



**Report to the Vermont Legislature
On Towing Practices in Vermont
In Accordance with Act 41**

Submitted to: Senate Committee on Transportation
Senate Committee on Economic Development, Housing &
General Affairs
Senate Committee on Finance
Senate Committee on Government Operations

House Committee on Transportation
House Committee on Commerce & Economic Development
House Committee on Government Operations &
Military Affairs

Submitted by: Charity R. Clark, Attorney General

Prepared by: Christopher J. Curtis, Assistant Attorney General and Director
of the Consumer Assistance Program, Environmental and
Public Protection Division

Report Date: January 30, 2024

Background

The Vermont Legislature enacted [Act 41 in 2023](#) requiring, in Section 35, the Attorney General to conduct a study reviewing towing practices in Vermont. The statute outlined the approach the study should take, including consultation with agencies and other stakeholders. A copy of Section 35 of Act 41 of 2023 can be found at Appendix A.

In accordance with the statute, the Attorney General’s Office (AGO) collected relevant material related to this inquiry, consulted with relevant agencies and stakeholders, and convened a public hearing on November 9, 2023. All materials submitted and a link to the public hearing are available at: <https://ago.vermont.gov/cap/towing-practices-vermont>. The AGO received written feedback and testimony from stakeholders, among them the Vermont Towing Association, tow companies, the Vermont Bankers Association, the Vermont Public Interest Research Group, and private citizens.

The AGO found in the course of our research that requests for information about towing practices in Vermont and nationally are not new and are well documented in various published studies available to the general public.¹ A state-by-state guide outlining towing regulations compiled by the American Transportation Research Institute can be found at Appendix B.

In fact, at least two national studies provide state-by-state reviews of towing fees and other requirements related to towing – and both signal that Vermont has little or no requirements for the towing industry to follow, or for consumers to understand. In practice, we learned that this can lead to confusion, disputes of fact and law, and generally poor outcomes for consumers and tow operators and owners alike. This is in contrast to Vermont’s historically strong commitment to consumer protection and industry best practices.²

I. Towing Practices in Vermont

Based on consumer complaints and feedback from the towing industry, we know that towing practices vary widely in Vermont. Tow operators set their own rates (with the exception of a \$125 limit on towing from public spaces and “reasonable” rates for towing from private lots or crash remediation sites³), set their storage fees, and determine whether or if to allow access to personal or commercial possessions once the car is impounded. There are no explicit statutory requirements for rate disclosures or billing. Nor are there explicit statutory requirements to release vehicles in contested cases, or to reduce impacts on tow operators or consumers.

¹ American Transportation Research Institute, *Causes and Countermeasures of Predatory Towing*, (Nov., 2023), <https://truckingresearch.org/2023/11/causes-and-countermeasures-of-predatory-towing/>; U.S.PIRG, *Getting Off the Hook of a Predatory Tow; 14 Ways States Should Protect Consumers When Their Car is Towed*, <https://pirg.org/edfund/resources/getting-off-the-hook-of-a-predatory-tow/> (May 4, 2021).

² See, e.g., 9 V.S.A. § 41b (Rent to Own Agreements); 26 V.S.A. § 5509 (Residential Contractors); 9 V.S.A. §§ 4451, *et seq.* (Residential Rental Agreements Act), to name a few.

³ 23 V.S.A. § 2158. *Id.* § 2155. *Id.* § 1102.

Consumer complaints received by the AGO and reported elsewhere about the towing industry typically relate to nonconsensual tows of passenger vehicles (less than 6,000 pounds). Complaints range from cost both to consumers and to the industry – and, more specifically, about what is “reasonable” – to lot fees, access, transparency, etc. Consumers have complained that they are subject to arbitrary – and sometimes predatory – costs and fees, their vehicles and possessions “held hostage” by operators. Operators have expressed, through testimony at the public hearing and/or in public comment, they face challenges getting paid for an essential, sometimes dangerous, service.

a. Passenger Vehicles

Passenger vehicles (sometimes referred to as “pleasure cars”) are generally defined as “any automobile manufactured primarily for use in the transportation of not more than 10 individuals.”⁴ They are sometimes identified in Vermont statute by gross vehicle weight rating (GVWR) – typically “under 10,000 pounds” designed for the primary purpose of transporting passengers.⁵ Most ordinary private consumer passenger vehicles (even the largest SUVs or light- or medium-duty pick-up trucks) will be under 6,000 pounds. For example, a Honda CR-V or Toyota RAV-4 generally weighs between 3,400-3,600 pounds. A Ford F-150 generally weighs between 4,200-5,700 pounds.

