



Mover News

March 1, 2013

Utilities and Transportation Commission

Volume 4 Issue 3

Household Goods Questions?

Permits

(360) 664-1222

Tariff and Rules

(360) 664-1103

Motor Carrier Safety

(360) 664-1236

Report an Illegal Mover

(360) 664-1221

Training

(360) 664-1215

UTC Main Line

(360) 664-1160

www.utc.wa.gov

PO Box 47250

1300 S Evergreen Park Dr SW

Olympia WA 98504

UTC Mission

The UTC regulates the services of privately or investor-owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable and safe.

Report Illegal Movers!

If you run into a non-permitted mover, let us know! Call (360) 664-1221 or email

reportillegalmovers@utc.wa.gov



Need Forms or Information?

Go to the commission's website to get information or copies of documents such as laws, tariffs and rules. Also available online: Motor Carrier Safety Manual, consumer guide, bill of lading, estimate form, and cube sheet inventory form. Find everything at

www.utc.wa.gov/movers.

New Permits Issued Dec. 2012—March 2013

- Three Star Moving

Billing for Travel Time

Companies may NOT bill travel time until the customer has been provided a completed, signed and dated estimate. If the estimate is provided on the day of the move, after the company has already traveled to the origin, no travel time rate may be charged. Also, time spent loading and unloading the company's equipment, blankets, boxes, etc. used for the move cannot be billed to the customer. Companies MUST charge travel time when an estimate has been fully completed and provided to the customer prior to the company travelling to the origin. Travel time is charged using Item 230, Hourly Rates. Hourly rates must be billed in 15-minute increments when the moving vehicle(s) leave the company's terminal or another location (whichever is closest) to the origin of the shipment, until the vehicle returns to the company's terminal, or the next destination. Companies may alternately bill flat-travel time using the same criteria previously mentioned.



Preparing Supplemental Estimates

Carriers are reminded that they must prepare—and the customer must sign—a supplemental estimate when circumstances surrounding the move change. Without a supplemental estimate, you may not collect more than 125% of the cost originally quoted on the estimate. Supplemental estimates protect both carriers and consumers by providing clear documentation of the terms agreed to by the parties.



Consumer Moving Guides

The Consumer Moving Guide is available for download on the commission's website at www.utc.wa.gov/movers. Under the heading "Information for Companies," is a [pamphlet](#) that can be sent to a professional printer, a [letter-size version](#) that can be printed on a desktop printer, and a [Spanish version](#). To stay in compliance with [WAC 480-15-620](#), you must give each customer a copy of this publication with a written estimate. If you have questions about printing, email outreach@utc.wa.gov.



Question from Training Class

Q: Is the estimate my contract for service with the customer?

A: No. The signed bill of lading is your contract for service. Although you are bound by the price quoted in the estimate (unless a supplemental estimate is prepared and signed), the customer is not bound in any way to use your services until a bill of lading is signed at the time the move begins.

Upcoming Industry Training

The next free training for household goods moving companies is coming up soon. It is scheduled from 8:15 a.m. to 5 p.m. Wednesday, April 10 in Cheney on the campus of Eastern Washington University. The course is required for carriers to receive permanent authority. To register online, [click here](#). If you have questions, email [Mat Perkinson](mailto:Mat.Perkinson@utc.wa.gov) or call him at (360) 664-1105.



Illegal Carrier Actions

Commission staff recently investigated the following non-permitted carriers:

- B & Z Moving
- Camel Pack Moving, Inc.
- Cascade Delivery, LLC
- Charlton Enterprises, LLC
- Jeff's Express Movers
- Last Minute Movers
- MFC Furniture
- Renton Quick Move
- Save on Moving, Inc.
- Smoother Mover
- Sonic Moving Company

UTC Denies Moving Permit to Bremerton-Based Co.

Citing a dozen years of extensive criminal history, the commission recently denied a residential moving permit to Ivan Ingram d/b/a AA Eagle Relocation Service. The commission may deny a residential moving license if the applicant has been convicted within the past five years of any serious crime. Mr. Ingram has an extensive criminal history since 2001 that includes felony convictions for theft, identity theft and possession of stolen property.

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