



**NORTH CAROLINA  
UTILITIES COMMISSION**

**— Consumer Advisory —**

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**DON'T BE SCAMMED!  
Beware of Hiring an Unauthorized Mover**

RALEIGH, NC — The North Carolina Utilities Commission warns consumers to avoid hiring movers who schedule or perform moves of household goods without having proper authority from the Commission. Movers transporting household goods over streets and highways between locations within North Carolina must hold certificates issued by the Commission if they are providing service to the public for compensation. Exceptions to this requirement include government and military moves, commercial moves, and new furniture/retail deliveries.

In order to engage in the business of household goods moves, Commission-authorized movers must submit criminal history record checks to the Commission and provide evidence of three kinds of insurance coverage – vehicle, cargo, and general liability insurance. They must also receive instruction on compliance with the Commission's Maximum Rate Tariff.

Consumers who hire an unauthorized mover may not be reimbursed for the loss of or damage to their possessions or property. Consumers should protect themselves by reviewing the list of Commission-authorized movers available at <http://www.ncuc.net/consumer/carriers.pdf> and reading *Moving 101 – A Consumer's Guide* at <http://www.ncuc.net/ConsumerGuide.htm>.

Movers who move household goods between states must comply with federal rules and regulations. Consumers should seek helpful information concerning interstate moves at <http://www.fmcsa.dot.gov/protect-your-move>.

Consumers who need advice or assistance with intrastate moves or who encounter unauthorized intrastate movers should contact the Transportation Rates Division of the Public Staff – Utilities Commission at 919-733-7766 or [Transportation@psncuc.nc.gov](mailto:Transportation@psncuc.nc.gov).