



# Louisiana Public Service Commission

POST OFFICE BOX 91154  
BATON ROUGE, LOUISIANA 70821-9154  
[lpsc.louisiana.gov](http://lpsc.louisiana.gov)

Telephone: (225) 342-4439

## COMMISSIONERS

Craig Greene, , Chairman  
District II  
Eric F. Skrmetta Vice Chairman  
District I  
Foster L. Campbell  
District V  
Lambert C. Boissiere III  
District III  
Mike Francis  
District IV

BRANDON M. FREY  
Executive Secretary

KATHRYN H. BOWMAN  
Executive Counsel

JOHNNY E. SNELGROVE, JR  
Deputy Undersecretary

**Certified Mail Receipt # 7002 2030 0002 6571 4928  
and Regular USPS Mail**

## LOUISIANA PUBLIC SERVICE COMMISSION

VS

DOCKET NO. T-36219

## FAST AFFORDABLE COLLEGE STUDENT MOVERS, INC.

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**In re:** Alleged violation of 1) General Order dated July 12, 2013 for failure to provide a written estimate prior to conducting moving services and 2) General Order dated July 01, 2021 as amended by exceeding rates as outlined in the company's tariff dated June 27, 2013, while operating under Common Carrier Certificate Number 7823 allegedly having occurred on or about October 18, 2021 through October 20, 2021.

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To: Fast Affordable College Student Movers, Inc.  
28495 Plum Street  
Ponchatoula, LA 70454

## GREETINGS:

**YOU ARE HEREBY NOTIFIED, COMMANDED AND REQUIRED to appear at a hearing on Friday, April 01, 2022 at 9:30 a.m.,** before a Louisiana Public Service Commission Administrative Law Judge. The hearing will be held at the Louisiana Public Service Commission, Galvez Building, 11<sup>th</sup> Floor, 602 North 5<sup>th</sup> Street, Baton Rouge, Louisiana, 70802. Parking is available in the Galvez Parking Garage across from the Galvez Building on North Street.

**TO SHOW CAUSE,** if any, why you should not be found guilty by the Commission of Alleged violation of 1) General Order dated July 12, 2013 for failure to provide a written estimate prior to conducting moving services and 2) General Order dated July 01, 2021 as amended by exceeding rates as outlined in the company's tariff dated June 27, 2013, while operating under Common Carrier Certificate Number 7823 allegedly having occurred on or about October 18, 2021 through October 20, 2021.

No later than fifteen (15) days before the date of the scheduled hearing, **any party** to this proceeding may request a **status conference** to discuss the issues herein. The request must be in writing and filed in the same manner as a request for continuance. At the hearing, the Commission Staff will present testimony and evidence in support of its allegations against you. You will be provided an opportunity to cross-examine Commission Staff's witness(es) and to present evidence and testimony in your defense. You will need to bring an original and four (4) copies of each document you wish to place into evidence.

**DOCKET NO. T-36219**  
**LOUISIANA PUBLIC SERVICE COMMISSION VS.**  
**FAST AFFORDABLE COLLEGE STUDENT MOVERS, INC.**  
**MAIL OUT DATE: DECEMBER 20, 2021**  
**PUBLISHED IN BULLETIN #1261 ON DECEMBER 23, 2021**

**PLEASE BE ADVISED** that any requests to reschedule this hearing will be considered if the request meets the following four (4) requirements:

1. One original and two copies of the request must be mailed, hand delivered or faxed to the Commission's Records and Recordings Division at the following address:

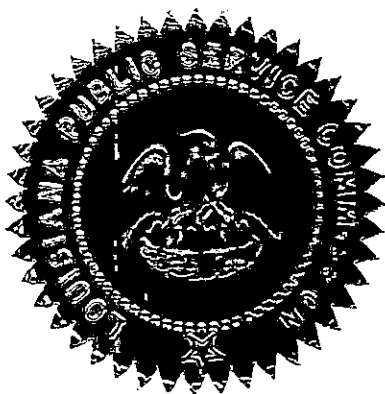
Mail:  
Louisiana Public Service Commission  
Records and Recording Division  
P.O. Box 91154  
Baton Rouge, Louisiana 70821-9154

Hand Delivery:  
Louisiana Public Service Commission  
Records and Recording Division  
602 North Fifth Street  
Galvez Building, 12<sup>th</sup> Floor  
Baton Rouge, Louisiana

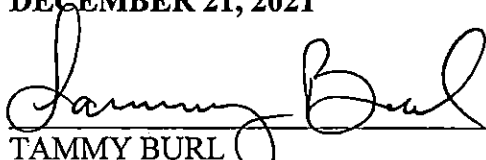
Fax<sup>1</sup>:  
Louisiana Public Service Commission  
Records and Recording Division  
(225) 342-0877

2. The Records and Recordings Division must receive the request at least five (5) business days prior to the hearing date;
3. The request must contain the proceeding's docket number and the name of the party requesting the continuance; and
4. The request must also contain good cause for the requested continuance.

