

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO

PROCEEDING NO. 23F-0395TO

JACOB MAURO,

COMPLAINANT,

V.

TOWING OPERATIONS, LLC DOING BUSINESS AS WYATT'S TOWING,

RESPONDENT..

ORDER TO SATISFY OR ANSWER

YOU ARE NOTIFIED THAT A FORMAL COMPLAINT HAS BEEN FILED AGAINST YOU IN THE ABOVE ENTITLED AND CAPTIONED CASE. YOU ARE ORDERED TO SATISFY THE MATTERS IN THE COMPLAINT OR TO ANSWER THE COMPLAINT IN WRITING WITHIN 20 DAYS FROM SERVICE UPON YOU OF THIS ORDER AND COPY OF THE ATTACHED COMPLAINT.

IF THE COMPLAINT IS SATISFIED AND ADEQUATE EVIDENCE OF SATISFACTION IS PRESENTED TO THE COMMISSION, THE COMPLAINT SHALL BE DISMISSED. IF THE COMPLAINT IS NOT SATISFIED, OR IF ADEQUATE EVIDENCE OF ITS SATISFACTION IS NOT PRESENTED TO THE COMMISSION, OR IF NO ANSWER IS FILED WITHIN THE TIME REQUIRED, THE ALLEGATIONS OF THE COMPLAINT MAY BE DEEMED ADMITTED, AND THE COMMISSION MAY GRANT SO MUCH OF THE RELIEF SOUGHT IN THE COMPLAINT AS IS WITHIN ITS POWER AND JURISDICTION OR MAY SET THE COMPLAINT FOR HEARING.

BY ORDER OF THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO

WITNESS MY HAND AND THE SEAL OF THE PUBLIC UTILITIES COMMISSION of THE STATE OF COLORADO AT DENVER, COLORADO THIS AUGUST 9, 2023.

(S E A L)



Rebecca E. White,
Director

ATTEST: A TRUE COPY

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO

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JACOB MAURO,

COMPLAINANT,

V.

TOWING OPERATIONS, LLC DOING BUSINESS AS WYATT'S TOWING,

RESPONDENT.

ORDER SETTING HEARING AND NOTICE OF HEARING

TO THE PARTIES IN THIS MATTER:

The Colorado Public Utilities Commission orders that the hearing in this matter is set before an Administrative Law Judge (ALJ) on:

DATE: October 16, 2023

TIME: 9:00 AM

PLACE: The ALJ will establish the place and manner in which the hearing will be held (*e.g.*, in person, fully remote, or hybrid) by separate order.

At the above date, time and place you will be given the opportunity to be heard if you so desire.

(S E A L)



ATTEST: A TRUE COPY

REBECCA E. WHITE, Director

THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF COLORADO

REBECCA E. WHITE, Director
Colorado Public Utilities Commission
1560 Broadway, Suite 250, Denver,
Colorado 80202

Dated at Denver, Colorado this
9th day of August, 2023

Jacob Mauro
11735 Decatur St, Apt G304
Westminster, CO, 80234
jake_123_abc@hotmail.com
812-361-8549
8-3-2023

Colorado Public Utilities Commission
1560 Broadway, Suite 250
Denver, CO 80202

Re: Complaint Against Wyatt's Towing Company for Illegal Towing and Request for Refund

Dear Sir/Madam,

I am writing to file a formal complaint against Wyatt's Towing Company regarding the unlawful towing of my vehicle on August 3rd, 2023, from the parking lot of my apartment complex, located at 11735 Decatur St, Westminster, CO 80234. I am seeking appropriate action and a refund of the charges incurred to retrieve my vehicle.

On the evening of August 2nd, 2023, I purchased the aforementioned vehicle and parked it in the designated parking lot of my apartment complex at approximately 8:30 PM. To my dismay, when I woke up on August 3rd, 2023, at 6:45 AM, I discovered that my vehicle had been towed by Wyatt's Towing Company without any prior warning or notification.

According to Colorado Law, specifically HB22-1314, towing companies are required to provide a 24-hour notice before towing vehicles from apartment complex parking lots. However, I received no such notice, and as a result, I was unable to take any necessary actions, such as obtaining a parking permit from the leasing office, which is only open between 10 AM and 6 PM, Monday through Saturday.

Furthermore, I was forced to pay \$375.05 to Wyatt's Towing Company to reclaim my vehicle. The charges imposed on me were unjust and unlawful, given that the towing was carried out without adhering to the legal requirements for proper notice.

As a diligent and responsible vehicle owner, I have complied with all parking regulations and requirements set forth by my apartment complex. It is both frustrating and disheartening to be a victim of such unlawful and negligent towing practices.

I am therefore kindly requesting the Colorado Public Utilities Commission to initiate an investigation into the actions of Wyatt's Towing Company, as well as to take appropriate enforcement actions against the company for its failure to comply with Colorado's towing laws and regulations. Additionally, I seek a full refund of the \$375.05 I was unjustly charged by the towing company to retrieve my vehicle.

