

The Communicator

T H E C A L I F O R N I A M O V I N G & S T O R A G E A S S O C I A T I O N

CMSA Attends Meeting with New Commanding General of SDDC

By: CMSA President Steve Weitekamp

Chuck White of IAM contributed to this article.

On Thursday, May 24, CMSA President Steve Weitekamp was a participant in the recent meeting in Alexandria, Va., between Industry representatives and SDDC leadership. This meeting was the first time that CMSA or any state association has been asked to be a part of the meetings that IAM and AMSA have historically conducted with the SDDC Commander and staff.

Other participants in the meeting were IAM President Terry Head, IAM Director of Government & Military Relations Chuck White, AMSA President & CEO Linda Bauer Darr and AMSA Vice President of Military & Government Affairs Scott Michael as well as SDDC Commander Maj. Gen. Thomas Richardson, the General's

aide Captain Devito and SDDC staffer John Johnson. CMSA extends a special thanks to IAM President Head for his efforts in facilitating CMSA's invitation to this meeting. CMSA members have always strongly agreed with his position that the Agents need a seat at the table, and that CMSA is well-positioned to be that voice.

"Since Steve represents the largest state association in the U.S. as well as being a board member of the National Council of Moving Associations (NCMA), he seemed to be the perfect choice to represent the agent perspective," White reasoned.

White had reviewed the

following IAM issues with the SDDC leadership:

BCA/Outsourcing – General Richardson indicated that he told the Honorable Alan

(SDDC Meeting cont. on page 6)



From left to right: John Johnson, branch chief of SDDC's Personal Property Directorate; IAM President Terry Head; Maj. Gen. Thomas J. Richardson; AMSA President and CEO Linda Bauer Darr, CMSA President Steve Weitekamp, AMSA V.P. of Military and Government Scott Michael and IAM Director of Government & Military Relations Charles "Chuck" White.



Chairman's Corner

By: Rick Hosea

Normally this time of year, folks are busy working to prepare for another peak moving season, but it appears that someone unlocked and opened the floodgates earlier than most have expected. I

can tell you that for many of our members, capacity remains by far the biggest challenge we face. Ordinarily, in May, we see that volumes begin to rise a bit, which is our first indicator that our busiest time is right around the corner. This year, volumes have been greater than most of us anticipated. This has prompted many to carefully place volume restrictions both at the van lines and the agency levels. As we watch our van operator numbers continue to slump, it is clear that we must find creative solutions to handle the business opportunities, which there will be for many of us. Those with a well-defined plan will have a clear advantage to increase revenues this peak season, and those without will simply miss out on

the potential market share available due to a stronger economy.

Memorial Day is in some ways a precursor to movers that it's time to tighten our seatbelts and hang on for a roller-coaster ride of activity with peaks on particular days of each summer month. This year may turn out to be one long peak season with volumes growing well into July, and even into August. We must not only book the business, but also be prepared to service it, since our van lines will be of little help as they continue to struggle with already high volumes. Most van lines are reaching their saturation points; with the increase in 409 (military) business, they are doing all they can to manage registered shipment volumes. I have a great deal of faith that we will make it through this season having to lean on our own networks, be them through our respective van lines agency families, our industry organizations such as the CMSA or other colleagues in our business. It is those relationships which we will look for leverage to insure the best service to our customers this summer, for without them, we would be somewhat limited. I truly cherish those

(Chairman's Corner cont. on page 4)



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President's Comments

By: Steve Weitekamp

The California Public Utilities Commission has recently undergone changes in leadership at multiple levels including: Commissioner, Director and Enforcement Supervisors. A core value of our Association is to endeavor to main-

tain an open line of communication with industry regulators and to share with them the issues and challenges that impact our membership as a regulated industry. To that end, individual meetings were conducted in May with Commissioners Mark Ferron and Michel Florio.

As a representative for the legal and permitted carriers of the state, CMSA shared with the Commissioners its concern with the current state of the agency's enforcement strategy in support of MAX4 regulations and consumer protections. Our perception is of a system that has minimal impact on illegal movers and whose last big initiative was to advance a resolution related to the enforcement of judgments against Permitted Carriers where a judicial system already exists. The underground economy for moving is huge. A former CPUC enforcement supervisor of movers reviewed the movers listed on Craig's List for the San Francisco Bay area and found that just over 50 percent of the service providers listed did so without a CPUC permit, and were therefore operating illegally. These illegal operators fail to abide by the law in many ways; areas that were reviewed with the Commissioners, but based on your familiarity, do not need to be described in this column.

