

**PUBLIC UTILITIES COMMISSION
CONSUMER PROTECTION & SAFETY DIVISION
TRANSPORTATION ENFORCEMENT SECTION
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Moving Questionnaire/Complaint - FOR MOVES ENTIRELY WITHIN CALIFORNIA

YOUR INFORMATION:

Your Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ E-Mail Address: _____

1. Street address & city you moved from? _____

2. Street address & city you moved to? _____

3. Date you first contacted the moving company? _____

4. Date you booked your move? _____

5. Date of your move? _____

MOVING COMPANY INFORMATION:

Name: _____ Cal PUC T# _____

Address: _____

Telephone: _____ Contact Person: _____

6. How did you locate the moving company? (check all that apply)

Yellow Pages [] Internet [] Newspaper [] Other []

Additional information (e.g. name of directory, year & page number; URL; name of newspaper & date of ad):

7. On your first contact with the mover, what was the rate quoted? _____

Were you given a price for cash vs. credit card? Yes [] No []

Were you charged more for paying with a credit card vs. paying with cash? Yes [] No []

Please explain _____

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8. **DID** a moving company representative offer to come to your residence to give you a written estimate (*based on visual inspection*) prior to your move? Yes [] No []

If yes, what was the amount of the written estimate? _____

9. **WERE** you provided with a copy of the *Important Notice about Your Move* document, which includes a "*Not to Exceed*" price at least three days prior to the date of the move? Yes [] No []

When did you receive it? _____

10. **WERE** you provided with a copy of the *Important Information for Persons Moving Household Goods* booklet at least three days prior to the date of the move? Yes [] No []

When did you receive it? _____

11. **WERE** you provided, at least three days prior to the date of the move, a copy of the *Agreement/Freight Bill* (contract), which indicates the rate you were being charged for the move and a "*Not to Exceed*" price?

Yes [] No [] When did you receive it? _____

12. **WERE** you provided with a completed copy of the *Agreement/Freight Bill* (contract) at the end of your move?

Yes [] No [] When did you receive it? _____

12. **DID** the movers show up at the scheduled time? Yes [] No []

Scheduled arrival time _____ Actual arrival time _____

If delayed, did the mover notify you of their delay? Yes [] No []

If yes, what was their explanation? _____

13. **DID** a moving company representative explain *prior to commencing the move* that you had a choice of valuation options? Yes [] No [] If yes, when _____

Which option did you choose? Basic [] Actual Cash Value [] Full Cash (Replacement) Value []

14. **IF** no estimate was given *PRIOR* to moving day, did a moving company representative perform a walkthrough to review the items to be moved? Yes [] No []

Were you given a "*Not to Exceed Price*" agreeable to you *BEFORE* packing or loading your items? Yes [] No []

15. **PRIOR** to packing or loading, did a moving company representative give you a copy of the *Agreement/Freight Bill*? Yes [] No []

When did you receive your copies? _____

Did you receive a completed copy of the *Agreement/Freight Bill* after the move? Yes [] No []

When did you receive your copies? _____

16. **HOW** many movers showed to perform your move? _____

17. **DID** the movers bring sufficient furniture pads, dollies, tools and a clean truck in good running condition?

Yes [] No [] If no, please explain _____

18. **DID** the movers act in a knowledgeable and professional manner during the move? Yes [] No []

If no, please explain _____

19. **DID** you ask for any additional services to be provided either prior to or after the move commenced?

Yes [] No []

If yes, what services did you ask for? _____

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20. **PRIOR** to performing these additional services, did a moving company representative ask you to sign a document called a *Change Order for Services*, with a new "*Not to Exceed*" price? Yes [] No []
When was it given to you? _____

21. **HOW** much did you pay for the move? _____

What is the overcharge amount you are claiming? _____

22. **DID** you request your household goods placed into storage as part of your move? Yes [] No []
If yes, for how long? _____

23. **WAS** there loss or damage to your household goods during your move? Yes [] No []
If yes, when did you notify the moving company, *in writing*, of the damages? _____

What was the total amount of loss and damages you were claiming? _____

Did the moving company acknowledge your written claim? Yes [] No []

When was your claim resolved? _____

24. **IF** dissatisfied with the move, did you pursue further action? Yes [] No []
With whom? Arbitration [] Small claims [] Other Courts []
What was the disposition? _____

25. Comments (attach additional sheets if necessary) _____

Please attach photocopies of all your moving documents (i.e. Agreement For Moving Services, Shipping Order/Freight Bill, Important Notice About Your Move, Estimates, Change Order for Services, letters and email, completed claim forms, Inventory sheets, photographs of damages, etc.)

Shipper/Customer Signature

Date