If you have questions concerning the scheduled hearing, you may contact the Administrative Hearings Division at (225) 219-9417. Also, if you are disabled and need special accommodation at the hearing, please notify the Administrative Hearings Division at least five (5) days prior to the hearing date.



**BY ORDER OF THE COMMISSION**  
**BATON ROUGE, LOUISIANA**  
**DECEMBER 21, 2021**

  
\_\_\_\_\_  
TAMMY BURL  
TRANSPORTATION ADMINISTRATOR  
LOUISIANA PUBLIC SERVICE COMMISSION

<sup>1</sup> Filings of twenty-five (25) pages or less by facsimile are now allowed provided that they are in compliance with the procedures detailed in Rule 3 of the Commission's Rules of Practice and Procedure. A filing is complete only upon receipt of a confirmation from the Records Division confirming complete transmission, and the receipt by the Records Division, within five days of the transmission, of the original signed document accompanied by a \$25 filing fee. Facsimile must be received by 4:30 on a business day to be considered filed that day. If a party fails to comply with the rules regarding facsimile filings, the filing shall have no force and effect. For further information contact the Louisiana Public Service Commission at 1-800-256-2397 and request the Records and Recordings Division. You may access the Commission Rules of Practice and Procedure on our website at <https://lpsc.louisiana.gov/>.

**SERVICE LIST**

**DOCKET NO. T-36184**

**LOUISIANA PUBLIC SERVICE COMMISSION VS.**

**FAST AFFORDABLE COLLEGE STUDENT MOVERS, INC.**

**MAIL OUT DATE: DECEMBER 20, 2021**

**PUBLISHED IN BULLETIN #1261 ON DECEMBER 23, 2021**


Fast Affordable College Student Movers, Inc.  
28495 Plum Street  
Ponchatoula, LA 70454

**Certified Mail Receipt #7002 2030 0002 6571 4928  
and Regular USPS Mail**

Staff Attorney

Transportation Staff

Commissioner Skrmetta

|  |  |  |
|--|--|--|
| <b>HOUSEHOLD<br/>GOODS MOVE<br/>COMPLAINT<br/>FORM</b> | <b>Louisiana Public Service Commission</b><br><b>Transportation Division</b><br><b>PO Box 91154</b><br><b>Baton Rouge, LA 70821</b><br><b>Phone (888)342-5717 (225) 342-4439</b> | <br><b>RECEIVED</b> |
|--|--|--|

**IDENTIFICATION OF COMPLAINANT (Person Filing Complaint)**

DEC 17 2021

Complainant's Name: Brenda Primeaux

Address: P.O. Box 236/165 Bertie Jeane Road

City: Evans State: LA Zip Code: 70639

Phone Number: (337) 396 9528 Cell Number: ( ) - - Fax Number: ( ) -

Email Address: thedrawstation@yahoo.com

**IDENTIFICATION OF MOVING COMPANY**

Carrier's Name: Fast & Affordable College Student Movers

LPSC Authority Number (If known): \_\_\_\_\_

The contact person for move: Mgr Tom Telephone Number: (337) 210-7172

**HOUSEHOLD GOODS MOVE**

Was the household goods move conducted from one location in Louisiana to another location in Louisiana?

NO - The move you wish to file a complaint about was interstate in nature. The LPSC has jurisdiction only on those moves made completely within Louisiana (intrastate). Please contact the Federal Motor Carrier Safety Administration (FMCSA), which has jurisdiction over interstate moves: Telephone: 1-888-DOT-SAFT 1-888-368-7238 (Internet: <http://nccdb.fmcsa.dot.gov/> or [www.protectyourmove.gov](http://www.protectyourmove.gov) No further completion of this form is required.

