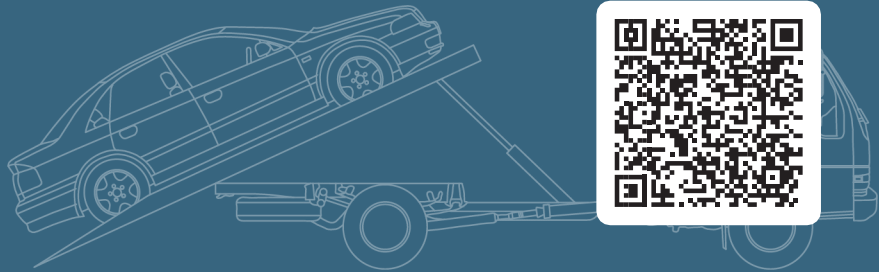


Were you towed from a Commercial Area?



COLORADO
Public Utilities Commission
Department of Regulatory Agencies



Commercial Towing Information

Has your vehicle been towed from a business, retail location, restaurant, or another commercial location?

If so, you might be asking yourself, “Now what?”

Why was my vehicle towed?

Common reasons for towing:

- 24-hour notice is NOT required on a commercial property.
- No parking permit where a permit is required.
- Blocking a driveway or roadway.
- Parking improperly in a handicap space.
- Parking in a fire lane.
- Parking in someone’s designated space without permission.
- Parking in a location where you are not doing business. (For example: you park in a space for “Business A” but go next door or across the street to “Business B.” You do not have the right to park in Business A’s space.)
- Parking in a lot for a business when the business is closed.

My vehicle is not where I left it. Now what?

Look around for towing company signs in the area to see which towing company may have towed your vehicle. Call the towing company on the sign to find out ASAP if they towed your vehicle. The longer your vehicle is at the tow yard, the higher your cost to retrieve it will be.

Call the tow company and ask for the following information:

- Ask for the current price of the tow and how you can retrieve your vehicle.
- Ask why it was towed.

How do I get my vehicle back?

Go to the tow yard to retrieve your vehicle. You can pay with cash, Visa or Mastercard (Some companies also accept other forms of payment.)

Can I make a smaller payment to get my vehicle out?

No, the tow company is not required to offer payment plans for tows from commercial locations.

Can I get my personal items out of the vehicle for free?

For a commercial tow, the towing company may assess a \$100 fee per hour to release personal prop-

erty. There are some “protected” items that must be released at no charge, including prescription medications, medical equipment/ devices, child restraint systems (i.e., car seats), credit cards and cash (if it will be used for immediate payment of the tow), state/federal identification, and cellular telephones.

Who authorized my vehicle to be towed?

For commercial properties, the business owner or their agent must provide written authorization for a vehicle to be towed. Check with the property directly to find out why they requested your vehicle to be towed.

What happens if I don’t pay and pick up my vehicle?

The towing company will send a certified notice to the address shown on the vehicle title. If you do not pay and pick up the vehicle within 30 days, the tow company will take possession in accordance with Department of Revenue rules (<https://shorturl.at/sml2c>). They will dispose of the vehicle to recoup their costs for the tow.

If I have questions or concerns about my tow, who can I contact?

Please contact the PUC’s Consumer Affairs staff at 303-894-2070 option #2 or file your complaint here (<https://shorturl.at/qXXTk>).

Your vehicle may be subject to these fees:

- \$245.32 base tow fee for $\leq 10,000$ lbs vehicle
- \$47.12 per 24-hour period (or any portion of the day) $\leq 10,000$ lbs
- \$3.80 per mile
- A fuel surcharge (View the latest fuel surcharge at <https://shorturl.at/qxjRb>)
- \$75 fee when a certified letter is mailed to the registered title/lienholder(s).
- \$103.70 “after hours” fee may apply if the vehicle is retrieved before 8 AM or after 5 PM, Monday through Friday, or anytime on a weekend or holiday.
- Companies may also collect a surcharge if a credit card is used for payment.

puc.colorado.gov

PUC Approved Fees & Information, Effective 3/15/2025