The old CPUC enforcement strategy of phone disconnects for unlicensed movers isn't working. A phone disconnect action, without linkage to an expensive traditional phone book advertisement, and with the ability of the illegal mover to change a phone number on a website before leaving a CPUC Hearing Room is an inconvenience and not a penalty. This type of action imposes a greater financial penalty on the regulator, building and presenting a case, than on the illegal operator who has a phone disconnected. We should

(President's Comments cont. on page 5)

(Chairman's Corner cont. from page 2)

connections because it is just as gratifying to help another agent as it is to be helped by them.

A quick update on AB 2118: It continues to move forward without opposition. We are hoping to see it become law sometime this summer. Each time AB 2118 has been presented to committee, it has passed through unanimously. It is on pace to be sent to the full Senate, where it will hopefully have the same type of favorable outcome.

Memorial Day was a great time to reflect on the sacrifices which were made by so many of our men and women in our Armed Forces. I attended a Memorial Day event this year at the Golden Gate Memorial Cemetery in San Bruno, CA; it was a great experience for both my wife Claret and me. We watched 40 men and women from Fort Campbell Kentucky (Screaming Eagles) as they marched proudly in formation following the presentation of the colors. Boy Scouts from around the Bay Area placed small American flags on more than 116,000 graves in observance of Memorial Day. It was a great satisfaction and pride to witness this special ceremony because both my father

and grandfather are buried there along with so many military heroes.

For many of us, summer represents a time we will spend away from our families, working in our offices, warehouses or in trucks, and caring for the needs of our relocating public. It is a time of sacrifice for us and our families, but we do this proudly for this is the common passion we share as movers. Each year you might think, "Not another summer!", and yet here we are again doing the things we need to do in order to get the job done. You are not alone; you are in great company with other professional movers who, like you, will do what they must in order to fulfill their commitments toward their customers. I salute you all for the hard work you will do this summer.

I wish you all my very best this peak season, and remember you have a huge network of seasoned professionals to call on should you need help or advice this time of year. **Good Luck!**

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(President's Comments cont. from page 3)

therefore work together to develop a strategy that will benefit all: the moving public, the regulated industry and the taxpayers of California. We believe that successful enforcement calls for action that addresses illegal movers' Internet marketing and use of social media. CMSA stands ready to be a partner in a move toward impactful enforcement against illegal movers who refuse to follow the laws of the state, and therefore have a competitive advantage in the marketplace. Their advantage is based on several factors including: a failure to comply with laws related to consumer protections, safety regulations and employment laws such as workers' compensation insurance for their own workers.

Subsequent to our visits with the Commissioners, I was invited by longtime CPUC staffer

and recently appointed Southern California enforcement supervisor, Adrienne Johnson, to make a presentation to her team. I was pleased to have the opportunity to spend two hours speaking directly with those who are tasked with enforcing CPUC regulations. We spoke about CMSA's efforts in reporting illegal operators to the CPUC, and our desire to collect any additional data that they would find helpful in building cases against non-permitted operators. Congratulations to Johnson for her efforts to continue a long-standing dialog between the CPUC and CMSA and to ensure that her staff, some new to the job, was included in that discussion. I challenged them to take the more difficult, yet more impactful road in their mission to protect the moving public, asking them to seek out the illegal unlicensed operator who is doing damage to the three important entities previously identified.

Calendar of Events

Fri., October 5, 2012

Monterey Bay Chapter
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Wed., March 13, 2013

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Golf Tournament

May 14-19, 2013

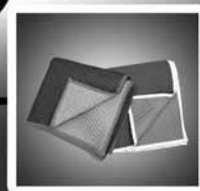
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(SDDC Meeting cont. from page 1)

Estevez, Assistant Secretary of Defense (Logistics & Material Readiness), in no uncertain terms, that he was not in favor of the BCA findings. He said he felt "SDDC is already a 3PL," and he didn't feel another entity taking the business away from SDDC and the PPSOs would be the prudent move to make. He was concerned with taking away the "touch points" that the DOD ITOs offer for the [service members], and he also felt that the report was a bit disingenuous in indicating that all of the current positions could be replaced by contractors. The current positions in many ITOs handle much more than just personal property. That may be only one aspect of a person's job and thus not nearly as many jobs would come off of the rolls as the BCA may [have] indicated.

Two-Way Interface – [IAM] gave [the General] the history of this issue and tried to emphasize how the lack of the interface is a cost driver for the industry. [IAM] asked him to advocate for it as it does not appear to be on the radar for the next DPS contract.

