

GENERAL FREQUENTLY ASKED QUESTIONS FOR HOUSEHOLD MOVERS

Q.

What is a “Household Mover”?

A “Household Mover” is a business that is paid or hired to use motor vehicles to transport used household goods and personal effects (collectively “household goods”) over any public highway, road, or street in California.

Examples include:

- A business that moves household goods to or from a residence between points in California.
- A business that moves household goods **only** into or out of California.
- A **Restoration Company** that moves household goods from a residence after damage from a catastrophic event, like a flood or other natural disaster or an event that causes significant damage to the home like a burst pipe.
- A business that advertises as a Household Mover.

Q.

Where can I find the Household Movers laws, rules, and regulations?

You are responsible for knowing and complying with all laws, rules, and regulations related to your Household Mover business. This includes:

- State laws and General Orders compiled in the Bureau’s [HHM Laws and Regulations](#).
- The [Maximum Rate Tariff 4](#) for moves within California.
- [Federal laws, rules, and regulations](#) for moves into and out of California.

Failure to comply may result in a violation and penalties, including a fine, disciplinary action, and/or criminal prosecution.

Q.

Who needs a Household Mover license from the Bureau?

General Household Mover License

- You move household goods entirely within California, or
- You move household goods entirely within California **AND** you also move household goods into or out of California.

You must complete a General Household Mover application and can apply online:
bhgs.dca.ca.gov.

Interstate Mover License

- You move household goods only into or out of California.

You must complete an Interstate Mover application and can apply online:
bhgs.dca.ca.gov.



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Q. Could my business be exempt?

If you operate one of the following types of businesses you **DO NOT** need a Household Mover license from the Bureau:

- A **Freight Forwarder** that organizes shipments for individuals or corporations. (See [49 U.S. Code § 13102\(8\)](#).)
- A **Motor Carrier** that uses a **commercial motor vehicle** to transport property (other than household goods), passengers, or hazardous materials. A **commercial motor vehicle** includes (see [Vehicle Code § 34500](#)):
 - Motortrucks of 3 or more axles that weigh more than 10,000 pounds.
 - Truck tractors.
 - Buses, school buses, farm labor vehicles, modified limousines, and general public paratransit vehicles.
 - A vehicle that transports hazardous materials.



A **Motor Carrier** includes a business that performs **Office Moves** only. Motor Carriers must be permitted by the Department of Motor Vehicles (DMV). Contact the DMV at (916) 657-8153 or visit www.dmv.ca.gov for more information.

- A **Storage Container Company** (e.g., PODS) that transports household goods in containers or trailers **AND** the containers and trailers are loaded and unloaded entirely by an individual other than a company employee. (See [49 U.S. Code § 13102\(12\)\(C\)](#).)
- You provide **Packing or Unpacking Services** only.

NOTE

These exceptions apply **only** if your business does not also act as a Household Mover. Acting as a Household Mover includes advertising as a Household Mover and offering Household Mover services. For more information, call the Bureau at (916) 999-2041 and select “option 1” or email: bhgs.hhmovers@dca.ca.gov.