b. Commercial Vehicles

Commercial vehicles have multiple definitions throughout federal and state law. Generally, they are vehicles designed for commercial purposes including transport of more than 10 individuals or commercial goods. While not exclusively confined to particular weight or GVWR metrics, commercial vehicles engaged in freight or shipping will weigh substantially more than the typical passenger vehicle. Commercial haulers frequently require large cabs and trailers or flatbeds affixed to the cab. Commercial vehicles may include vans, pick-up trucks, flatbeds, cabs and trailers, or other types of vehicles designed for a wide range of commercial purposes. They are either owned and operated by someone other than the primary driver, or the operator may have a commercial driver’s license.

Notably, the bulk of testimony at the public hearing appeared to focus primarily on commercial towing, fair pricing, and the need for industry to be paid a fair rate for work performed.

II. Best Practices from Other States

a. Laws Related to Pricing, Including for Towing and Recovery, Abandonment, and Crash Site Remediation

⁴ 49 C.F.R. § 523.4.

⁵ See, e.g., 10 V.S.A. § 579(e), <https://legislature.vermont.gov/statutes/section/10/023/00579>). There are some exceptions, for example in Title 9 there is a definition of “motor vehicle” that contemplates passenger vehicles under 12,000 pounds. 9 V.S.A. § 4171(6), <https://legislature.vermont.gov/statutes/section/09/115/04171>).

Advocates for both consumers and commercial carriers have expressed in testimony at public hearing or in materials supplied to the AGO an interest in limiting expense of recovering vehicles. The towing industry has expressed its interest in meeting its costs. The AGO heard from industry that because of the highly individualized nature of each tow, the type of machinery involved, the distances involved, and time of day or night of the tow, it would be very difficult to establish statutory rates in Vermont.⁶ Nonetheless, other jurisdictions (at least 17) have established statutory rates. *See* Appendix B. More than 30 states have some form of either fixed rates or requirements that rates be “reasonable.” Vermont law requires a reasonable rate for removal of abandoned vehicles from private property or from a crash remediation site; removal of abandoned vehicles from public property is limited to \$125.00. A clearer standard eliminates confusion by making explicit what is a “reasonable” fee in the context of nonconsensual passenger vehicle tows.

Some states and municipalities have set rates for basic towing services within three to five miles of the principal place of operation or the storage lot. At least one Vermont municipalities already does (i.e., Burlington limits towing charges for parking violations to \$95, with a \$50 drop fee).⁷ Average state limitations for basic nonconsensual passenger vehicle tows generally range from \$65-\$240, with allowances for mileage and/or after-hours performance included.⁸ Massachusetts, Connecticut, and New York establish reasonable rates for basic tow service (for example, due to parking violations or removal from state highways) for passenger vehicles, with allowances made for mileage and/or after-hours towing.⁹ Our research indicated that towing from crash sites involving commercial vehicles present particular challenges. For example, multiple jurisdictions have a wide variety of rates and variables established for removal of commercial vehicles depending on the type and number of wrecker(s) required to perform the tow, the weight of the commercial vehicle, and length of time, distance, and in some cases the number of workers required.

b. *Laws Related to Storage*

Turning to costs for storage or lot fees, other states’ costs range from \$17 to \$50/day, depending on a variety of factors (e.g., size of vehicle, weight, or indoor/outdoor storage), but most reasonable rates appear to be in the \$20-\$30/day range. By way of comparison, Burlington International Airport currently charges \$12/day for parking fees at a covered structure. There are clearly differences (and economies of scale) between active towing operators and lots that may be restricted in size and use and a large commercial lot designed for the traveling public. Note that the City of Burlington caps storage fees at \$30/day, \$20 for the day of impoundment). Lawmakers may consider whether it is reasonable for a consumer to be charged or charge a

⁶ “We do not believe set rates for towing are practical or feasible for any tow company in Vermont.” Vermont Towing Association Letter, November 7, 2023).