Rate Reasonableness – [IAM] laid out why this was a driver for artificial rate levels due to always having the possibility of the cap looming over rate determinations. [The General] promised to discuss this more with his people, but made no promises to remove it.

White believes this was an excellent interaction with the SDDC leadership, but has doubts of movers' issues being of high priority to the General.

"I think this was a good first step, but I feel the General will be focused on the movement of troops and material out of Afghanistan, and personal property will only hit his radar for critical issues like the BCA and DP3/DPS future direction," White said.

Due to time constraints of the meeting and with the CMSA Military Affairs Committee's input, it was determined that DP3, Base Access and CARB Regulations were the important issues that should be brought to the Commander's attention. The consensus was that these issues had a significant impact on California movers and could be most easily understood by the Commander whom was new to the

(SDDC Meeting cont. on page 7)



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(SDDC Meeting cont. from page 6)

position and did not come from a military household goods movement background.

CMSA shared with the General that with the implementation of DP3, many Agents have felt disenfranchised and that they lack a voice in the process. Many Agents have been concerned about their place in this important part of their business mix as the traditional relationship between military carriers and agents has changed to one that has far less linkage. CMSA, through its Military Affairs Committee activity, has increased its involvement, becoming more of a voice for our membership in matters related to military moving.

Weitekamp spoke of the financial impact of the economy and the DP3 program on Agents and informed the General of the importance of Agents as the actual service providers that control the assets (labor, trucks and warehouses) in the moving process.

Weitekamp also shared the members' concerns and general dissatisfaction with the base access program, Rapid Gate. Agents are concerned with its high costs and limited use, with an additional fee to access multiple bases – a

reality for many military movers. We also spoke of inconsistencies in access within the system and of the possibility that access, in some cases, is even impacted by Flex Fridays. At the suggestion of the Military Affairs Committee, CMSA addressed the benefits of TSA Transportation Workers Identification Credential (TWIC Card). The TWIC Card is used for port entry and has a significantly lower cost, based on the fact that it only needs to be renewed every five years, and is accepted at ports all around the country. The General appeared to be interested in a program that would reduce costs and simplify the process for the industry.

CMSA also brought up the increased costs that service providers handling shipments that touch California are required to bear as a result of CARB Diesel Engine Regulations. Members believe that this issue will impact Agent costs and Carrier capacity related to shipments with origins and/or destinations in California. This was an interesting discussion, and was the first time that the issue regarding a possible solution to surcharge, similar to the one for fuel, had been discussed.

The General was personable and informed

(SDDC Meeting cont. on page 11)

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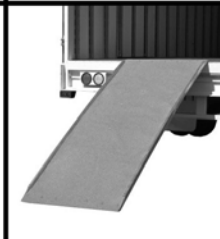
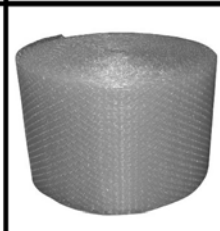
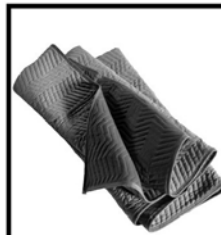
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Shiree Dolman Wins Grand Prize Donated by DEWITT Cos. at 2012 Convention

Shiree Dolman of California Relocation Services was announced the lucky winner of a trip to Maui, which included two (2) first-class round-trip tickets anywhere in California to Maui and a \$2,000 Marriott Gift Card. The door prize was generously donated by DEWITT Cos./Royal Hawaiian Movers, and given out at the 94th CMSA Annual Convention held at John Ascuaga's Nugget in Sparks, Nev. from April 10-15, 2012.

Shiree, who was the envy of all the Convention attendees, plans to take her husband, Brandon Dolman, to Maui to celebrate their 10-year wedding anniversary. Not only is Maui a beautiful desti-

nation spot, it also happens to be where she and Brandon celebrated their honeymoon 10 years ago!

"I am so excited and appreciative to win this trip," says Dolman, "I am so thankful to DEWITT Cos. for this wonderful prize!"

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Newly Elected Associate Board Member Jeff Nadeau of DEWITT Cos./Royal Hawaiian Movers (left) poses with grand prize winner Shiree Dolman of California Relocation Services.

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CMSA Members Still Must Submit Interim Access Agreement to Pass through Richardson Grove

With the summer season approaching, CMSA wants to remind its mover members that the Interim Access Agreement must still be completed in order for drivers to pass through the Richardson Grove area in Humboldt County.