YES - Date Move Started: Oct 18, 2021 Date Move Ended: Oct 20, 2021

Moved from: 500 Hickory Creek Lp #34, DeRidder  
 Street address City

to: 165 Bertie Jeane Rd, Evans  
 Street address City

**ESTIMATES**

Did you sign a written estimate and receive a copy of the estimate signed by the mover: \_\_\_\_\_ YES\*  NO  
 (\*If you marked YES please attach a copy to this form)

Did you sign a written waiver waiving your right to a written estimate: \_\_\_\_\_ YES\*  NO  
 (\*If you marked YES please attach a copy to this form)

Total Fees charged for the move: \$ 4,040 + 500 Cash advance  
 (Please attach a copy of all invoices, receipts, paperwork etc. received from the mover to this form)

**STATEMENT OF COMPLAINT**

Please provide a detailed statement of your complaint. Include any details not listed above, including dates, names and contact telephone numbers of involved persons who may have additional information, and agencies, which may assist in the investigation of your complaint.

This company was hired to move me from DeRidder, LA to Evans, LA. They were told I had a 3 BR trailer and storage shed full. A small panel truck was sent with 2 men to move my belongings. I asked why a small truck with the answer it will get it done. Since the truck was so small it took 3 days to move me. Costing me \$4,040 I was not expecting this much. I had to pay daily. The driver asked for \$200.00 advance for gas etc. to be credited back to me on the bill. Second day I was asked for \$300.00 advance to motivate his partner to work. This too was to be credited off the bill. I accepted their movers since I was in a crunch to vacate the mobile home I had sold. Also I admit I was guillible to fall for this. I was so exhausted after each day since I stayed close by; I am a 66 yr old widow. I didn't ck the ticket like I should have. 90% of the small items I had packed labeled with rooms. My furniture was scratched, missing pieces to my granite topped island, scratches to entrance of the new mobile home, etc. I do have pictures if needed. I repeatedly contacted them to address this situation. Was promised by the company it would taken care of and call me. No calls as yet.

**SIGNATURE AND SUBMISSION**

Complaint Form Completed by: Brenda Primeaux 337-396-9528  
Printed Name Phone number  
Brenda Primeaux on 12/14/21  
Signature Date

For further assistance, please contact the Transportation Division at (888) 342-5717 or (225) 342-4439.

Submit this completed form and any supporting attachments as follows:

**By Mail to:** Louisiana Public Service Commission - Transportation Division  
PO Box 91154  
Baton Rouge, LA 70821

**By Fax to:** Louisiana Public Service Commission - Transportation Division  
(225) 342-1402

**By Email to:** [transcomplaint@la.gov](mailto:transcomplaint@la.gov)



Confirmation of shipping instructions for services, rate quotation, shipping document and/or freight bill and evidence of insurance. Document issued at:

# FAST & AFFORDABLE College Student Movers

L.P.S.C. # 7823

1954 Hwy 22 - Madisonville, LA 70447

Northshore Area 985-845-2642 • New Orleans Metro Area 504-821-6622

Baton Rouge Area 225-767-2940 • Lafayette/Lake Charles Area 337-984-7272

Cash 100  
Debit 60

Date Serv. Rec'd

Pack Date

Delivery Date/Time

Order Taken By

FROM 5905 Air Road FLOOR 1st  
Darlington APTS 201  
Phone: 337-438-9422

TO 17599 LA 111 FLOOR  
Florida APTS  
Phone:

**NOT RESPONSIBLE FOR CASH, JEWELRY, GUNS, GLASS  
OR THE WORKING CONDITION OF ELECTRONICS.  
NO CLAIM TO EXCEED 60% OF COST OF MOVING.**

Customer's declared value and limit of Company liability:  
Since rates are based on the declared value of the property, and the customer (Shipper) is required to declare in writing the release value of the property, the agreed or declared value of the property is hereby specifically stated to be not exceeding 60 cents per pound, per article for transportation purposes, OR 60 cents per pound, per article for regular storage purposes. Release shipment at higher valuation for entire shipment of 60 per lb.

Signature: [Signature]  
The customer (shipper) hereby declares valuation in excess of the above limits on the following articles:

**ALL CHARGES PAYABLE IN CASH, CERTIFIED CHECK  
OR MONEY ORDER BEFORE PROPERTY  
IS RELINQUISHED BY CARRIER.**

I have read this contract, understand and agree to the limit of liability as set forth above, to the provisions on both sides and received a copy.

