



**UTC**

Washington Utilities  
and Transportation  
Commission

# 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-081462, TV-120835, TV-121197, TV-121771, TV-  
151474, TV-160432, TV-180245, ~~and~~ TV-190664, and TV-200809

Issued by:  
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Effective: TBD

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Tariff 15-C -- Household Goods**

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**ITEM 15 – REFUSAL TO PROVIDE SERVICE, PICK UP SHIPMENT-  
OR DELIVER SHIPMENT ALTERNATIVE PICK UP OR  
DELIVERY OPTIONS, AND REFUSAL TO PROVIDE SERVICE**

1. A carrier may provide an additional service if the conditions listed in 2(g) or 2(h) exist, provided the customer requests it and the carrier agrees to provide properly sized equipment, smaller vehicle, or additional labor (collectively or separately) to move a shipment between the point of origin or the point of destination and the carrier's vehicle. In this case, the carrier may charge the customer additional costs using the hourly rates listed in Item 230, as long as the carrier discloses the charges to the customer by use of a binding, nonbinding or supplemental estimate.
- 4.2. A carrier may refuse to provide service, to pick up or to deliver a shipment, if in the carrier's judgment any of the following conditions exist and the carrier or customer have not made arrangements as described in (12), ~~above~~below:
- a. The move will cause the carrier to provide service it is not authorized to provide.
  - b. The customer does not provide adequate information necessary to establish his or her identity.
  - c. The customer uses a false name with the intent to deceive the carrier.
  - ~~d.a. The condition of the roads, streets, driveways, alleys, or loading or unloading facilities is unsafe or inaccessible.~~
  - e.d. Conditions such as civil or labor disturbances make pickup or delivery unsafe or unreasonable.
  - f.e. The shipment is dangerous, contaminated, infested or has been improperly packed.
  - g.f. The carrier does not have suitable equipment.
  - g. The condition of the roads, streets, driveways, alleys, or loading or unloading facilities is unsafe or inaccessible.
  - h. Circumstances exist which prevent the carrier from using a standard moving vehicle and a smaller vehicle is required.
2. ~~A carrier may provide a service if the conditions listed in 1(d) through 1(h) exist, provided the customer requests it and the carrier agrees to provide smaller equipment or additional labor to move the shipment between the point of origin or the point of destination and the carrier's vehicle. In this case, the carrier may charge the customer an extra cost, as long as the carrier discloses the charges by use of a binding, nonbinding or supplemental estimate.~~

**ITEM 20 - DELIVERY TO OR FROM A WAREHOUSE**

Pickup from or delivery to a warehouse, other than the carrier's own warehouse, includes pickup only from a door, platform, or point convenient and accessible to the carrier's vehicle. If the carrier is required to provide service at any other location, additional charges may apply as described in this tariff.

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**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:

	<b>Minimum</b>	<b>Maximum</b>
<b>Servicing</b>		
Front Load Washing Machine <sup>1</sup>	\$29.25	\$76.98
First article or appliance	\$13.01	\$34.22
Each additional article or appliance	\$8.72	\$22.93
<b>Re-servicing</b>		
Front Load Washing Machine <sup>1</sup>	\$29.25	\$76.98
First article or appliance	\$8.72	\$22.93
Each additional article or appliance	\$7.61	<del>\$20.01</del> 4.00

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**ITEM 85 - ESTIMATES**

1. Carriers must provide a written binding or nonbinding estimate to the customer prior to the move.
  - a. Carriers must visually inspect goods to be shipped, prior to the move or have the customer complete a web site calculation or hard-copy calculation sheet as described in WAC 480-15-630(6).
  - b. Carriers may conduct visual inspections using video conferencing in compliance with WAC 480-15-630(5). Video conferencing options include, but are not limited to, Skype, Zoom, Teams, Facetime, or other mobile applications that allow the carrier to interact with the consumer in real time.
- 1.2. Carriers must give customers a copy of the customer information required in WAC 480-15-620 at the same time as they provide an estimate.
- 2.3. Carriers must include the following elements in all binding and nonbinding estimates, even if those estimates are completed by the customer in electronic or hard-copy format:
  - a. Carrier's name, address, phone number, fax number (if any), and e-mail address (if any).
  - b. Whether the estimate is binding or nonbinding.
  - c. A space for the customer to sign or initial stating that the customer was provided a copy of the brochure "Your Guide to Moving in Washington State."
  - d. Customer's name, phone number and address.
  - e. Customer's contact person, if other than customer.
  - f. Origin, destination and any intermediate stops for the shipment.
  - g. A household goods cube sheet inventory of the items upon which the estimate is based and the estimated cubic footage for each item.
  - h. For long distance shipments, the estimated total weight of the shipment and an explanation of the formula used. The formula may not be based on less than seven pounds per cubic foot.
  - i. For local moves, the number of carrier personnel and vehicles that will be used, the number of hours each will be involved in the move and associated rates and charges.
  - j. For long distance moves, the mileage between the origin, destination and intermediate stops and associated rates and charges.
  - k. Overtime hours and charges, if applicable.
  - l. Third-party or accessorial services to be provided and associated charges, if applicable.
  - m. Charges for loss or damage protection coverage (valuation).
  - n. Storage to be provided and associated charges, if applicable.
  - o. Charges for packing and unpacking services, and for containers, if applicable.
  - p. For binding estimates, a statement that the estimate is a guarantee of the cost of the move and that the carrier will not charge above the estimated charges without preparing a supplemental estimate.
  - q. For nonbinding estimates, the following information:

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Section 1 – General Application

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- i. The estimate is not binding.
- ii. The cost of the move may exceed the estimate.
- iii. The carrier must release the shipment to a customer upon payment of no more than 110 percent of the estimate. Carriers must allow customers at least 30 days from the date of delivery to pay amounts in excess of the 110 percent.
- iv. The customer is not required to pay more than 125 percent of the estimate regardless of the total cost unless the carrier issues and the customer accepts a supplemental estimate. (The 125 percent does not include any finance-related charges the carrier may assess for extending credit, such as interest or late payment fees.)

~~e.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 charges for per-diem if overnight stay will be required, as identified in Item 200 of this tariff.

~~s.t.~~ Signatures of the carrier personnel completing the form, the customer, and the dates each signed.

~~3.4.~~ 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.

~~4.5.~~ 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.