Please find attached copies of all relevant documents and evidence, including the receipt of payment to the towing company, the purchase receipt for my vehicle, and any other pertinent information.

I would be more than willing to cooperate fully during the investigation process and provide any further information as required.

I am confident that the Colorado Public Utilities Commission will conduct a fair and impartial investigation into this matter and hold Wyatt's Towing Company accountable for their actions.

Thank you for your attention to this serious matter. I look forward to a prompt and satisfactory resolution to this complaint.

Sincerely,

Jacob Mauro

Tow Record / Invoice

Wyatts Towing
13202 E Adam Aircraft Cir
Englewood, CO 80112
PUC T-04269
(303) 777-2448

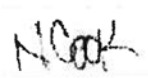
Invoice #	Invoice Print Date
306439	Aug 3, 2023

Tow Origin	Ironwood at The Ranch - 11705 Decatur St
Origin Address	11705 Decatur St Westminster, CO 80234
Storage Facility Address	5130 Brighton Blvd Denver, CO 80216
Reason for Tow	No Parking Permit (ParkM) (IT)
Vehicle	HYUNDAI VENUE SE
Color	Silver
Year	2021
VIN	KMHRB8A33MU107188
License Plate	CO 5479744 September/2023
Driver Signature	 WTN 509 Hartl
Truck	151
Released By	CSWT (IT) Astorga-Lucero
Police Department	WESTMINSTER PD
PD Case Number	2023089505 Aug 3, 2023 @ 12:53AM

Date Towed	Aug 3, 2023 @ 12:50AM
Date In	Aug 3, 2023 @ 1:13AM
Date Out	Aug 3, 2023 @ 11:15AM

Vehicle Storage Facility > WYNO (Wyatts Towing North) - 5130 Brighton Blvd Denver, CO 80216, Denver CO 80216

Yard Row > A-1

Authorization Information	Details
Authorized Agent Name, Phone, Address	11705 Decatur St Westminster, CO 80234 / On File
Authorized Signature	

Service Charge Description	Amount
Tow Fee	\$228.01
Per Day Storage: \$43.80 / 11 hours(s)	\$20.08
Mileage Fee (12 mile(s) @ 4.33 per mile)	\$51.98
Notification Fee	\$75.00
After Hours Fee	\$0.00
Adjustments	

Credit Card Processing Fee (see credit card receipt)	\$0.00
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Total Due	\$375.05
Amount Paid	Visa / MasterCard - visavis8834: \$375.05
Credit	
Balance	\$0.00

Released To	Jacob Mauro	Payer Name	
Release License	3139159846	Payer License	
Release Phone		Payer Phone	

I, the undersigned, do hereby certify that I am legally authorized to take possession of the vehicle referenced above and acknowledge that this vehicle was impounded as a result of the violations listed herein.

Aug 3, 2023 @ 11:15AM

Releasee Signature

Date

Wyatts Towing is not responsible for any loss or damage that we did not cause, or which is beyond our control. This includes all previous damages to vehicle and could also include damages caused by faulty tires, cracked windshields or loose bumper brackets or other vehicle body parts. Wyatts Towing also explicitly denies liability for losses resulting from theft, fire, hail, flooding or any other cause beyond our control. We recognize that having your vehicle towed is a significant inconvenience and material expense to many. We hope that you will appreciate that your vehicle was towed at the request of a property owner, which we serve, by ensuring the rules that are established for their property are followed. Please remember that our customer service agent is not the one who parked your vehicle, nor are they the property owner or the driver who towed it. Please treat them kindly and with respect. We will do the same and together we can make this process as pleasant as possible for all parties. Wyatts Towing does not discriminate in its towing on the basis of race, color, national or ethnic origin, ancestry, age, religion or religious creed, disability or handicap, sex or gender, gender identity and/or expression (including a transgender identity), sexual orientation, military or veteran status, genetic information, or any other characteristic. Towing discrimination has no place at Wyatts Towing and offends the Company's core values which include a commitment to equal opportunity and inclusion. Report Problems to the Public Utilities Commission at (303) 894-2070 - All cases are final. No refunds will be given. Visit wyatts.typeform.com/Complaint to file a complaint online.

ECHOPARK -THORNTON
500 EAST 104TH AVE
THORNTON, CO 80233

08/02/2023

20:05:59

DEBIT CARD

DEBIT SALE

Card #	XXXXXXXXXXXX8834
Network:	PULSE
Chip Card:	US Debit
AID:	A0000000042203
SEQ #:	10
Batch #:	66
INVOICE	887463
Approval Code:	000529
Entry Method:	Chip Read
Mode:	Issuer - PIN Verified

SALE AMOUNT

REDACTED