This agreement allows permitted Household Goods Carriers to pass through Richardson Grove, a redwood state park in Humboldt County, without being ticketed and red-tagged on this narrow section of Highway 101, and avoid taking alternate routes that could add up to 600 miles to their trip.

The "Interim Access Agreement" as it is called was created in March 2009 through the



negotiating efforts of CMSA President Stephen Weitekamp and several CMSA members. The Agreement was negotiated with the California Department of Transportation (CalTrans) and the California Department of Highway Patrol (CHP). It was originally meant to be used during the "interim" prior to the completion of a Highway 101 improvement project through Richardson Grove that was expected to last through 2010. However, due to a federal lawsuit filed by environmental groups, the improvement project was never started and may never be started.

Subsequent to the negotiation of that

(Access Agreement cont. on page 11)



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Talk about team spirit. No one pulls for the local favorite quite like Macy Movers. When Campolindo High School advanced to the California state football championship, the Atlas agency provided transportation for the team's gear, along with a special perk, just for the occasion.

"We had recently purchased a red tractor," says President Mark Macy. "Since we had to paint it white, we decided to let the team give it a temporary paint job for the big game." Mark's brother, Kevin, coaches the Campolindo team, which came within a touchdown of victory against Washington High.

(Access Agreement cont. from page 10)

agreement, Weitekamp became a member of an assessment team, which included representatives of CHP and Caltrans, to review the success of the Agreement. Members of the team were pleased with the cooperative spirit of both permitted carriers and the CHP, and the fact that there has been no negative incidents during the access period.

It is important that the protocol for the Interim Access Agreement be followed to ensure this access through Richard Grove remain available to permitted carriers.

Carriers must complete the Interim Access Agreement Form with copies to CalTrans and CHP no less than 72 hours prior to travel; they must also notify CHP, and request an escort no less than 24 hours prior to passing through the area. Visit www.thecmsa.org for more information or call CMSA at (562) 865-2900.

(SDDC Meeting cont. from page 7)

the group that he had moved 35 times with military-arranged moves, both as a child of a military member and during his service to our country.

Weitekamp feels that this meeting was a step in the right direction.

"I believe that there was significant value in CMSA's participation in this meeting," Weitekamp said. "While the intent of the meeting was to introduce the players and get an overview of our industry, we were able to take advantage of the opportunity to speak with the Commander in some detail on issues of importance to CMSA members and the larger Agent community."

MEMORIAL BULLETIN



**Diana
Cornwell**

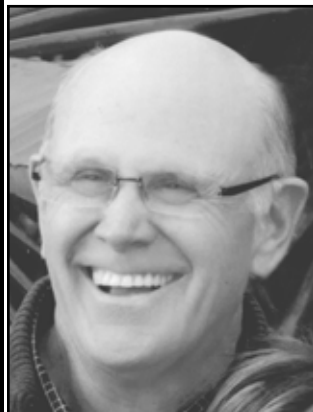
1948-2012

Diana Cornwell passed away on Friday, May 18, 2012, after a six-month battle with a very aggressive brain tumor.

Diana Cornwell was born on September 12, 1948, in Bloomsburg, Pa.

Cornwell raised horses at one time, loved her "bumble-bee" motorcycle and riding "Quads" with her husband and friends. The girl had no fear! And she was a fabulous cook. She and her husband, Scott, recently bought a beautiful home in Franktown, Colo.

Cornwell is survived by her husband, Scott; her mother, Betty; two daughters; five grandchildren and one great-grandson.



**Richard Lee
DeWitt**

1941-2012

Richard Lee DeWitt passed away on Tuesday, May 22, 2012, surrounded by his friends and family following a five-month battle with cancer.

Richard was the owner of Approved Forwarders, Approved Freight Forwarders, Royal Hawaiian Movers, DeWitt Moving and Storage Guam, DeWitt Companies and Royal Alaskan Movers.

DeWitt was also the son of Woodrow "Woody" DeWitt, one of the founding members of the International Association of Movers. He is survived by his wife Annalee; six children John, Nannette, Suzanne, Jeannette, Michael, Jacqueline and 11 grandchildren.

CPUC Investigations Result in Enforcement Actions and Fines Imposed on Various Moving Companies

SAN FRANCISCO – The California Public Utilities Commission (CPUC), in its ongoing commitment to consumer protection, has recently taken a number of actions to protect consumers from illegally operating moving companies.