⁷ <https://www.burlingtonvt.gov/DPW/parking/Fines-Towing>.

⁸ See American Transportation Research Institute, *Compendium of Towing Regulations*, (Nov., 2023), <https://truckingresearch.org/wp-content/uploads/2023/11/ATRI-Predatory-Towing-Compendium-11-2023.pdf>.

⁹ CT (\$125); MA (\$108); NY (\$120-day; \$150-night/weekend), American Transportation Research Institute, at Appendix B.

reduced “storage fee” if the vehicle is retrieved on the same day of impoundment. The approach to this among states and municipalities is mixed.

By way of example, one consumer recently reported to the AGO’s Consumer Assistance Program that she was presented with an \$850 bill from a towing company. Her husband was passing through Vermont on his way to pick up their son. He was stopped and detained by U.S. Customs and Border Protection for seven hours. Consequently, his vehicle was towed. When he was released without incident, he went to retrieve the vehicle and was told he must pay the full amount and that he would be required to pay “cash only.” The gentleman spent the next several hours anxiously trying to move between locations to secure enough cash to pay the fees (having been delivered to Western Union to receive wired funds by the very same tow operator). Upon return to collect the vehicle, it was discovered not in a secure commercial or operator’s lot, but in a driveway. Between delays, the cost incurred for the ride, and ultimate retrieval, the consumer was required to pay \$990. The consumer reported she and her husband were never provided a bill or receipt for “services” rendered.

c. Laws Related to Commercial Vehicles

Turning to commercial vehicles, state approaches vary substantially in nature, size, and scope. Some states require disclosures and rate sheets based on mileage, hours, and equipment needed for performance. Some jurisdictions (e.g., Arizona, Colorado, Georgia), establish commercial rates for vehicles over 10,000 pounds, or for towing jobs that require certain types of tow trucks. Rates can range between \$280/hour to more than \$800/hour for larger vehicles requiring special equipment. The AGO did not receive clear testimony or input as to what would constitute a reasonable range *for Vermont*. Among other jurisdictions, there is wide variation of rates for light-, medium-, and heavy-duty service calls and equipment for commercial tows. Should lawmakers seek to pursue set rates for commercial tows, they may consider inviting testimony specific to this topic from interested parties or simply require clear and conspicuous rates posted for commercial tows at all facilities, websites, and in billing/receipts.

We note that commercial actors are more likely to be insured, more sophisticated, and more able to defend their interests than the ordinary consumer. Accordingly, posted rates for commercial vehicles with hourly and mileage rates may be sufficient for commercial consumers to either choose the most competitive rate, or, in the event of involuntary tow or an accident where choice is unavailable, to at least have the benefit of posted rates that may be timely submitted to the insurance carrier.

III. Crash Site Remediation

Crash site remediation is one variable that tow operators are called upon to resolve on site. This may involve removal of a vehicle, clean up at the site, or both. The costs are borne by the owner or operator of the vehicle and must be “reasonable.”¹⁰ Crash site remediation costs may be a separate billed expense to a consumer or commercial entity so long as it is disclosed clearly and

¹⁰ 23 V.S.A. § 1102.

conspicuously. Because crash sites are highly individualized and do not represent the lion's share of nonconsensual tows, it is an expense best left to insurance coverage and/or may be billed directly to the parties involved in a crash. In the absence of parties contesting the right of towers to be compensated for crash remediation sites, lawmakers may look to rate structures from other jurisdictions. Legislators may also recognize these costs as highly individualized matters that do not readily lend themselves to a uniform standard, but clarify that remediation/clean-up expense should be disclosed and "reasonable" consistent with principles of the Consumer Protection Act.

IV. Vehicle Access for Removal of Personal Belongings; Cargo Drops

Twenty states have laws ensuring consumers may access personal possessions in a vehicle that has been towed and stored.¹¹ See Appendix B. The Vermont Towing Association has testified that it has no interest in interfering with the retrieval of personal items in towed vehicles. Personal vehicles subject to nonconsensual tows may be storage units, of sorts, for personal possessions including house keys, prescription medication or other health products, cell phones, important family or work-related papers or materials, or even pets. When someone is caught unaware and unprepared for deprivation of personal items, the consequences go beyond money – there may be health and safety implications.

