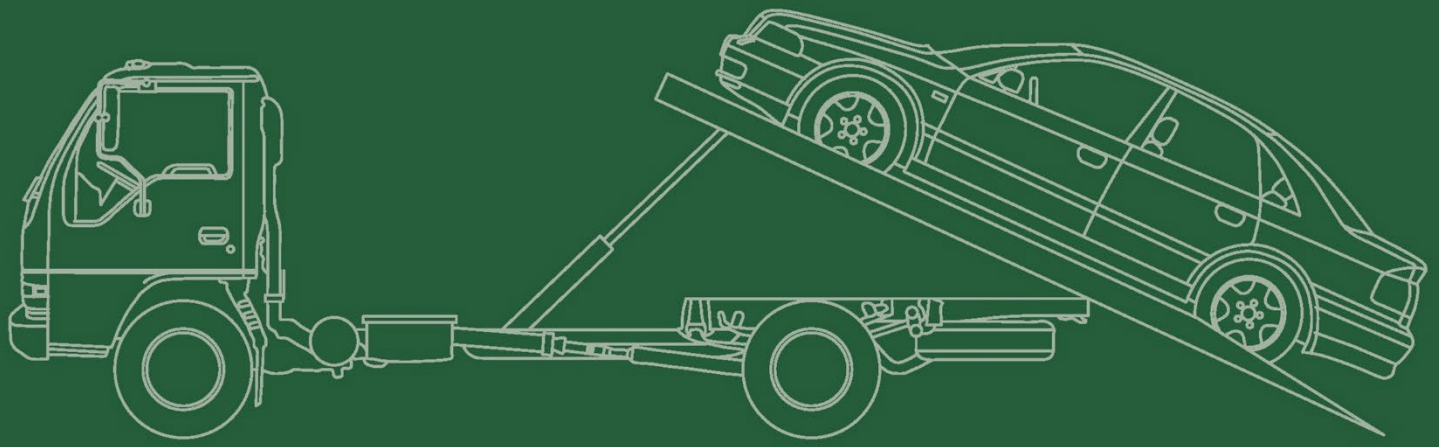




Were you towed from a Residential Area?



COLORADO
Public Utilities Commission
Department of Regulatory Agencies

puc.colorado.gov



Residential Towing Information

Were You Towed From a Residential Area?

Has your vehicle been towed from an apartment, condo, mobile home community, or another residential location? If so, you might be asking yourself, “Now what?”

Why was my vehicle towed?

Common reasons for towing:

- 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.

If one of the above reasons does not apply, then vehicles must receive a notice on the windshield for improper parking 24-hours before being towed. If the vehicle remains improperly parked, then it can be towed.

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

Look around for towing company signs in the area to see which tow 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?

Yes, but only if it was towed from a residential private property. Owners can obtain their vehicle with a Retrieval with Payment Owed form (<https://shorturl.at/sXoUg>), which is an agreement with the towing company that by paying 15% of the total balance owed, NOT to exceed \$60, the vehicle will be released with the remainder of the tow fees payable at a later date.

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

For a residential tow, the towing carrier must release personal property, if requested within 30 days of certified notification, at no charge.

Who authorized my vehicle to be towed?

For residential properties, the property owner or their employees must authorize each individual vehicle to be towed. Check with the property 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 (prorated hourly) $\leq$ 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.

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PUC Approved Fees & Information,
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