Respondent packed her mother's belongings and transported them to the storage unit. When Complainant subsequently inspected the boxed items at the storage unit, she discovered several damaged items, in particular an end table and a collectible figurine. Complainant states that when she discussed the damages with Respondent and provided a cost estimate as to the damage and value of those two items, the parties were unable to reach a resolution.

{¶ 3} Pursuant to Ohio Adm.Code 4901-9-01(B), a copy of the complaint was mailed to Respondent on November 23, 2021, directing Respondent to file its answer and any other responsive pleading within 20 days after November 23, 2021.

{¶ 4} No responsive pleading was filed within 20 days after November 23, 2021.

{¶ 5} By Entry issued January 28, 2022, the attorney examiner directed the Respondent to file its answer and any other responsive pleading in this matter by no later than February 17, 2022.

{¶ 6} A review of the Commission's records reveals that no responsive pleading has been filed to date.

{¶ 7} At this time the attorney examiner finds that a telephonic status conference should be scheduled. The status conference shall take place on October 11, 2022, at 1:30 p.m. To participate in the status conference, the parties are directed to call 1-614-721-2971 and enter 613 528 233# when prompted.

{¶ 8} It is, therefore,

{¶ 9} ORDERED, That a telephonic status conference be scheduled, as outlined in Paragraph 7. It is, further,

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

THE PUBLIC UTILITIES COMMISSION OF OHIO

/s/David M. Hicks

By: David M. Hicks  
Attorney Examiner

DMH/dmh

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

**9/28/2022 10:49:48 AM**

**in**

**Case No(s). 21-1189-TR-CSS**

Summary: Attorney Examiner Entry scheduling a telephone status conference for October 11, 2022, at 1:30 a.m. electronically filed by Ms. Donielle M. Hunter on behalf of David M. Hicks, Attorney Examiner, Public Utilities Commission of Ohio