Likewise, third party commercial entities have an interest in ensuring the swift removal and transport or disposal of goods that may be contained in a kind of equivalent, sometimes referred to as a "cargo drop" wherein a transportation company is moving goods and the truck, container, or both become the subject of a tow. The AGO's research shows that currently, eight states require tow companies to release cargo of towed commercial vehicles. For example, Alabama law expressly prohibits holding "freight and contents" to "secure towing and recovery charges." On the other hand, Maryland requires release of cargo where there is proof that the cargo does not belong to the transportation company, or if there is insurance coverage or a guarantee if the goods belong to the carrier.¹²

V. Use of Statutory Liens

The Department of Financial Regulation offered written testimony urging "caution with any change to state lien laws with respect to motor vehicles where a lender for the vehicle, equipment, or cargo may be involved." In contrast, the Vermont Towing Association and other advocates for industry have testified that they have difficulty getting paid for jobs and/or that statutory (priority) lien authority would provide an efficient mechanism for payment or holding a vehicle until payment is made. There is currently no statutory or common law basis for a priority lien in this area. "When a vehicle is towed without the owner's consent and placed in storage,

¹¹ See U.S. PIRG, *Getting Off the Hook of a Predatory Tow*, *supra* at 10.

¹² See Causes and Countermeasures of Predatory Towing, *supra* at 33-34.

most courts have declined to recognize a lien that secures payment for the towing and storage services.”¹³

In fact, as one Vermont Court has noted, vehicles ultimately should be returned on demand to the owner without a statutory lien or common law lien to serve as a basis for holding them.¹⁴ Specifically, the Court concluded:

There appears to be no Vermont statute directly on point. The police are expressly permitted to have stopped vehicles removed from the road. 23 V.S.A. § 1102. However, there appears to be no statute addressing the rights of the car owner and the towing company. The question, then, is whether a common law lien exists that entitles the latter to hold the vehicle until paid.

The case law in Vermont with regard to common law liens is sparse. However, it suggests that such liens are rare... there is nothing to suggest that Vermont recognizes a common law lien for vehicles towed without the owner’s consent. This is consistent with the decisions of courts in numerous other jurisdictions, which have found that ‘[a]lthough police have the power to remove disabled vehicles from highways, *they may not create a lien upon a vehicle without the owner’s consent.*’ *Navistar Financial Corp. v. Allen’s Corner Garage and Towing Service, Inc.*, 505 N.E.2d 1321, 1324 (Ill. App. 2d 1987); *Younger v. Plunkett*, 395 F. Supp. 702, 710 (E.D. Pa. 1975) (Although police can remove a vehicle from the highway, ‘absent a statutory authorization, police are not thereby empowered to create a lien upon the vehicle in favor of a private towing company which is effective against the vehicle owner without his consent.’); *Alabama Farm Bureau Mut. Cas. Co. v. Lyle Service Ambulance-Wrecker*, 395 So. 2d 90, 93 (Ala. Civ. App. 1981) (‘It has been held generally that a common law lien is not applicable to towage and storage charges on an automobile’). See also, *Halloran v. Spillane’s Servicecenter Inc.*, 587 A.2d 176, 182 (Conn. Super. Ct. 1990) (‘in other jurisdictions, courts have uniformly held that a towing company acquires no lien on a vehicle’ that has been towed because it was parked on someone else’s property). In the absence of any Vermont cases suggesting that a common law lien exists here, this court also concludes that no lien exists. Although Central had a right to charge for towing and storage, ‘in the absence of some common law or statutory lien authorizing ... it to retain possession of the property until its charges were paid, appellant was obliged to restore the property to its owner when demand was made for its return..., and there was no right to charge for storage of the property beyond that date.’ *T.R. Ltd. v. Lee*, 465 A.2d 1186, 1190 (Md. App. 1983) (emphasis added).

In the absence of any Vermont cases that a common law lien exists here, this court also concludes that no lien exists.”

¹³ 11 *Blashfield Automobile Law and Practice* § 414:9 (Consent of Vehicle Owner – Towing and storage without consent).

¹⁴ *Champlain Valley RV Rentals, LLC v. Collision Unlimited, Inc.*, No. S1035-10 CnC (Toor, J., Feb. 23, 2011), <https://cases.justia.com/vermont/superior-court/2011-02-23-2011-2-28-3.pdf>.

