

**BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF COLORADO**

PROCEEDING NO. 15F-0964TO

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JAMES WILLIAMSON,

COMPLAINANT,

V.

24/7 TOWING,

RESPONDENT.

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**ORDER TO SATISFY OR ANSWER**

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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

**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

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

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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DEC 09 2015

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, Director

Joe 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):

Name

Address (Include City and Zip Code)

Phone No.

JAMES WILLIAMSON  
5995 W. HAMPTON AVE. # D18  
DENVER, CO 80227  
(720) 280-5355

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

Name

Address

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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COLORADO PUBLIC  
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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COLORADO PUBLIC  
UTILITIES COMMISSION

6. Dated at DENVER, Colorado, this 7<sup>th</sup> 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 \$620.00 & WITNESSED BY DENVER POLICE  
OFFICER CORPORAL MARK HART & BRANDON WITH  
MARV'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

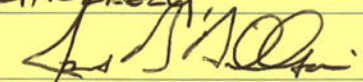
RECEIVED  
DEC 09 2015  
COLORADO PUBLIC  
UTILITIES COMMISSION

DEAR MR. CUMMINGS

PER YOUR DISPOSITION LETTER DTD 23 SEPTEMBER 15,  
PLEASE FIND REQUEST THAT YOUR OFFICE RETRIEVE/COLLECT  
THE MONIES TENDERED (\$620<sup>00</sup>) TO "24/7 TOWING &  
RECOVERY," IN MY BEHALF. THIS BUSINESS STOLE MY  
2012 CHEVROLET CAMARO OUT OF THE WALMART  
LOT & THEN PRECEDED 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, \$620<sup>00</sup> FOR INCONVENIENCE &  
ILLEGAL PROCUREMENT & DETAINING OF SAID  
AUTO, '12 CHEV. CAMARO.

Sincerely,



JAMES W. WILLIAMSON



Office  
1930 S Federal Blvd #83  
Denver

## 24/7 Towing and Recovery

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

Amphibole

Josie

2015-00055124

06333 04103  
Doc 040915  
Impound

ORDER#		DATE 6-10-15		TIME A.M. / P.M.	ODO#	PO# Case#
LOCATION OF VEHICLE 10675 Business center dr						
NAME James Williamson				PHONE		
ADDRESS 5915 W Hamden Ave				ZIP		
MILEAGE		SERVICE TIME		EXTRA PERSON		
FINISH 502	FINISH	FINISH		FINISH		
START 482	START	START		START		
TOTAL 20	TOTAL	TOTAL		TOTAL		
YEAR 200	MAKE/MODEL/COLOR Chevy Camaro			DRIVER		
STATE CO	LIC NO. 313-QNW	VEHICLE I.D. NO. 2G1E1E3XL9183799				
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 21.8		
CHARGE PER MILE 4		TOTAL MILEAGE CHARGE 32		JUMP START		
REMARKS L. M. O. 2/1/15				OTHER 150		
OPERATOR'S NAME				OTHER 180		
AUTHORIZED SIGNATURE T. J. Hart				10% FUEL CHG 2.0		
				SALES TAX		
				TOTAL 6.15		

2015 OCT - 1 PM 12:36

STATE OF COLORADO  
PUBLIC UTILITIES COMMISSION

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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  
www.marvsqualitytowing.com



## GLOSSARY OF TERMS

### CERTIFICATE

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

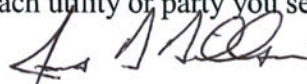
- (1) The utility company or companies listed as respondents in your complaint; and
- (2) Any other persons or groups who the Commission has given permission to be included as parties in your complaint.

A certificate of service should be written like the following:

PUC CASE  
112901

CERTIFICATE OF SERVICE

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 7<sup>th</sup> day of DECEMBER, 2015, addressed to: (list the name and address of each utility or party you sent the document to).



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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