All goods received in good condition except as noted herein.

Signature:

|                |           |       |       |          |
|----------------|-----------|-------|-------|----------|
| PACKING        | UNPACKING | LABOR | TRUCK | TOTAL \$ |
| 0              | 0         | 0     | 0     | 0        |
| FUEL SURCHARGE |           |       |       | 0        |
| TAXES          |           |       |       | 0        |
| TOTAL          |           |       |       | 0        |

According to Louisiana State Law, as of August 12, 2013, all customers of household goods movers have the right to an estimated cost of any truck fees, labor cost, packing labor, packing materials or any other cost related to customers move that the movers are aware of.

By signing below, I agree that I have read and understand that I am waiving all rights to an estimated cost of my move performed on  
DATE

College Student Mover Representative: [Signature]  
Customer Signature: [Signature]

OTHER

Confirmation of shipping instructions for services, rate quotation, shipping document and/or freight bill and evidence of insurance. Document issued at:

# FAST & AFFORDABLE College Student Movers

L.P.S.C. # 7823

1954 Hwy 22 • Madisonville, LA 70447

Northshore Area 985-845-2642 • New Orleans Metro Area 504-821-6622

Baton Rouge Area 225-767-2940 • Lafayette/Lake Charles Area 337-984-7272

Cash - 300  
Debt - 2034

Date Serv. Req'd \_\_\_\_\_

Pack Date \_\_\_\_\_

Delivery Date Req'd \_\_\_\_\_

Order Taken By \_\_\_\_\_

*Brandi Primeaux*

FROM *530 Victoria Ave* FLOOR *1st*  
*Devidor LA* APTS *34*

TO *175 Ave A* FLOOR  
*Evans LA* APTS

Phone: *225-391-9525* Phone: \_\_\_\_\_  
*1725 Ave A Sch 2* *15.5 Ave N B 128 - 81852*

**NOT RESPONSIBLE FOR CASH, JEWELRY, GUNS, GLASS  
OR THE WORKING CONDITION OF ELECTRONICS.  
NO CLAIM TO EXCEED 60% OF COST OF MOVING.**

|           |       |   |                |
|-----------|-------|---|----------------|
| PACKING   | hours | 0 |                |
| UNPACKING | hours | 0 |                |
|           |       |   | Total \$       |
|           |       |   | FUEL SURCHARGE |
|           |       |   | 120            |

Customer's declared value and limit of Company liability. Since rates are based on the declared value of the property, and the customer (Shipper) is required to declare in writing the release value of the property, the agreed or declared value of the property is hereby specifically stated to be not exceeding \_\_\_\_\_ 60 cents per pound, per article for transportation purposes. OR \_\_\_\_\_ 60 cents per pound, per article for regular storage purposes. Release shipment at higher valuation for entire shipment of \_\_\_\_\_ 60 per lb.

Signature: *Brandi Primeaux*

The customer (shipper) hereby declares calculation in excess of the above limits on the following articles:

According to Louisiana State Law, as of August 12, 2013, all customers of household goods movers have the right to an estimated cost of any truck fees, labor cost, packing labor, packing materials or any other cost related to customer's move that the movers are aware of.

By signing below, I agree that I have read and understand that I am waiving all rights to an estimated cost of my move performed on \_\_\_\_\_ DATE: \_\_\_\_\_

*of credit* *2014* *167* *2013*

**ALL CHARGES PAYABLE IN CASH, CERTIFIED CHECK, OR MONEY ORDER BEFORE PROPERTY IS RELINQUISHED BY CARRIER.**

College Student Mover Representative: *[Signature]*  
Customer Signature: *[Signature]*

I have read this contract, understand and agree to the limit of liability as set forth above, to the provisions on both sides and received a copy. All goods received in good condition except as noted herein.