Champlain Valley RV Rentals, LLC v. Collision Unlimited, Inc., No. S1035-10 CnC, at pp. 7, 9, 11 (Toor, J., Feb. 23, 2011).¹⁵

Studies show that for low-income vehicle owners, the cost of towing and storage fees, compounding daily, may be a disproportionate economic burden that may lead to other negative outcomes, including dispossession of the vehicle.¹⁶

VI. Insurance and Towing-Related Claims

The Department of Financial Regulation, after consideration of the submissions of the parties and review of subject matter material, expressed that they do not believe that any changes should be made to the insurance laws in response to towing-related payment issues at this time. Their reasoning is that “existing law is sufficient to address claims challenges.” Per the Department:

Coverage of an insurance claim will be governed by the policy contract at issue. Some towing-related costs may not be covered by the contract. If a claim is covered by a policy contract and an insurer refuses to investigate the claim, or to pay it timely or adequately, such conduct would be subject to the Vermont Insurance Trade Practices law (8 V.S.A. § 4721 *et seq.*). DFR can investigate violations of the trade practices law and take enforcement action where appropriate. Our Consumer Services and Market Conduct units have not received a significant number of towing-related complaints or other information to indicate that there is a market issue related to violations of the trade practices law such that a statutory change is needed. We encourage any policyholder that is having an issue with their insurance company to reach out to our Consumer Services Division for assistance, or to file a complaint, at (802) 828-3302 or dfriinsuranceinfo@vermont.gov.

The AGO defers to the Department’s expertise that Title 8 protections and existing legal processes available to the towing industry are sufficient to either ensure coverage in the first instance, or contest unwarranted denials of coverage and ultimately satisfy legitimate claims made by towers or the insured.

VII. Use of Surety Bonds

Tow operators, through their association, the Vermont Towing Association, have suggested a statutory requirement for commercial truckers and/or shippers to procure a surety bond for purposes of covering towing costs in the event of an accident or necessary tow. As commercial

¹⁵ For a detailed analysis of lien authority in the context of towing or “garagemen,” see 85 A.L.R.3d 199 (1978) (lien for Towing or Storage, ordered by public officer, of motor vehicle).

¹⁶ Towed Into Debt: How Towing Practices in California Punish Poor People; Western Center on Law & Poverty, Lawyers’ Committee for Civil Rights, Legal Services of Northern California, ACLU of California, Bay Area Legal Aid, Legal Aid Foundation of Los Angeles, Public Law Center, Public Counsel, and the East Bay Community Law Clinic (Mar., 2019), <https://wclp.org/wp-content/uploads/2019/03/TowedIntoDebt.Report.pdf>.

carriers are required to carry insurance, the question of the sufficiency of existing insurance coverage and whether incurring additional costs for some or all transport of commercial goods via surety bond makes economic and administrative sense to industry is better left to the parties to advise on. In some respects, this is a question of risk and liability in the marketplace.

Insurance and bonds are designed to mitigate certain risks and potential expenses. Beyond existing insurance requirements, the question of whether commercial interests may incur unwanted liability for lack of adequate coverage and the possibility that surety bonds may mitigate some of that risk is a question the actors in the marketplace may decide for themselves. In the same way that consumers may elect to carry additional coverage (insurance, AAA, etc.) to mitigate the costs of towing in the event of emergency, so too may industry elect to consider the risk and reward of additional protection in the event of an occurrence requiring a commercial tow and its attendant charges. It does not appear to be an identified or common statutory requirement of other jurisdictions regulating industry. In sum, there was not enough information provided to the AGO to come to a conclusion about the relative merits of such a proposal beyond the desire of some to impose it and others who object to a requirement. Lawmakers may wish to take additional testimony from affected parties on this question.

VIII. Abandonment

As noted above, Title 23 has express provisions relating to removal of abandoned vehicles from public and private spaces. There are also provisions for tow operators to request and potentially receive title to an abandoned vehicle to cover the costs of towing and storage-related fees.

Currently, the DMV notifies vehicle owners if a request is made for title by a tow operator. While there was little testimony on the efficacy of the existing system, there are several hundred vehicles annually at issue in the process.