During the fourth quarter of 2011 and the first quarter of 2012, CPUC staff took the following enforcement actions against moving companies for violations of the Public Utilities Code and CPUC rules and regulations, including Maximum Rate Tariff 4 (MAX 4), which contains maximum rates that carriers must observe as well as rules and regulations governing intra-state moves.

Administrative Citations

Royal Moving Services, Inc. dba Careful Movers (MTR 190156) based in San Carlos, Calif., was fined \$6,000 for the following violations:

1. Engaged four employees without evi-

dence of workers' compensation insurance coverage in effect and on file with the CPUC;

2. Issued Estimated Cost of Services without performing visual inspections;
3. Failed to issue a Change Order for Services to justify exceeding the Estimated Cost of Services or the Not to Exceed price;
4. Failed to provide the Important Notice About Your Move document at least three days prior to the move date;
5. Failed to provide the "Important Information for Persons Moving Household Goods" booklet;
6. Failed to charge distance rates on moves that exceed 100 constructive miles;
7. Deviated from the units of measurement specified in Maximum Rate Tariff 4; and,
8. Issued incomplete moving documents.

Ori Van Lines, Inc. (MTR 190576) based in

(CPUC Investigations cont. on page 13)

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(CPUC Investigations cont. from page 12)

San Jose, Calif., was fined \$2,000 for the following violations:

1. Issued incomplete moving documents;
2. Failed to provide Important Notice About Your Move;
3. Failed to perform a visual inspection when issuing estimates;
4. Overcharges;
5. Failed to issue Change Order of Services;
6. Failed to maintain a Claims Register;
7. Failed to note times when performing hourly moves;
8. Issued a release of liability in violation of Public Utilities Code;
9. Underreported revenue; and,
10. Failed to obtain weigh master's certificate.

The company was ordered to pay back fees and restitution to customer.

Coast 2 Coast Movers, LLC, (MTR 190686) based in Los Angeles was fined \$1,000 for the following violations:

1. Operated during suspension; and,
2. Failed to provide shippers the Important Notice About Your Move document.

Zhiyuan Zhang dba Express Moving Services, (MTR 189756) based in Union City, Calif., was fined \$2,000 for the following violations:

1. Operated after suspension and revocation of permit;
2. Failed to provide the Important Notice About Your Move document at least three days prior to the move date;
3. Failed to provide the Important Information for Persons Moving Household Goods booklet;
4. Failed to state valuation rates; and,
5. Issued incomplete moving documents.

SM&S Relocation, Inc., dba Speedee Movers (MTR 190474) based in San Jose, Calif., was fined \$3,500 for the following violations:

1. Failed to provide the Important Notice About Your Move document at least

(CPUC Investigations cont. on page 14)



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(CPUC Investigations cont. from page 13)

- three days prior to the move date;
2. Failed to provide the Important Information for Persons Moving Household Goods booklet;
 3. Failed to charge distance rates on moves that exceed 100 constructive miles
 4. Failed to apply correct charges based on weight certificates;
 5. Failed to disclose all charges and willfully quoted a lower rate knowing the actual charge will be more than the quote;
 6. Under-reported gross revenue and underpaid fees;
 7. Issued incomplete moving documents;
 8. Failed to state valuation rates; and,
 9. Other Max 4 tariff violations.

Phone Disconnections

As part of its ongoing efforts to clamp down on illegal moving companies, the CPUC had telephone service shut off to four moving companies operating in California without a household goods permit. These companies continued to advertise and hold themselves out to engage

in the business of transporting used household goods, notwithstanding CPUC staff directives to immediately cease and desist unlawful acts and to obtain a household goods permit.

1. Mutunga Maithya, dba Central Valley Movers, Modesto, Calif. (Unlicensed): The company advertised and offered household goods moving services on the Internet. The advertisements listed one phone number. Despite CPUC staff's cease and desist letters directing the company to immediately halt all unlawful advertisements and operations, the company continued to violate the law as evidenced by reviews appearing on the Internet. On October 12, 2011, CPUC staff obtained a Finding of Probable Cause signed by a Stanislaus County Superior Court Judge. The Finding orders disconnection of telephone service to the number advertised and used by the company.
2. Tyson Mol dba All Care Moving Company, Santa Clara, Calif. (MTR 189681): After CPUC staff obtained a court order

(CPUC Investigations cont. on page 15)



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(CPUC Investigations cont. from page 14)

on March 26, 2010, directing the disconnection of telephone numbers, the company obtained a new telephone number and willfully continued to advertise his unlicensed business on the Internet offering household goods moves after revocation of his permit. On October 14, 2011, CPUC staff obtained a second Finding of Probable Cause signed by a Santa Clara County Superior Court Judge. The order finds that telephone service at the number advertised was being used to violate criminal laws of the State of California and orders disconnection of the number.

