

## **Nebraska Public Service Commission**

### **Workshop Agenda – Docket No. PI-256**

#### **Investigation into Requirements for Household Goods Movers**

**Date:** Wednesday, November 19, 2025

**Time:** 10:00 a.m. Central

**Location:** Commission Hearing Room, 1200 N Street, Suite 300, Lincoln, Nebraska

**Remote Access:** <https://psc.nebraska.gov/stream>

**Call-in:** 408-418-9388 | Access Code: 146 273 5624

#### **1. Opening Remarks** Welcome and introductions

- Purpose and scope of the docket (Commission Staff)

#### **2. Overview of Applicable Regulatory Framework**

- Statutory authority: Neb. Rev. Stat. §§ 75-301 to 75-322
- HHGM licensing under § 75-304.03
- Review of relevant Commission rules (estimates, inventories, bills of lading, insurance, claims)

#### **3. Summary of Complaint Trends and Compliance Findings**

- Data on consumer complaints received in the last 24 months
- Common compliance deficiencies identified by staff
- Discussion of emerging issues (e.g., subcontracting, online estimates, consumer misrepresentation)

#### **4. Discussion: Industry Practices and Operational Challenges** Opportunities for movers to share feedback on regulatory requirements

- Barriers to compliance or misunderstandings of current rules
- Discussion on consumer education and communication practices

#### **5. Consumer Protection and Enforcement**

- Clarification of Commission enforcement authority
- Criteria for staff-initiated investigations
- Complaint resolution workflow and timelines
- Potential improvements to complaint intake and mediation

#### **7. Public Comment Period**

- Open floor for attendees and remote participants

#### **8. Closing Remarks and Next Steps**

- Summary of key takeaways
- Deadlines for written submissions or follow-up actions
- Adjournment