If some basic consumer protections or recommendations are adopted (with respect to costs and fees) it may reduce the number of vehicles deemed abandoned or that require a title transfer to cover costs. If, after consideration of this report, no changes are made, then inquiry into abandonment and title transfer may be warranted in the future.

IX. Menu of Recommendations

Vermont statutes are more or less silent on the question of consumer protections in the towing industry – with the important exception of “unfair or deceptive” conduct prohibited by the Consumer Protection Act. Establishing clarity in some basic rules of the road for towing operators will build confidence in the industry, reduce the number of consumer/operator disputes, and codify industry best practices consistent with efforts other states have made in this area.

After careful consideration of the objectives of the Legislature in studying towing practices in Vermont, taking into account stakeholders, agencies, the general public – and, after review of

supporting materials, other studies considering the issue, and consumer complaints – and, in balancing the interests of respective parties, the AGO respectfully recommends a light-touch approach to standardize industry best practices with respect to personal and commercial vehicles.¹⁷ The below menu of recommendations represent commonsense approaches, prioritizing transparency, accountability, public safety, and uninterrupted access to services while minimizing undue interference. The AGO proposes that lawmakers consider some or potentially all of the following recommendations. Where other states have codified a particular recommendation, we note the number of states in parentheses after the recommendation.

a. Passenger Vehicles

With respect to nonconsensual tows of passenger vehicles (under 10,000 pounds):

- 1) Requirements for clear and conspicuous disclosure of rates and fees (14 states);
- 2) Reasonable limitations and fixed rates for nonconsensual tows (no more than \$125), with express language preserving the right of municipalities to establish their own reasonable rates if below that amount, for tows within five miles of service with hourly rates available for longer trips – or after business hours (more than half the states require either fixed or “reasonable” rates);
- 3) A reasonable “drop fee” of \$25 for consumers that discover their vehicles in the act of being towed, but which have yet to be removed (18 states);
- 4) Reasonable, fixed rates for vehicle storage of no more than \$25/day (18 states);
- 5) Requirement to accept all reasonable forms of payment, including cash, certified check, credit/debit payments, money order; and receipt or billing invoice upon payment (11 states);
- 6) Access to vehicles on demand during operating hours for retrieval of personal belongings (20 states); and
- 7) Notification to local law enforcement (municipal or county sheriff) of the location of the towed vehicle within one hour of its removal for a non-consensual tow; or establishment of an online searchable registry where consumers can find their vehicles quickly and easily (37 states have express notice requirements).

b. Commercial Vehicles

With respect to commercial vehicles:

- 1) Requirements for clear and conspicuous disclosure of rates and fees;
- 2) Requirement to accept all reasonable forms of payment, including cash, certified check, credit/debit payments, money order;
- 3) “Cargo drop” access to vehicles for retrieval of third-party commercial goods and equipment in commerce (8 states).

Many of these reforms already exist in other jurisdictions. Implementing a reasonable slate of best practices would lend clarity to the process, set clear expectations around the rights and responsibilities of all parties, and increase public trust in the industry. At a minimum, all

¹⁷ Note that comprehensive regulation of the industry is *not* the subject of this report. The Vermont Towlers Association provided testimony that it does not oppose registration and background checks for tow truck drivers. Typically, however, jurisdiction for a determination of whether industry or professional regulation is in the public interest lies with the Secretary of State – even when an industry is requesting regulation.

consumers should have clear and conspicuous disclosure of all costs and fees, receipts for billing and/or payment, ability to use all generally accepted forms of payment (cash/certified check/money order/credit-debit), and access to personal belongings.

Conclusion

In summary, towing operators perform an important, essential service ensuring safe roadways and acting at the request of law enforcement and motorists in need. They should be paid for their services. Uniform clarity and transparency in a few key areas, including costs and fees, billing practices, and access to possessions are common in other jurisdictions. Vermont would benefit from a light-touch, balanced approach that adopts commonsense best practices similar to those employed by sister states, which will build trust and transparency among consumers and industry.