3. Dustan Bartlett and/or Tom Brouillette, acting as individuals or in concert, dba Sultans of Schlep, San Francisco (Unlicensed): The company advertised and offered household goods moving services on the Internet. The advertisements listed three phone numbers. The company continued to violate the law after receiving written and oral communications from CPUC staff to cease and de-

sist. The court Finding obtained by CPUC staff orders disconnection of telephone service to the three telephone numbers advertised and used by the company.

4. Juan G. Diaz Hernandez dba Complete Moving Service Company, Aromas, Calif. (Unlicensed): The company advertised household goods moving services on the side of a truck. The company failed to remove the sign on the truck after being directed to do so by CPUC staff. A court order was obtained authorizing the disconnection of the advertised phone number.
5. Jason Yu (dba) Pro Moving Express, Mountain View (Unlicensed). This company advertised and offered household goods moving services on the Internet. The advertisements listed five phone numbers. Notwithstanding CPUC staff cease and desist letters and oral communication directing the company to immediately cease all unlawful advertisements and operations, the company continued

(CPUC Investigations cont. on page 16)

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(CPUC Investigations cont. from page 15)

to violate the law. On January 19, 2012, the CPUC obtained a Finding of Probable Cause signed by a Santa Clara Superior Court Judge. The Finding orders disconnection of telephone service to the five telephone numbers advertised and used by the company to violate criminal laws in the State of California.

Criminal Filings

Following is an update on two criminal cases previously filed:

1. Duncan and Elbaz, Inc. dba Worldwide Relocations, Worldwide Moving, Moving US Moving & Storage, Marten Transport, Marten Movers, Atlas Van Lines and S Van Lines, and its President Edan Elbaz, Santa Clara (MTR190482-Denied): In conjunction with the Moving Companies Task Force, CPUC staff had been providing the Santa Clara County District Attorney's office with copies of consumer complaints filed with the CPUC. In addition, CPUC staff submitted a report on two consumer complaints alleging goods held hostage

and exorbitant moving charges. The company did not have a valid household goods carrier permit to conduct these moves. Based on the complaints received and sting operations, the District Attorney's office filed a felony complaint charging Edan Elbaz and Mellisa Gisselle Jimenez (sales person) with 12 counts of conspiracy with others to commit a crime, a violation of Penal Code section 484-487(a) (Grand Theft). Warrants for their arrest were issued. Ms. Jimenez was booked and released on \$150,000 bail. The whereabouts of Elbaz is unknown. UPDATE: Ms. Jimenez pled no contest to one count of grand theft and one count of conspiracy. She was sentenced to 5 years of probation and 480 hours of community service. Her plea allows consideration of all the other charges when determining restitution. Restitution will be determined by the probation department.

2. MTF Relocation, Inc. dba Best Local Relocation, San Jose (MTR 190354-Revoked): CPUC staff participated in a multiagency taskforce along with the Santa Clara

(CPUC Investigations cont. on page 17)

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(CPUC Investigations cont. from page 16)

District Attorney's office, the Federal Bureau of Investigation, the Department of Transportation, Immigration and Customs Enforcement, Weights and Measures, and other agencies targeting problem moving companies in Santa Clara County. A search warrant was executed on MTF's place of business. Oren Avitan, owner of MTF, was not present and fled the country. Employee Rodney Duque was arrested and charged with 32 counts of conspiracy and grand theft. UPDATE: A preliminary hearing was held in November 2011 in the Superior Court of Santa Clara County for Duque. Five charges were dropped due to the inability to locate some of the victims. Duque was held to answer on 26 of the 27 remaining counts.

Official Notice

The following seven companies were issued an Official Notice for advertising and operating without a permit.

