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For immediate release

Consumer Advisory

2-09

PSC Advises Consumers to Beware of Contracting with an Illegal Household Goods Mover

ATLANTA, June 2, 2009 – The Georgia Public Service Commission (Commission) is once again warning consumers to be aware of illegal household goods movers who operate without proper Commission authority. State law and Commission rules require all intrastate household goods movers to register and to have proof of insurance on file with the Commission. Licensed movers are required to assess charges under a maximum rate tariff and rates are negotiable. However, the Commission only regulates intrastate moves, i.e. moves from points that originate and end within the state. Interstate moves across state lines are regulated by the Federal Motor Carrier Safety Administration (FMCSA). Consumers needing assistance on interstate moves should contact the FMCSA at 1-888-369-7238.

Consumers who contract with an illegal mover take the risk of being overcharged, having their goods held hostage and/or not getting reimbursed for damage done to their possessions or property. Consumers should check the Commission's website prior to hiring a household goods mover to make sure the company is licensed to operate within Georgia. A list of legal movers, FAQs, and helpful hints for this service can be found at: <http://www.psc.state.ga.us/transportation/transportation.asp>.

Here are some tips for a positive moving experience:

1. Require the mover to inventory all possessions that are to be included in the move. Require a pre-move damage inspection of your possessions. Both parties should sign each report and mutually agree to the findings.
2. Provide accurate information on the property/homes involved in the move.
3. Request a written, itemized and binding estimate.

Consumers should contact the Commission for advisement on questionable movers or assistance with moving problems. If a move falls within the Commission's jurisdiction consumers may contact the Commission by e-mail, fax, letter or telephone as listed below:

E-mail: Gapsc@psc.state.ga.us **Fax:** 404-656-2341
Phone: 404-656-4501 (metro Atlanta) or 1-800-282-5813 (outside metro Atlanta) Option 2
Mail: Georgia Public Service Commission
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