Household goods movers operating within Pennsylvania are required to be licensed by the Pennsylvania Public Utility Commission (PUC). They must maintain adequate levels of insurance coverage and charge fees approved by the PUC.

Before hiring a moving company, consumers should:

- Be sure the company is licensed by the PUC. A list of all licensed household moving companies can be found on the PUC website at www.puc.pa.gov. All movers operating within Pennsylvania must display their PUC number in advertisements (such as phone books and websites).

- Be sure you receive an “Information for Shippers” form prior to signing any agreements. This form provides the following important information:
  
a) The mover must provide a written estimate.

b) The estimate is based on applicable tariff charges (hourly rate if distance is 40 miles or less) or on a weight and mileage basis (if distance is greater than 40 miles).

c) If the actual bill exceeds the estimate by more than 10 percent, you do not have to pay the full cost on the day of the move to get your household goods. You have up to 15 days after delivery to pay the balance.

d) Loss or damages – automatic protection is insured up to 60 cents per pound per article. (If additional protection is desired, consumers must purchase it through the moving company or private insurer.)

- Obtain more than one estimate since tariff charges do vary among companies.

At the conclusion of your move, check for missing or damaged items prior to signing the delivery receipt. Note any problems (service or damages) on the delivery sheet and do not sign until all items have been moved. Keep all paperwork given to you by the moving company.

Complaints:

If you experience a problem during or after the move, you may wish to file a complaint with the Pa. Public Utility Commission. Please note that the PUC does not have the authority to order reimbursement for damaged household goods or investigate a complaint regarding goods moved out of Pennsylvania or items placed in storage for more than 90 days. A complaint form is available either on the Commission’s website at www.puc.pa.gov, or by calling the District Office (on the back of this brochure) with the following information:

- Name of company and person(s) you dealt with;
- Date(s) of your move;
- Amount of estimate and actual amount charged; and
- Nature of the complaint; and
- Contact Information - your name, phone number, etc.

Your complaint will be assigned to an enforcement officer. You will be contacted for further information and to provide any paperwork related to the move.