

### **HARRISBURG DISTRICT OFFICE**

PA Public Utility Commission  
P.O. Box 3265  
Harrisburg, PA 17105-3265  
717-787-7598

### **SCRANTON DISTRICT OFFICE**

PA Public Utility Commission  
Room 320, State Office Building  
100 Lackawanna Avenue  
Scranton, PA 18503  
570-963-4590

### **PHILADELPHIA DISTRICT OFFICE**

PA Public Utility Commission  
801 Market Street  
Philadelphia PA 19107  
215-965-3721

### **ALTOONA/PITTSBURGH DISTRICT OFFICE**

PA Public Utility Commission  
245 William Pitt Way  
Pittsburgh, PA 15238  
412-423-9310

### **MOTOR CARRIER ENFORCEMENT HEADQUARTERS**

P.O. Box 3265  
Harrisburg, PA 17105-3265  
717-783-5010

K-B OFFSET PRINTING, INC. d/b/a

## ***HANDY DELIVERY SERVICE***

**PUC # A-8925749 -- D.O.T. # 2153177**

3500 East College Avenue, Suite 1000  
State College, PA 16801-7569

814-355-5555

[www.HandyDelivery.com](http://www.HandyDelivery.com)



### **Pennsylvania Public Utility Commission**

Commonwealth Keystone Building

P.O. Box 3265

Harrisburg, PA 17105-3265

[www.puc.pa.gov](http://www.puc.pa.gov)

June 2012

# Moving Companies



K-B OFFSET PRINTING, INC. d/b/a

## ***HANDY DELIVERY SERVICE***

**PUC # A-8925749 -- D.O.T. # 2153177**

3500 East College Avenue, Suite 1000  
State College, PA 16801-7569

814-355-5555

[www.HandyDelivery.com](http://www.HandyDelivery.com)



Pennsylvania Public Utility Commission  
Bureau of Investigation & Enforcement

**H**ousehold 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](http://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](http://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.