1. Jose Diaz dba Jose Diaz Hauling & Moving and Jose's Low Cost Moving &

- Hauling, Hayward (Unlicensed)
2. Sean J. Sullivan dba Movers Anonymous, Berkeley (MTR 190796)
3. Ricky Harlen Richardson dba Best Way Movers, Placerville (MTR 189010)
4. Robbie Reidy O'Keeffe dba Big Leprechaun Moving & Storage, San Francisco (MTR 190843)
5. Stafford dba Sent Packing, Oakland (Unlicensed)
6. Brianne Rosado dba Cal Movers, Mountain View (MTR 190868)
7. Antonio Regalado Chavez dba Neway Moving, Concord (Unlicensed)

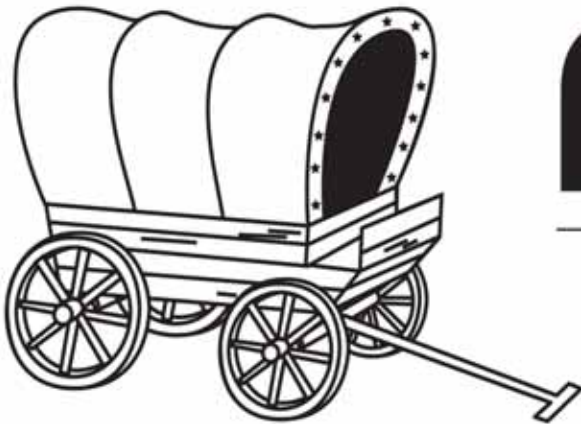
Cease and Desist Notice

Thirty-three companies were issued cease and desist notices for operating and advertising without a valid permit (unlicensed, revoked or denied).

Companies issued a cease and desist notice:

1. Safe Movers, Oakland (Unlicensed)
2. Claddagh Moving, San Francisco (Unlicensed)
3. Mr. Mover's Moving Assistance, Oakland (Unlicensed)

(CPUC Investigations cont. on page 18)



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Former CMSA Chairman Robert W. Foy Retires as California Water Service Group Chairman After 35 Years of Service

SAN JOSE, CA – Former 1978 CMSA Chairman Robert W. Foy will retire as California Water Service Group Chairman on May 22, 2012, when he reaches the retirement age for directors set forth in the by-laws of the company.

According to President and Chief Executive Officer Peter C. Nelson, Foy's retirement marks an end of era.

"Bob is a true gentleman and a great leader. He has had a remarkable tenure, and he has made an indelible mark on the water company and on the industry nationwide," Nelson said.

Foy joined the Board of Directors in 1977, when the company sought him for his experience in a regulated industry and for his role as a business leader and icon in the community of Stockton, Calif., which was home to the utility's largest service area at the time. He was elected Chairman in 1996.

Through the years, Foy has been active with the National Association of Water Companies and the California Water Association. He has served as an ambassador for the company and the industry, and has become a friend to many, due largely to his business leadership skills and his charismatic and warm personality.

During his tenure on the Board of California Water Service Group, the company has grown from a single-state company with \$205 million in utility assets serving 296,000 customers to a

company with more than \$1 billion in utility assets serving nearly 500,000 customers in four states.

"I love this company dearly, and it has been an honor to contribute to the significant changes that have occurred here during the last three-and-a-half decades," Foy said. "I want to express my sincere appreciation to our employees, directors and stockholders for letting me be a part of this fine organization."



The former Board Chairman of the Pacific Storage Company will continue to be active in the City of Stockton, which named him "Stocktonian of the Year" in 2009. He will also continue to serve as director and an owner of Pacific Storage, a Stockton-headquartered diversified transportation, warehousing and business records management

company.

Foy is also looking forward to having more time to support the intercollegiate athletic teams of his alma mater, San Jose State University.

Nelson will assume the combined role of Chairman, President and Chief Executive Officer upon Foy's retirement. Douglas M. Brown, who joined the California Water Service Group Board of Directors in 2001, and is currently the Dean of the Anderson School of Management at the University of New Mexico, will continue to serve as lead director.

(CPUC Investigations cont. from page 17)

4. Joy Ayiko Drati dba Ayiko Express, Pittsburg (Unlicensed)
5. Brianne Rosado and Robert Rosado dba Cal Movers, Mountain View (MTR 190868)
6. Neal Crofton dba Claddagh Moving, San Francisco (unlicensed)
7. Robert Titus dba Titus Moving, Menifee (Unlicensed)

8. Pacific Island Logistics, Encino (Unlicensed)
9. Elmer Shannon dba Safe Movers, Emeryville (Unlicensed)
10. Rick Arthur Lopez Jr. dba My Dad's Moving, San Jose (MTR 190484)
11. Henry Fu dba Bay Area moving Service, San Francisco (Unlicensed)
12. Robert Bellot & Estella Drati dba B&P Moving, Pittsburg (Unlicensed)

(CPUC Investigations cont. on page 19)

