

Applications to the South Carolina Public Service Commission for a Class E (Household Goods Mover) Certificate of Public Convenience and Necessity require a hearing before the Commission.

Applicants must be prepared to provide testimony through a witness regarding the Applicant's fitness, willingness and ability to provide household goods moving services in the service territory requested in the application. Further, as specified below, any Applicant requesting to provide services in an area larger than three connected counties in South Carolina, or on a "statewide" basis, must additionally offer the testimony of "shipper witnesses" to verify that there is a public need for the services in the area they have applied to serve.

In addition to providing their testimony, all witnesses may be subject to cross-examination or questioning by attorney representatives of the South Carolina Office of Regulatory Staff, any Intervenor parties, or the Public Service Commission Commissioners.

All witnesses are encouraged to wear business casual attire when appearing to testify before the Commission. Business casual means a button down shirt and sport coat for men and a blouse and slacks or skirt for women.

Applicants should address the following issues in testimony given from the witness stand during the presentation of their case before the South Carolina Public Service Commission:

**Introduction and General Statement**

Introduce yourself and provide a general statement about what you are seeking from the Commission.

**Testify About Your Current Business Operations or Plans**

1. Provide testimony regarding your business plan – either formal or informal.
  - a. Specify short and/or long terms plans for your business:
    - i. What type of customer base are you planning to serve – apartment complexes, residential home moves, commercial moves, furniture stores, move and store customers, a mix of all of these or others?
    - ii. Do you have a marketing or advertising plan to reach these customers?
    - iii. Does your plan include plans for expansion of your customer base, service territory, facilities or employees?
  - b. You may wish to provide any information regarding financial backing, lines of credit or similar instruments you have secured to verify your financial stability.

**Testify Regarding Your Experience and Business Standing**

1. Provide details about your experience in the delivery of household goods business.
  - a. Describe some of the jobs/duties that you have performed.

2. Are there any outstanding court orders or judgments against you personally or the company/entity which you are seeking a certificate for?
  - a. State whether you or the Company have any outstanding judgments.
  - b. Provide detailed information if you or your company which is applying for the Certificate have any outstanding orders or judgments.
  - c. If you have ever been convicted of a felony crime in South Carolina or any other state, please disclose and explain the circumstances.
  
3. Provide testimony to the Commission regarding your familiarity with the South Carolina laws, regulations and rules which govern the operation of intrastate Household Goods Movers in South Carolina.
  - a. You should read and become familiar with all of the applicable statutes and regulations of the Commission which regulate the Household Goods moving industry. Copies are available through links provided on the PSC and ORS websites.
  - b. Please state for the Commission that you agree to comply with all of these laws, regulations, and rules.
  
4. Tell the Commission whether or not you are certificated by any other State or Federal Agencies to provide Household Goods moving services or any other transportation services.
  - a. Please be prepared to provide copies of any other certifications or registrations to the Commission at the hearing.
  - b. Please advise the Commission if any previously held any certifications from any federal or state agencies are still "in good standing" or if they have been revoked or surrendered.
  
5. If you are you currently doing business in your name or the company Applicant's name in South Carolina provide details to the Commission.
  - a. Please note that while you are authorized to provide certain services, such as office or intra-city moves prior to certification from the Commission, you are strictly prohibited from performing Intrastate household goods moves without certification from the PSC.
  - b. To your knowledge, have there have been any complaints filed against your company with any Better Business Bureau, Chamber of Commerce, state or municipal agency? If so, provide details to the Commission.

**Testify Regarding the Publication of Notice of Your Application**

1. Tell the Commission whether you have published notice of your application in this case.
  - a. State whether notice was published in a newspaper in the area you have asked to serve.
  - b. If you are requesting statewide authority, state whether notice has been published in a paper with statewide circulation or in multiple papers?

- c. Be prepared to provide a copy of the certification of publication from the newspaper to the Commission.

