



California Public Utilities Commission

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News Release

FOR IMMEDIATE RELEASE

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PUC OFFERS TIPS TO EMPOWER CONSUMERS WHEN RENTING A LIMOUSINE FOR A SPECIAL OCCASION

SAN FRANCISCO, May 5, 2005 - The California Public Utilities Commission (PUC), which regulates passenger transportation companies such as limousine operators, today offered consumers tips on renting a limousine for a special occasion such as a wedding, prom, anniversary, Mother's Day, Father's Day, or birthday.

Consumers can be in the driver's seat of this aspect of their important occasion by following these guidelines:

- Shop around to find the company that best suits the needs of the occasion. Remember that a properly registered limousine company cannot advertise without a PUC permit, and that permit number must be in the advertisement.
- Check the limousine company's status. Call the Commission at 1-800-877-8867 to verify that the limousine company has the following:
 - PUC Permit
 - Insurance
- Have a written agreement of the terms (not required, but good to have as a safeguard). This can include the following: cost, any deposit required, refund and driver tip policy, pick up/drop off times and length of rental time, arrival and departure locations, how to contact the limo if you need it before the pick up time, type of limo you want, all of the services you expect, and what the limo company expects of you.
- Obtain and keep all receipts of any payment to the company.
- Double-check the contract details with the company at least 24 hours before the date of rental.

- Write down the company's contact information, including names, phone numbers, cell phone numbers, and pagers, in case plans change or there is an emergency – particularly if it's a late night or weekend/holiday event.
- Arrange with the company to view the limousine before the requested date of service. Consumers have the right to check out a limousine before any arrangements and payments are made.

For more information about the PUC's regulation of passenger transportation companies, or if you would like to file a complaint against a limousine company, call the Commission's Passenger Complaint Hot Line at 1-800-894-9444.

For more information on the PUC, please visit www.cpuc.ca.gov.

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