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Regulatory Agencies**

Public Utilities Commission

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Common Practice Advisory - Household Goods Moving Estimates

DENVER - All Household Moving Carriers must have both a written estimate and a written contract. This advisory focuses on the estimate. A written estimate listing the total costs and the basis for such costs must be provided to the shipper at least 24 hours prior to the scheduled move. The only exception is if the move is requested less than 24 hours before the commencement of the move.

The estimate is the foundation for the costs for any move. Under certain circumstances the mover may charge an additional 10% over the written estimate. Many movers run into difficulties when they estimate what a move will cost by phone and not after viewing the property there are being asked to move. Some movers have developed a very structured list to discuss with shippers where they ask specifics about what is to be moved in each room of the house, the garage and any other items outside the residence.

The recommended and most accurate estimates are those conducted at the shipper's residence. The mover can view all the property to be moved and note any property the shipper states is not going to be included in the move. This allows the mover to determine the size of the truck needed the number of movers and the total time.

Following these guidelines and rules will help to eliminate most, if not all, of the complaints the PUC receives and the civil penalties for violations of this rule.

(11/16)

