



MOVE... WITH CONFIDENCE

MOVING FROM ONE SPOT IN
RHODE ISLAND TO ANOTHER?

Protect your family
Protect your belongings
Protect your peace of mind

R.I. Division of Public Utilities & Carriers
89 Jefferson Boulevard
Warwick, RI 02888
(401) 780-2150 or
(401) 780-2158



Don't ignore **RED FLAGS**:

- **Low Cost Moves** — If it seems too good to be true, it probably is. Unlicensed movers frequently use promises of lower costs to get your goods on their truck, then increase the price before they are willing to unload.
- **UNMARKED TRUCKS** — In Rhode Island, moving companies must utilize trucks bearing the company name, address and telephone number, as well as the “MC” number issued by the DPUC, on the door panels.
- **LOOK FOR “MC” NUMBER** — In Rhode Island, licensed moving companies must list their “MC” number in all advertisements; this includes internet advertisements on sites like *craigslist*.
- **NO PAPERWORK** — Unlicensed movers frequently care little about estimates or contracts, and likely carry little or no insurance coverage for your goods or their liability.
- **GENERIC CONTACT INFO** — Unlicensed movers often have no local business address, making it difficult to follow up with issues.



Do's



Don'ts

DO:

- Engage only moving companies licensed by the DPUC. Check the DPUC website (see bottom) for a listing of certificated companies before booking.
- Ask for an estimate. Estimates are not binding, but provide a sound starting point for expectations of time and cost.
- Make sure you are presented a Bill of Lading and a Truth in Coverage Statement document at the outset of the move. Review your coverage options and sign accordingly.
- If a problem arises with the move, go to agency's website to pose a question or initiate a complaint.

DON'T:

- Don't use unlicensed carriers. Worst case scenario: they load all your family's belonging onto a truck and drive away, never to be seen again.
- Don't sign blank documents.
- Licensed carriers bill from the time they leave their shop until the time they return. Don't be surprised to see such travel time included in your final bill.