

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO

PROCEEDING NO. 15F-0964TO

JAMES WILLIAMSON,

COMPLAINANT,

V.

24/7 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 JANUARY 11, 2016.

(SEAL)



Doug Dean

Doug Dean,
Director

ATTEST: A TRUE COPY



COLORADO
Department of
Regulatory Agencies
Public Utilities Commission

Joshua B. Epel, Chairman
Pamela J. Patton, Commissioner
Glenn A. Vaad, Commissioner
Doug Dean, Director

Joe Neguse, Executive Director
John W. Hickenlooper, Governor

October 19, 2015

James Williamson
5995 West Hampden AVE #D18
Denver, CO 80227

RECEIVED
STATE OF COLORADO
PUBLIC UTILITIES COMMISSION
2015 DEC -9 PM 2:31

FORMAL COMPLAINT LETTER

Re: PUC case # 112901

Recently, the PUC received a complaint regarding a tow that took place from a property located at 6675 Business Center Circle on June 10, 2015. Based on my review of subsequent information obtained during the course of this investigation, it appears that the tow was done using the property owner provision provided under 4 CCR 723-6-6508.

Because neither the tow invoice nor any subsequent paperwork list the name and phone number of the authorizing party, I have deemed this tow as unauthorized.

Staff is in receipt of the hand written letter and attached documents provided on October 1, 2015. Enclosed you will find the paperwork and procedure for filing a formal complaint. Please fill out the enclosed packet and submit it directly to the PUC.

Sincerely,

Tony Cummings

Tony Cummings
Lead Criminal Investigator

Colorado PUC E-Filings System



cc'd 10/22/15

September 23, 2015

James Williamson
5995 West Hampden AVE #D18
Denver, CO 80227

DISPOSITION LETTER

Re: PUC case # 112901

Recently, the PUC received a complaint regarding a tow that took place from a property located at 6675 Business Center Circle on June 10, 2015. Based on my review of subsequent information obtained during the course of this investigation, it appears that the tow was done using the property owner provision provided under 4 CCR 723-6-6508.

Because neither the tow invoice nor any subsequent paperwork list the name and phone number of the authorizing party, I have deemed this tow as unauthorized.

Staff is in receipt of the hand written letter and attached invoice provided on September 21, 2015. Once again, you must address a letter to the **Public Utilities Commission requesting the Commission to order the towing carrier to provide said refund. You may include paperwork that you believe supports your request.**

Sincerely,

Tony Cummings

Tony Cummings
Lead Criminal Investigator

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COLORADO PUBLIC
UTILITIES COMMISSION



**COLORADO**Department of
Regulatory Agencies

Public Utilities Commission

Joshua B. Epel, Chairman
Pamela J. Patton, Commissioner
Glenn A. Vaad, Commissioner
Doug Dean, DirectorJoe Neguse, Executive Director
John W. Hickenlooper, Governor

September 14, 2015

James Williamson
5995 West Hampden AVE #D18
Denver, Co 80227

DISPOSITION LETTER

Re: PUC case # 112901

The Colorado Public Utilities Commission (PUC) has finished its' review of the complaint you filed against 24/7 Towing and Recovery LLC. Based on my review of subsequent information obtained during the course of this investigation, it appears that the tow was done using the property owner provision provided under 4 CCR 723-6-6508.

Because neither the tow invoice nor any subsequent paperwork list the name and phone number of the authorizing party, as required under rule 6508, I have deemed this tow as unauthorized.

As such, you are entitled to a full refund for monies paid to retrieve your vehicle. This may be accomplished by writing a letter addressed to the Commission asking them to order the towing carrier to provide a refund. In doing so, you may include any and all documents that you believe provide the basis for your request.

If you have any questions, please feel free to contact me at (303) 894-2915.

Sincerely,

*Tony Cummings*Tony Cummings
Lead Criminal Investigator

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COLORADO PUBLIC
UTILITIES COMMISSION

COLORADO PUBLIC UTILITIES COMMISSION - Formal Complaint Form

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF COLORADO

CASE NO. 112901
(PUC use only)

COMPLAINT

1. The Complainant(s) is (are):

<u>Name</u>	<u>Address (Include City and Zip Code)</u>	<u>Phone No.</u>
JAMES WILLIAMSON	5995 W. HAMPTON AVE. # D18 DENVER, CO 80227	(720) 280-5355

2. The name and business address of each Respondent is:

<u>Name</u>	<u>Address</u>
24/7 TOWING + RECOVERY	P.O. Box 291118 + 1930 S. FEDERAL BLVD + 2655 E. 52ND AVE., DENVER, CO

3. The specific act(s) or things complained of, with the necessary facts to give a full understanding of the situation, is (are):

PLEASE SEE THE ATTACHED 2 (TWO) COMPLAINT
LETTERS DTD 17 SEPTEMBER '15 +
29 SEPTEMBER '15

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UTILITIES COMMISSION

If you need more space, please attach a separate sheet of 8 1/2 X 11 paper.)

