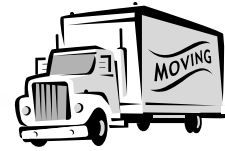


# Moving Tips and Warnings

California Public Utilities Commission **Consumer Facts**



## AVOID GETTING RIPPED-OFF!



While there are reputable moving companies, some are using the moving industry to defraud consumers. Fraudulent moving companies take possession of consumers' property and personal treasures and then to get them back they demand hundreds, even thousands of dollars more than consumers had originally agreed to pay.

## GET THE RIGHT MOVER



Moving companies that are hired three or more days in advance must provide a copy of the moving services agreement and the CPUC authorized booklet, "Important Information For Persons Moving Household Goods (within California)."

A moving company **may** provide an estimate. If they do, it **must** be in writing and given after visual inspection of the items to be moved. Verbal estimates or online internet estimates are not binding and if a **written** estimate is not issued, a moving company **must** provide a "Not to Exceed" price for all household moves. This is the maximum amount a customer can be charged, unless changes are detailed in a Change Order. Pay attention to these documents because if a fee dispute arises, the mover may demand that you pay the cost quoted on these documents **before** releasing your goods.

A moving company must provide a "Change Order for Moving Services" for any additional charges not agreed to in the original contract. A Change Order cannot be used simply because a mover underestimated costs.

You may purchase more insurance and declare the value of your belongings on the "Agreement For Moving Services." The "Important Information..." booklet has more information on these options.

## CONSUMER PROTECTIONS

The California Public Utilities Commission (CPUC) regulates household goods carriers who perform moves within California. These moving companies must be licensed by the CPUC prior to operating. The complete CPUC regulations for household movers can be viewed at the CPUC's public offices in San Francisco, Los Angeles and San Diego and more tips about moving are available on the CPUC website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov) under FAQs.

- ☞ **Verify that a moving company is authorized by calling 800-877-8867 or you can check the company's status from our website at [www.cpuc.ca.gov](http://www.cpuc.ca.gov) and look under transportation.**
- ☞ **To find out how to file a complaint against a moving company, call 800-366-4782, or follow the "File a Complaint" link at [www.cpuc.ca.gov](http://www.cpuc.ca.gov) . Loss or damage claims must be filed in writing within nine months after delivery.**

Need help with a utility complaint? Call 1-800-649-7570, or use the complaint form at: [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

Want someone to speak at your community group meeting? Call the CPUC Outreach Program in Los Angeles: 213-576-7058, in San Diego: 619-525-4309, in Northern California, 415-703-2074. [Rev. May 2005]

# CHECKLIST

## Helpful Consumer Tips



### When looking for a moving company:

- ✓ Check with the CPUC to verify that a moving company is authorized by calling 800-877-8867.
- ✓ Check the complaint history with the Better Business Bureau.
- ✓ Do not accept a telephone or internet “estimate”- they are prohibited and not binding. Estimates must be in writing after inspection of goods to be moved.
- ✓ Comparison shop to find a company that will give you the best service for the best price.

### Before anything is moved, make sure you receive and understand:

- ✓ The booklet, “Important Information For Persons Moving Household Goods (within California).”
- ✓ The moving service agreement.
- ✓ A written estimate (If applicable) or The Not to Exceed Notice/Important Notice About Your Move.
- ✓ Any “Change Order for Moving Services.”
- ✓ Photograph or video tape your belongings to refer to if a dispute arises concerning loss or damage.



**Get copies of everything you sign before the move begins and the mover must give you the original documents once the move is completed.**