**Testify That You are Aware of The Commission's Requirements Regarding Insurance Policies/Quotes and Coverage**

1. Provide testimony to the Commission that you either currently have an insurance policy OR have obtained an insurance quote based on accurate information regarding your business.
  - a. A quote must be based on the vehicles that you own or lease or which you intend to purchase or lease for use in the operation of your business.
  - b. The insurance quote must be completed and signed by an authorized insurance agent/agency. It is NOT valid if completed and/or signed by you or another company officer or employee.
  - c. Be prepared to provide a copy of the policy or quote to the Commission at the hearing.
2. Testify to the Commission that you are aware of the insurance limits for both liability and cargo insurance required under the Commission's regulations.

**Testify Regarding the Financial Statement Filed with Your Application**

1. Tell the Commission in your testimony if there have been any changes in your financial statement or condition since it was filed with your application.
2. Be prepared to testify or answer questions from the Commissioners regarding the information provided on your list of Assets and Liabilities filed with your application.

**Provide Testimony About Your Proposed Rate Schedule**

1. State to the Commission that you are aware that the rates which you have filed with your application are the only rates which may be charged for moving services performed under the Certificate.
2. Testify in detail to the Commission about what will be included in the hourly rates which you have filed. For instance, does the rate include pick-up, loading, use of wrapping and blocking materials, delivery, setup?
3. Provide details regarding any special rates or terms in your tariff to the Commission; such as pianos, staircases, big screen televisions, etc.
4. You must testify to the Commission that you understand that you may only provide ESTIMATES to customers based on your filed tariff – and that you cannot quote a set or fixed price.

**Testify Regarding Your Personnel/Employees**

1. Tell the Commission how many employees you/your company currently employ.
2. Provide the Commission with any details regarding any plans to add additional employees.
3. Provide testimony to the Commission regarding how you currently train, or how you intend to train, your employees. If you have or intend to use any specific

training programs or materials bring copies with you to present to the Commission.

**Testify Regarding the Territory You Are Seeking to Be Certificated to Serve**

1. You must testify that you understand that if the Commission approves your application that you can ONLY originate moves in the counties where you have requested authority.
2. You must also testify that you are aware that any change in the area that you are permitted to operate in must be approved by the Commission.
3. Testify about why you feel there is a need for your services in the area you are asking to serve.
  - a. Specific information regarding the growth of the area you plan to serve, statistics on real estate sales, migration to or from the area or similar information is helpful in establishing such a need.
  - b. “Shipper Witnesses” are required if you have requested to be certificated for state-wide service or any service territory beyond a three contiguous (connected) county area.
    - i. You should have one shipper witness for each area/territory of the state which you intend to serve.
    - ii. A Shipper Witness should testify to the Commission that there is a need for your services in the area that they work or live.
    - iii. Shipper Witnesses are typically individuals who work in the real estate, insurance, or home furnishings business or some industry in which that person is involved or familiar with the hiring of commercial household goods carriers. They may also be individuals who can testify regarding personal experiences in dealing with local movers.

**Testify About the Equipment You Own or Intend to Lease or Purchase**

1. Tell the Commission what type of vehicle(s) you currently own or lease or which you intend to purchase or lease?
  - a. If you do not currently own or lease any vehicles you must be prepared to offer the Commission with a quote or proposed lease or purchase agreement for vehicles.
2. Testify and be prepared to offer copies of safety certifications or to testify that you are aware that any vehicle(s) which you lease or purchase to provide services under your certificate must undergo a safety check by the South Carolina Transport Police.
3. Provide any helpful additional details on the vehicles to the Commission including pictures, contracts or agreements, specifications, etc.
4. Provide testimony regarding your preventative maintenance plans or programs for your vehicles or drivers.

**Testify Regarding Your Knowledge of Bills of Lading**

1. Verify through your testimony that you are familiar with the Commission's and ORS's requirements regarding Bills of Lading.
2. Testify regarding your intent to prepare and provide Bills of Lading for each move conducted by your company.