



NORTH CAROLINA UTILITIES COMMISSION

— Business Advisory —

Release: Immediate
Date: October 11, 2021

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ILLEGAL MOVERS RISK HEAVY FINES! NCUC Advises Uncertificated Household Goods Movers They are Engaged in a Regulated Business

RALEIGH, NC – The North Carolina Utilities Commission (the Commission) is notifying persons who transport household goods for compensation between locations within North Carolina that they are required by law to hold a certificate issued by the Commission. These persons must also meet certain conditions of operation set forth in the Commission's rules and regulations. Exceptions to this requirement include government and military moves, commercial moves, and new furniture/retail deliveries.

Failure to obtain a proper certificate from the Commission can have serious consequences. Performing an intrastate household goods move without a certificate can result in a \$1,000 citation per incident issued by any law enforcement officer with territorial jurisdiction and a fine of up to \$1,000 per day issued by the Commission. Fines may also be issued against uncertificated intrastate movers who advertise as holding a certificate or otherwise being authorized to operate as an intrastate mover of household goods. The criminal fine for false representation as a certificated household goods mover is up to \$500 for the first offense and up to \$2,000 for any subsequent offense. In addition, the Commission can assess a civil penalty up to \$5,000 against an uncertificated mover who falsely advertises as a household goods mover.

The application form for a certificate can be downloaded from the Commission's website at [application](#). Uncertificated movers or persons interested in starting a moving business should contact the Commission's Transportation Staff, Operations Division, at 919-733-4036 or the Transportation Rates Division of the Public Staff – Utilities Commission at 919-733-7766 for information regarding whether the business is regulated by the Commission and for assistance with the application process.

The Commission and the Public Staff provide free training seminars which are currently being held virtually on a regular basis for movers and their employees, as well as applicants for certificates, to explain how intrastate household goods moves are regulated in North Carolina.

The Commission encourages all uncertificated household goods movers to apply for a certificate as soon as possible.