

MEMORANDUM

February 9, 2009

TO: All Carriers of Household Goods with Pending Applications or Issued Certificates of Exemption to Provide Intrastate Service

FROM: Carol Kimball Stahl, Director
Transportation Rates Division
Public Staff – North Carolina Utilities Commission

REGARDING: Upcoming Training Seminars for Maximum Rate Tariff

Most transportation of household goods (HHG) over public highways within North Carolina for compensation falls under the jurisdiction of the North Carolina Utilities Commission (Commission) with certain specific exceptions. The Maximum Rate Tariff (MRT) issued by the Commission in January 2003 governs the rates and service practices associated with those shipments. The provisions of the MRT define the maximum rates that can be quoted and charged, describe the rules under which HHG carriers operate, and stipulate the forms which must be used.

To assist carriers in becoming familiar with the MRT's provisions, training seminars have been conducted in Raleigh and across the state: Charlotte, Graham, Asheville, Wilmington, Statesville, Greenville, Boone, Fayetteville, Newton, Hendersonville, Winston-Salem, Concord, Goldsboro, Candler, Greensboro, Durham, Black Mountain, Swansboro, Huntersville, New Bern, Walkertown, South Charlotte, and Cary. These **free** seminars are presented as a joint effort by representatives from the Commission, the Public Staff of the Commission, and the North Carolina Movers Association (NCMA).

This memo provides information regarding the seminars currently scheduled to review the provisions and expectations of the MRT. These seminars are designed for those carriers unfamiliar with the use of a tariff, perhaps being new to the industry or to North Carolina intrastate moving. The seminars are also excellent opportunities for new employees or ones changing responsibilities within the company to undergo appropriate training. At the end of the day, sample move scenarios are provided to the attendees to rate, applying their newfound knowledge in a relaxed, cooperative atmosphere. Instructors are available to answer questions and help the attendees reach the correct totals. Such "hands on" opportunities have been given very high marks by carrier representatives who have then sent additional representatives to subsequent seminars. Attendees will learn:

1. That discounts can be given since the tariff simply provides for the maximum rates.
2. That the different types of valuation define how claims are settled.
3. That there are three types of written estimates available to customers: non-binding, binding guaranteed, and binding not-to-exceed.
4. That carriers must provide to each shipper an information booklet entitled, *Moving in North Carolina: Your Rights and Responsibilities*.
5. That there are required forms for each move, including the bill of lading and an addendum to the bill of lading, and that written estimates must be provided on a specified form (all shown in the MRT).

ATTENDEES NEED TO BRING A COMPLETE, CURRENT COPY OF THE MRT. (Check the date on Page 10; it should be the most current month.) **We will be using the MRT all day as the text for the seminar.** Those carriers with pending applications who have not yet received their copies of the MRT may download a copy at www.ncuc.net/appforms/trans/trnsform.htm. A limited number of copies will be available on the day of the seminar at a cost of \$20.00 (please pay with a check made out to "NC Department of Commerce/Utilities Commission"). Attendees may want to write on the copy of the MRT used that day: to scribble notes, highlight sections, underline special rules or items, etc. Attendees should also bring **a calculator and pencils** for the exercises.

Listed below are the dates and locations of the MRT Seminars currently scheduled. Typically, the seminars end no later than 4:00 p.m.; the start times are dictated by our getting access to the seminar locations and travel time for those driving to the locations that morning.

PLEASE NOTE REGISTRATION DEADLINE: 5:00 p.m. on the Monday before the seminars.

February 19	Raleigh	9:30
Cameron Village Regional Library, 2nd Floor Meeting Room, 1930 Clark Avenue		
March 19	Lewisville (US 421 west of Winston-Salem)	10:15
Lewisville Branch Library, Auditorium, 6409 Shallowford Road		
(Library opens at 10:00; we will start as soon as possible after 10:00)		

THE FOLLOWING IS A TENTATIVE SCHEDULE:

April 16?	Raleigh (hopefully)	9:30
Cameron Village Regional Library, 2nd Floor Meeting Room, 1930 Clark Avenue		
(Library regulations bar us from reserving more than 30 days in advance.)		
May 14?	Wilmington (hopefully)	9:30
June 18?	Raleigh (hopefully)	9:30
Cameron Village Regional Library, 2nd Floor Meeting Room, 1930 Clark Avenue		
(Library regulations bar us from reserving more than 30 days in advance.)		

There is no fee for the MRT seminars. However, to ensure an appropriate number of handouts and sufficient seating, we request that you fill out the attached Space Reservation form and fax it to 919/715-3705. You are also welcome to mail it to 4326 Mail Service Center, Raleigh, NC 27699-4326. If you have questions, please call Cynthia Smith or Heather Robinson at 919/733-7766. If we are not available, please leave a message and one of us will get back to you.

PARKING INSTRUCTIONS FOR CAMERON VILLAGE REGIONAL LIBRARY SEMINARS: Clark Avenue is one of those roads that change their names at an intersection - toward downtown, the road is known as Peace Street. From the west on I-40 - use Exit 289 which becomes Wade Ave; turn right onto Oberlin and then $\frac{3}{4}$ mi later turn left onto Clark. From the east on I-40, use S. Saunders/Exit 298-B through downtown to the Peace Street exit; turn right. The library is in a shopping center with lots of parking. However, since we will be there all day, please be sure to park in spaces near Clark Avenue rather than in the library's immediate parking lot. It is a popular facility, and I wouldn't want to do anything to cause them to discourage our use of the site - such as tying up all their parking spaces!

If you have questions regarding the seminars, you can contact us as follows: Carol Stahl or Cynthia Smith, Public Staff representatives, 919/733-7766, ck.stahl@ncmail.net or cynthia.smith@ncmail.net; Bruce Ramaekers, Commission representative, 919/733-4036 or ramaekers@ncuc.net; and Pam Stanley, Executive Director for the NCMA, 800-325-2114 or ncmovers@aol.com.