COLORADO PUBLIC UTILITIES COMMISSION - Formal Complaint Form

4. City or town where you would like to have your hearing.

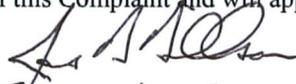
DENVER, CO

List of unavailable hearing dates for the next 90 days (excluding holidays and weekends).

OPEN

5. I (We) ask(s) that the Commission enter an Order granting whatever relief the Commission deems legally appropriate. I (We) hereby acknowledge that I (we) will cooperate in the prosecution of this Complaint and will appear at any hearing if the Complaint is set for hearing.

Signature(s):


JAMES W. WILLIAMSON

Attorney (if applicable):

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UTILITIES COMMISSION

6. Dated at DENVER, Colorado, this 7th day of DECEMBER 2015

17 SEPTEMBER '15

MR. TONY CUMMINGS

COLORADO DEPT. OF REGULATORY AGENCIES

PUBLIC UTILITIES COMMISSION

1560 BROADWAY # 250

DENVER, CO 80202

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COLORADO PUBLIC
UTILITIES COMMISSION

RE: COMPLAINT AGAINST 24/7 TOWING & RECOVERY LLC
PUC CASE # 112901

DEAR MR. CUMMINGS,

ATTACHED, YOU WILL FIND A COPY OF THE TOW/IMPOUND
RECEIPT FROM THE ABOVE STATED (24/7 TOWING)
FOR YOUR PERUSAL & DISPOSITION. EVEN THOUGH
THE OPTION OF CREDIT CARD (ENFORCED BY THE PUC)
OR CASH WHICH I CHOSE BECAUSE A LACK OF TRUST
BY TENDING A CREDIT CARD TO "24/7." CASH, IN THE
AMOUNT OF \$620⁰⁰ & WITNESSED BY DENVER POLICE
OFFICER CORPORAL MARK HART & BRANDON WITH
MARY'S TOWING (P/U THE CAMARO FROM 24/7) IN MY
BEHALF) WAS GIVEN TO THE ATTENDANT/OWNER OF "24/7."
NO CHANGE & HIS MATH, BEING INCORRECT ON THE RECEIPT,
WAS ONLY A MINOR PART OF THIS IMPOUND "HOSTAGE"
ORDERAL IMPOSED BY "24/7."

SINCERELY,  JAMES W. WILLIAMSON

29 SEPTEMBER 15

RECEIVED
STATE OF COLORADO
PUBLIC UTILITIES COMM.
2015 OCT -1 PM 12:36

MR. TONY CUMMINGS
CO DEPT. OF REGULATORY AGENCIES
Public Utilities Commission
1560 Broadway # 250
DENVER, CO 80202

RE: PUC CASE # 112901

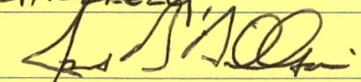
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COLORADO PUBLIC
UTILITIES COMMISSION

DEAR MR. CUMMINGS

PER YOUR DISPOSITION LETTER DTD 23 SEPTEMBER 15,
PLEASE FIND REQUEST THAT YOUR OFFICE RETRIEVE/COLLECT
THE MONIES TENDERED (\$620⁰⁰) TO "24/7 TOWING &
RECOVERY," IN MY BEHALF. THIS BUSINESS STOLE MY
2012 CHEVROLET CAMARO OUT OF THE WALMART
LOT & THEN PRECEEDED TO HOLD IT HOSTAGE, &
RELEASING IT ONLY WITH THE HELP OF THE DENVER
POLICE, CORPORAL MARK HART #04032.

ONE COULD PRECLUDE THAT THIS IS A DEMAND THAT
STATED BUSINESS (24/7 TOWING & RECOVERY) PAY
ME, JAMES WILLIAMSON, \$620⁰⁰ FOR INCONVIENCE &
ILLEGAL PROCUREMENT & DETAINING OF SAID
AUTO, '12 CHEV. CAMARO.