(CPUC Investigations cont. from page 18)

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|---|---|
| <ul style="list-style-type: none"> 13. Isabel Fuentealba, dba Moves Made Easy, Citrus Heights (Unlicensed) 14. Antonio R. Chavez dba Neway Moving, Concord (Unlicensed) 15. Neil S. Marcus dba On the Move Movers, Roseville (Unlicensed) 16. Steve Shannon dba Tip Top Movers, Carmichael (Unlicensed) 17. Guy Whetton dba Great British Movers of Grass Valley, Grass Valley (Unlicensed) 18. Steve Reavis dba Dynasty Delivery and Moving, Carmichael (Unlicensed) 19. Expert Moving Company dba Movers Express, Cerritos (MTR 165152) 20. Grigore Guzun dba Equator Moving, San Diego (Unlicensed) 21. Warren Derobertis dba West Coast Moving and Storage, Norco (MTR 189921) 22. Yuval Bitton dba Elite Moving & Storage, | <ul style="list-style-type: none"> Inc., Sun Valley (MTR 189126) 23. Fast & Easy Moving, Glendale (MTR-Unlicensed) 24. David Clark dba Best Price Movers, Van Nuys (Unlicensed) 25. Alliance Express Moving & Storage, Inc., Canoga Park (Unlicensed) 26. 3 Big Dogs Moving Company, Rancho Santa Margarita (Unlicensed) 27. The Small Delivery Co., Compton (Unlicensed) 28. Spade Moving, Santa Monica (Unlicensed) 29. Local Traffic Solutions, Inc. dba Ant Moving, North Hollywood (MTR 190549) 30. Aussie Group LLC. dba Aussie Movers, Los Angeles (MTR 190903) 31. Ian the Mover, Los Angeles (Unlicensed) 32. The Moving Company, Los Angeles (Unlicensed) 33. JT Moving Service, Los Angeles (Unlicensed) |
|---|---|

CLASSIFIED ADVERTISING

CHARGES: 1-5 lines \$15; \$2 each additional line. CMSA box number \$5; Special heading/set up extra.

Replies to ads noting box numbers to be sent to: CMSA Communicator, 10900 E. 183rd St., #300, Cerritos, CA 90703. Call Brianna Wahlstrom at (562) 865-2900 to place your advertisement.

EXPERIENCED WAREHOUSE MANAGER

Hiring a warehouse manager with 3 plus years of experience in household goods relocation/warehouse management. It is preferred that applicants have a class "A" license and a forklift certification. Please email resumes to recruiting@aqmsnationalmoving.com.

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2003 Int'l Bobtail, 26 ft. with attic, air ride, e-trac. 206,690 miles, orig. owner, still working, walk board included. Asking \$18,000. Call Anthony at 562-941-3600.

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EMPLOYMENT OPPORTUNITY

So Cal Moving and Storage Co. looking for inside/outside salesperson excellent commission. PREVIOUS EXPERIENCE a plus. People skills, computer skills and math skills. Send resumes and letters of inquires to: CMSA, Box J3, 10900 E. 183rd St., #300, Cerritos, CA 90703.

EMPLOYMENT OPPORTUNITY

Looking for managers in L.A./Orange and Northern Bay Area. Must be extremely computer literate. Must be good with people and should have experience in the Moving and Storage Industry. Send resumes and letters of inquires to: CMSA, Box J2, 10900 E. 183rd St., #300, Cerritos, CA 90703.

It pays to advertise!

P.J. Welch Wins Northern Region Chapter Hawaii Raffle at the 2012 Convention

CMSA Vice Chairman P.J. Welch of Cardinal Van & Storage Co. won the Northern Region Hawaii Raffle at the 94th Annual Convention on April 10-15, 2012, at John Ascuaga's Nugget in Sparks, Nev. The raffle was drawn at the Saturday's Gold Nugget Awards Luncheon.

The raffle prize was a seven-night condominium stay at The Whaler, a premium luxury resort at Kaanapali in Maui.

Condominium owner and Northern Region Chapter President Karl Anderson of Anderson Bros. Movers organized the raffle fundraiser to

generate additional chapter funds to donate to the CMSA Scholarship Fund and to the Special Olympics.



"I am so thankful for the early Thanksgiving gift," Welch said. "It will be my first family vacation in Hawaii!"

Thanks to the monies raised from the Hawaii Raffle, Anderson proudly announced at the Convention that the Northern Region Chapter

was donating \$10,500 to the Scholarship Fund and \$500 to Special Olympics.

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