Signature: \_\_\_\_\_

OTHER: \_\_\_\_\_

# FAST & AFFORDABLE

## College Student Movers

L.P.S.C. # 7823

*Chris L*  
*Greg*

1954 Hwy 22 • Madisonville, LA 70447  
 Northshore Area 985-845-2642 • New Orleans Metro Area 504-821-6622  
 Baton Rouge Area 225-767-2940 • Lafayette/Lake Charles Area 337-984-7272

Date Serv. Req'd \_\_\_\_\_

Pack Date 10-20-11

Delivery Date Req'd \_\_\_\_\_

Order Taken By \_\_\_\_\_

*Brenda Brincaker*  
 FROM 345 Lockwood Ave FLOOR 1st  
 APTS 3724  
 Donaldson LA  
 Phone: 985-346-9528

TO 17599 LA 111 FLOOR \_\_\_\_\_  
 APTS \_\_\_\_\_  
 Phone: \_\_\_\_\_

*Whitney Sledge* ~~128~~ ~~1610~~

\_\_\_\_\_

**NOT RESPONSIBLE FOR CASH, JEWELRY, GUNS, GLASS  
 OR THE WORKING CONDITION OF ELECTRONICS.  
 NO CLAIM TO EXCEED 60% OF COST OF MOVING.**

|           |       |   |                          |
|-----------|-------|---|--------------------------|
| PACKING   | hours | 0 |                          |
| UNPACKING | hours | 0 |                          |
|           |       |   | Total \$                 |
|           |       |   | FUEL SURCHARGE <u>80</u> |
|           |       |   | <u>6.0975</u> <u>72</u>  |
|           |       |   | <u>93.000</u> <u>24</u>  |
|           |       |   | <u>916</u> <u>00</u>     |

Customer's declared value and limit of Company liability.  
 Since rates are based on the declared value of the property, and the customer (Shipper) is required to declare in writing the release value of the property, the agreed or declared value of the property is hereby specifically stated to be not exceeding \_\_\_\_\_ 60 cents per pound, per article for transportation purposes.  
 OR \_\_\_\_\_ 60 cents per pound, per article for regular storage purposes.  
 Release shipment at higher valuation for entire shipment of \_\_\_\_\_ 60 per lb.

According to Louisiana State Law, as of August 12, 2013, all customers of household goods movers have the right to an estimated cost of any truck fees, labor cost, packing labor, packing materials or any other cost related to customers move that the movers are aware of.

Signature *Brenda Brincaker*  
 The customer (shipper) hereby declares calculation in excess of the above limits on the following articles \_\_\_\_\_

By signing below, I agree that I have read and understand that I am waiving all rights to an estimates cost of my move performed on \_\_\_\_\_ DATE \_\_\_\_\_

**ALL CHARGES PAYABLE IN CASH, CERTIFIED CHECK, OR MONEY ORDER BEFORE PROPERTY IS RELINQUISHED BY CARRIER.**

College Student Mover Representative *Chris L*  
 Customer Signature *Brenda Brincaker*

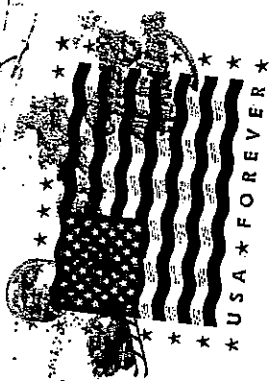
I have read this contract, understand and agree to the limit of liability as set forth above, to the provisions on both sides and received a copy.

OTHER \_\_\_\_\_

All goods received in good condition except as noted herein.  
 Signature: \_\_\_\_\_

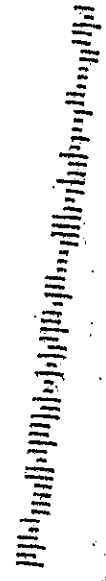
Priority  
P.O. Box 236  
Evans, LA 70639

BATON ROUGE, LA 707  
14 DEC 2021 PM 3 L



Louisiana Public Service Commission  
P.O. Box 911574  
Baton Rouge, LA 70821

70821-915454



# ACCEPTED

Fast Affordable College Student Movers, Inc.  
127 Hwy. 22 East Unit W-1  
Madisonville, LA 70447

Effective June 27, 2013

Tariff for Household Goods Moves

## **Local Move Rates:**

\$98.00 one time service charge applied to all moves

\$98.00 per hour\* (two men and one truck)

\$40.00 per hour per additional man

The time begins when we arrive and begin moving and stops when the job is complete at the destination.

\*Minimum 2 hours on Local Moves

## **Out of Town Rates:**

Out of Town rates are calculated the same as Local Move rates except the time calculated is from the time we arrive and begin moving until the time we return to our business office.

Fuel Surcharge Rate 9.75% is applied to the total bill on all Local & Out of Town moves