



# Tariff No. 15-C

(cancels Tariff No. 15-B)

Rates, terms and conditions for the transportation of

## **HOUSEHOLD GOODS**

between points in the state of Washington

This tariff is established by Commission Order No. TV-072258  
And Revised by Commission Orders No. TV-121197, TV-121771, TV-151474, ~~and~~ TV-  
160432, and TV-180245

Issued by:  
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Effective: July 13, 2018

**Washington Utilities and Transportation Commission**  
**Tariff 15-C -- Household Goods**

**ITEM 05 – APPLICATION OF TARIFF**

1. This tariff applies to the transportation of household goods.
2. Every household goods carrier must develop, establish and maintain policies, processes and procedures that ensure it complies with all rates, charges, terms, conditions and directions contained in this tariff.

**ITEM 10 -- DEFINITIONS**

**Accessorial Service:** Any service provided by a household goods carrier that supplements, or is incidental to, the transportation of household goods. Examples include, but are not limited to, packing, unpacking, wrapping or protecting portions of the shipment or providing special equipment or services such as hoisting.

**Article or Item:** One unit of property, whether in a single piece (set up) or taken apart (knocked down) into its component parts. For example, a table and legs that have been removed is still considered a single article. An article or item does not mean a "set" or all the articles in one container. For example, each individual chair of a matching set of dining chairs is considered an article or item. In a box containing a set of encyclopedias, each encyclopedia is considered an article.

**Bill of Lading:** A shipping document issued by the household goods carrier, signed by both the customer and the carrier that reflects the cost and components of a move.

**Consignee:** The person accepting the goods at the delivery.

**Constructive Weight:** A weight based on a formula of seven pounds per cubic foot of properly loaded van space occupied by the customer's goods.

**Credit Card Processing Fee:** The explicit permissible processing fee assessed by the credit card company when the customer elects to pay for their household goods move with a credit card. This fee cannot exceed the cost incurred by the carrier to accept the card and cannot exceed 2.5 percent of the total transaction.

**Customer:** A person or entity that hires a household goods carrier.

**Declared Value:** The dollar amount the customer states on the bill of lading as the value of the goods being shipped.

**Flat Travel Time:** A fixed amount of time from the carrier's terminal to the origin and from the destination back to the carrier's terminal on a local move.

**Flight of Stairs:** The stairs leading from one complete floor to the next complete floor of a building, or a set of at least 8 but not more than 20 steps outside a building (less than 8 steps is not considered a flight).

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**ITEM 57 – CREDIT CARD PROCESSING FEES**

The carrier may charge the actual permissible credit card processing fees assessed by the credit card company when the customer elects to pay for their household goods move with a credit card. Item 57 allows the carrier to pass the permissible credit card processing fee through to the customer. The fee charged by the carrier cannot be more than the fee charged by the credit card company for the associated transaction, must be permitted by the carrier's agreements with the credit card companies, and cannot exceed 2.5 percent of the total transaction. The credit card processing fees would apply to the total cost of the services provided. This fee would not apply to transactions paid with a debit card.

Before providing the service, the carrier must disclose to the customer the applicable credit card processing fee by a percentage rate (up to 2.5 percent) on any written estimate and obtain the customer's signature approving the additional cost. The actual amount of the credit card processing fee charged will be itemized separately on the invoice (Uniform Household Goods Bill of Lading) when the move is completed.

**ITEM 62 – APPLIANCE SERVICE**

The transportation rates in this tariff do not include the servicing or re-servicing of appliances or other articles to protect them from damage in, or incident to, transit. These appliances or articles include, but are not limited to: refrigerators, deep freezers, radios, microwaves, washing machines, television sets, satellite television/radio receiving discs/dishes, air conditioners, grandfather clocks, computers, clothes dryers, cooking ranges, and dishwashers.

Upon request of the customer, the carrier will, if it possesses qualified personnel, service at point of origin and re-service at point of destination appliances or other articles at the charges shown below. If the carrier does not possess qualified personnel to perform the services, the carrier will, with the authorization of the customer, engage third-party vendors to perform the servicing and/or re-servicing.

The service under the provisions of this item is performed solely to prepare the articles for safe transportation, but does not include disconnecting or reconnecting articles to gas, electrical, plumbing or ventilation hook-ups.

The following flat rates apply when carrier personnel provide service/re-service of appliances or other articles:

	Minimum	Maximum
<b>Servicing</b>		
Front Load Washing Machine <sup>1</sup>	\$29.25	\$60.96
First article or appliance	\$13.01	\$27.10
Each additional article or appliance	\$8.72	\$18.16
<b>Re-servicing</b>		
Front Load Washing Machine <sup>1</sup>	\$29.25	\$60.96
First article or appliance	\$8.72	\$18.16
Each additional article or appliance	\$7.61	\$3.17

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- r. The forms of payment the carrier will accept, including any terms or conditions that apply to the method of payment, such as interest rates charged for credit plans.
  - f.s. Estimated charge for actual credit card processing fees as allowed by carrier's agreements with each credit card company, and the rules contained in Item 57 of this tariff.
  - s.t. Signatures of the carrier personnel completing the form, ~~and~~ the customer, and the dates each signed.
3. A supplemental estimate must include the following, if changed from the original estimate:
- a. Carrier's name, address and phone number.
  - b. Customer's name, address and phone number.
  - c. Origin, destination and any intermediate stops for the shipment.
  - d. Customer contact person for the supplemental estimate, if other than the customer.
  - e. A complete description of the services or products added by the supplemental estimate and associated charges. Each service or product and charge must be listed separately in sufficient detail to determine if proper rates were charged according to the tariff or, where no tariff charges exist, in sufficient detail to determine the exact nature, number, and type of charges.
  - f. Signatures of the carrier personnel completing the form and the customer and the dates each signed.
4. Estimates for moves completed by the carrier must be filed with the bill of lading and retained for the same length of time as required for the bill of lading. Estimates for moves not completed may be discarded when the estimate expires.