Appendix A

Section 25 of Act 41 requires:

- (a) The Office of the Attorney General shall study motor vehicle towing practices, including practices related to abandonment or suspected abandonment of motor vehicles, such as the use of liens and bonds to ensure the recoupment of costs borne by towing companies; storage practices; and pricing.
- (b) In conducting the study, the Office of the Attorney General shall: (1) consult with the Department of Financial Regulation, the Department of Motor Vehicles, the Department of Public Safety, the Office of Professional Regulation, and the Office of the Vermont State Treasurer; and (2) solicit input and public comment from interested persons and hold at least one public hearing.
- (c) The study shall, at a minimum, address:
 - (1) pricing of pleasure car and commercial vehicle towing and recovery, including from State and town highways that are restricted based on motor vehicle size;
 - (2) crash site remediation, including costs borne by towing companies;
 - (3) storage practices, including: (A) pricing; (B) vehicle access for removal of personal belongings; and (C) vehicle access for removal of cargo;
 - (4) practices relating to abandonment or suspected abandonment when necessary or appropriate;
 - (5) best practices from other states, including:
 - (A) a comprehensive survey of the following from other states, with a focus on states neighboring Vermont: (i) motor vehicle lien laws; (ii) laws related to access to towed motor vehicles for purposes of removal of personal belongings and cargo; and (iii) laws related to pricing, including for towing and recovery, remediation, and storage;
 - (B) the use of statutory liens when a motor vehicle has been towed at the request of the owner or the motor vehicle has been abandoned, as defined in 23 V.S.A. § 2151(1), in order to secure payment of a towing business's towing and recovery, storage, and remediation charges;
 - (C) the retention of the motor vehicle and the contents of the motor vehicle until a towing business's towing and recovery, storage, and remediation charges have been paid; and
 - (D) the use of a surety bond in lieu of the payment of a towing business's towing and recovery, storage, and remediation charges in order to secure the release of a motor

vehicle that is being retained until a towing business's towing and recovery, storage, and remediation charges have been paid;

(6) any applicable recommendations for amendments to State statute; and

(7) any other information that the Office of the Attorney General deems pertinent to the study.

(d)(1) The Attorney General shall file a written report on the study, including any recommendations it deems appropriate, with the House Committees on Commerce and Economic Development, on Government Operations and Military Affairs, and on Transportation and the Senate Committees on Economic Development, Housing and General Affairs, on Finance, on Government Operations, and on Transportation on or before December 15, 2023.

(2) The recommendations in the written report shall balance consumer protections and the needs of towing businesses, reflecting the necessary role towing businesses serve in maintaining the health, safety, and welfare of Vermonters.

Appendix B

*American Transportation Research Institute
Compendium of State Towing Laws*



COMPENDIUM OF TOWING REGULATIONS

The information in this table is for reference purposes only and should not be relied upon for regulatory compliance. This information may contain omissions and is subject to change. Any variations in the language used in this compendium (for example, “involuntary” versus “nonconsensual” towing) reflect the diversity of language used by different states when regulating the towing and recovery industry. Online users may access these codes by clicking on the individual regulations. For more research on predatory towing in the trucking industry, please consult [ATRI's website here](#).

State	Maximum Towing and Storage Rates	Other Regulations to Protect Against Predatory Towing	Complaint Processes
Alabama	<p>Rates for all nonconsensual towing are approved by the Alabama Law Enforcement Agency based on customary industry practice.¹</p> <p>¹Alabama Administrative Code R 760-X-1-.25</p>	<p>Towing companies must provide access in a "reasonable manner" to retrieve the commercial vehicle's freight/contents and any items necessary to carry out the interrupted job. The freight/contents may not be held to secure towing and recovery charges. If a tractor/trailer is retrieved from storage the commercial vehicle owner shall pay up to a \$2000 security deposit until the bill is paid.¹</p> <p>¹Alabama Code Title 41-27-61</p>	<p>To dispute towing and recovery fees the motor carrier must file a written complaint with the towing company and the trooper commander within three business days of receiving an invoice for the services provided.</p> <p>During the complaint review process all storage charges shall cease.</p> <p>If the motor carrier and towing company cannot come to an agreement over cost within seven days from the complaint submission, then the trooper commander shall review the case.</p> <p>Alabama Code Title 41-27-61</p>
Alaska	<p>There are no statewide maximum rates for towing or storage in Alaska.</p>		
Arizona	<p>The Department of Public Safety sets maximum rates for towing firms who provide towing and storage services to the department. These agreements are separate from private property tows, whose rates are set by city and town governments.¹</p> <p>Tow truck classifications are described in the Arizona Administrative Code Section R13-3-1001 through R13-2-1012. Further details regarding what is included under service calls, stand-by-rates and extra laborers are in Exhibit A of the Tow Service Agreement.²</p> <p>*Includes 20 miles at no additional cost after which loaded mileage rate applies. **Unless stored as per ARS §28-3512, storage charges shall not exceed \$25.00 per day and or</p>	<p>After the motor carrier has made a request for release and before payment for the release is made, the towing company shall provide an itemized bill of all charges for towing, storage, and related fees at no cost.¹</p> <p>When towing from private property, the property owner or an agent of the owner shall sign either a towing order or authorize the tow by a written contract valid for a specific length of time.²</p> <p>After an accident, unless there is insufficient capacity, towing companies shall take vehicles to the closest storage lot in the applicable contract.¹</p> <p>Towing companies must accept payment in the form of cash, credit card, debit card, insurance-company issued check, and money-order.¹</p>	

