

Consumer Help Line
888-333-WUTC (9882)
consumer@utc.wa.gov

TTY
800-416-5289

Education and Outreach
360-664-1110

Media Line
360-664-1116

The UTC regulates the services of privately or investor owned utility and transportation companies. Our mission is to ensure that services are fairly priced, available, reliable, and safe.

Regulated companies:

- Telephone
- Electricity
- Natural Gas
- Water
- Garbage
- Recycling
- Residential Movers
- Charter Buses
- Airport Shuttles
- Commercial
- Ferries
- Natural Gas Pipeline

General Information

360-664-1160
www.utc.wa.gov

PO Box 47250
1300 S Evergreen Pk Dr SW
Olympia WA 98504



When Your Move Involves Storage

If during your move, some or all of your belongings must be stored either temporarily or long term in a warehouse provided by your moving company, the following rules will apply based on the type of storage.

Warehouse Storage: General Information

There are two types of warehouse storage: storage-in-transit (90 days or less) and permanent storage (more than 90 days). If your belongings will be stored in a warehouse, you must initial the front of the bill of lading, indicating the type of warehouse storage you are requesting. The mover is required to keep an itemized list of the goods you are storing.

Warehouse: Storage-in-Transit (SIT)

SIT is temporary warehouse storage of your belongings for up to 90 days pending a move to their final destination. The UTC regulates the moving and storage rates you pay to the mover. The mover will continue to be liable for loss or damage to your belongings while in SIT.

The mover will continue to be liable for loss or damage to your goods while in SIT, at the value protection level you selected on your bill of lading.

In addition to the charges for transporting your goods to the warehouse, you may be charged for the following:

- Storage for the first 30-day period.
- Moving your goods from the truck into the warehouse.
- Value protection during the temporary storage.

If you continue to store your goods after 90 days, your valuation changes to permanent storage valuation. The mover must bill you for all charges accrued to date.

When Your Move Involves Storage

Warehouse: Permanent Storage

Permanent storage is warehouse storage for longer than 90 days. The UTC does not regulate permanent storage. Carefully review any documents you receive from the warehouse.

When your belongings are placed in permanent storage, the mover will bill you for:

- Transportation to the warehouse.
- Charges for value protection during the move to the warehouse.
- Any additional services provided such as packing materials, overtime, third party billings, etc.

Storage-in-Vehicle (SIV)

Storage-in-vehicle service is when your belongings are temporarily stored in or on the mover's vehicle instead of being moved into a warehouse. Goods may be stored in the vehicle for up to 15 days. Not all companies offer this option.

The customer must agree to SIV by signing the bill of lading agreeing to SIV for a specific number of days at an agreed upon rate.

For More Information

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