Sincerely,



JAMES W. WILLIAMSON

04816
 1930 S Federal Blvd #83
 Denver

24/7 Towing and Recovery

PO Box 291118
 Denver, CO 80229
 877-TOW-2399

Ampahoe

Josie
 2015-00055124

06333 04103
 Doc 040915
 Impound

ORDER#		DATE 6-10-15		TIME	<input type="checkbox"/> A.M. <input type="checkbox"/> P.M.	ODO#	PO# Case#
LOCATION OF VEHICLE 16675 Business center dr							
NAME James Williamson				PHONE			
ADDRESS 5915 W Hamode Ave						ZIP	
MILEAGE		SERVICE TIME		EXTRA PERSON			
FINISH	502	FINISH		FINISH			
START	482	START		START			
TOTAL	20	TOTAL		TOTAL			
YEAR 200	MAKE/MODEL/COLOR Chevy Camaro			DRIVER			
STATE CO	LIC NO 313-QNW	VEHICLE I.D. NO. 2G1FE1E3XL9183799					
PROBLEM REPORTED		PRE EXISTING DAMAGE		BILL DESCRIPTION			
<input type="checkbox"/> LOCK OUT <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY <input type="checkbox"/> JUMP START <input type="checkbox"/> BATTERY REPLCMNT				SERVICE CALL HOOK UP CHARGE 160 LABOR DOLLY CHARGE SKATE CHARGE LOCK OUT TIRE CHANGE MILEAGE CHARGE 32			
VEHICLE TOWED TO 2655 E 52nd Ave							
TOTAL MILEAGE	218	CHARGE PER MILE	4	TOTAL MILEAGE CHARGE	32		
REMARKS L. M. O. [Signature] SP/MT [Signature]							
OPERATOR'S NAME				OTHER 150			
AUTHORIZED SIGNATURE [Signature]				OTHER 180			
				10% FUEL CHG 210			
				SALES TAX			
				TOTAL 615			

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 STATE OF COLORADO
 PUBLIC UTILITIES COMMISSION

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 COLORADO PUBLIC
 UTILITIES COMMISSION

Not responsible for loss or damage to cars or articles left in case of fire, theft or any other cause beyond our control. In case of winching service, customer agrees to be responsible for any additional damage to the vehicle during the winching process.

14833

Report Problem to DUC 303-8942000



CITY AND COUNTY OF DENVER
 DEPARTMENT OF SAFETY
MARK HART
 04032
 Corporal
 DISTRICT 2
 DENVER POLICE DEPARTMENT



720-913-1000
 Mark.Hart@denvergov.org (E-mail)
 www.denvergov.org/police

3921 N Holly St
 Denver, CO 80207

Marv's
QUALITY TOWING INC.
 303.442.1858
 4790 Pearl / Boulder, CO 80301 / Fax: 303.449.9872

GLOSSARY OF TERMS

CERTIFICATE

OF SERVICE: A statement you include with any filing that shows you mailed a copy of the document to:

- (1) The utility company or companies listed as respondents in your complaint; and
- (2) Any other persons or groups who the Commission has given permission to be included as parties in your complaint.

A certificate of service should be written like the following:

PUC CASE

CERTIFICATE OF SERVICE *112901*

I hereby certify that true and correct copies of the foregoing pleading were placed in the U.S. mail, first class postage prepaid, on this 7th day of DECEMBER, 2015, addressed to: (list the name and address of each utility or party you sent the document to).

[Signature]

CLOSING ARGUMENT: Summation; a person's final chance to review the evidence that was presented and state why that evidence supports a ruling in that person's favor. Closing arguments are not evidence.

COMPLAINANT: The person who filed the complaint and who bears the burden of proof.

CROSS-EXAMINATION: Questions the opposing side or its attorney asks of the witness after the witness' direct testimony. Cross-examination must be in the form of questions; it is not an argument between the questioner and the witness.

DIRECT EXAMINATION: Initial questions and answers, under oath, by a witness for either side. In the case of a complainant acting without an attorney, it is given in the form of a statement under oath.

EXHIBITS: Any document or physical piece of evidence a complainant or utility believes helps to prove that side's case. If an exhibit is accepted into evidence by the judge, it will be kept in the PUC's files and will not be returned to the party.

IDENTIFIED: Marked for identification so that everyone knows which document is being discussed.

LAYING

A FOUNDATION: Once an exhibit has been identified, the person offering it into evidence presents testimony about it through the witness. This testimony shows what the document is, how the witness knows about it and where it came from.

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UTILITY COMMISSION