revised per day charge when towed pursuant to ARS §28-3511.

The towing company shall not require payment for the removal of personal property that is inside the vehicle if the removal is during business hours. For the purposes of this regulation, personal property does not include any vehicle parts, vehicle equipment or vehicle accessories.¹

Tow Truck Classification	Service Call Rates
Light-Duty	Metro: \$184.80 Flat Rate* Rural: \$155.25 Flat Rate*
Medium-Duty	Metro: \$448.00 Flat Rate* Rural: \$316.25 Flat Rate*
Heavy-Duty	Metro: \$353.92/hr Rural: \$316.25/hr
Heavy-Duty Rotator	Metro: \$616.00/hr Rural: \$690.00/hr
	Loaded Milage Rates
Light-Duty	Metro: \$4.76/mile Rural: \$4.60/mile
Medium-Duty	Metro: \$6.44/mile Rural: \$5.75/mile
	Stand-by-Rates
Light-Duty	Metro: \$35.84/hr Rural: \$36.80/hr
Medium-Duty	Metro: \$58.24/hr Rural: \$59.80/hr
Heavy-Duty	Metro: \$85.12/hr Rural: \$87.40/hr
Heavy-Duty Rotator	Metro: \$112.00/hr Rural: \$115.00/hr
	Off-Road Recovery Rate
Light-Duty	Metro: \$125.00/hr Rural: \$100.00/hr
Medium-Duty	Metro: \$170.00/hr Rural: \$150.00/hr
Heavy-Duty	Use hourly service call rate
Heavy-Duty Rotator	Use hourly service call rate
	Roadside Assistance
Light-Duty	\$82.00 Flat Rate
Medium-Duty	\$115.00 Flat Rate
Heavy-Duty	\$225.00 Flat Rate
Heavy-Duty Rotator	\$500.00 Flat Rate
	Storage Rates**
Light-Duty	\$32.50/day

	<table border="1"> <tr> <td>Medium-Duty</td> <td>\$39.50/day</td> </tr> <tr> <td>Heavy-Duty</td> <td>\$57.00/day</td> </tr> <tr> <td>Heavy-Duty Rotator</td> <td>\$57.00/day</td> </tr> <tr> <td></td> <td style="text-align: center;">Extra Labor Rate</td> </tr> <tr> <td>All Classifications</td> <td>\$32/hr</td> </tr> </table>	Medium-Duty	\$39.50/day	Heavy-Duty	\$57.00/day	Heavy-Duty Rotator	\$57.00/day		Extra Labor Rate	All Classifications	\$32/hr		
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	<p>1Arizona Tow Service Program Exhibit A 2Arizona Administrative Code Title 13 3-1001-1012</p>	<p>1Arizona Revised Statutes Title 28-4847 2Arizona Revised Statutes Title 9-499.05</p>	<p>Arizona Revised Statutes Title 28-872</p>										
Arkansas	<p>There are no statewide maximum towing or storage rates in Arkansas.</p> <p>For police-initiated tows, fees must be "reasonable" as determined by the state's Towing and Recovery Board.¹</p> <p>For private property tows, fees are regulated by local governments.²</p>	<p>All towing and storage businesses shall use an invoice for each vehicle towed and each invoice shall explain how all charges were calculated, separately itemizing all fees and charges.¹</p> <p>For police-initiated towing in response to a crash or disabled vehicle, the motor carrier's choice of a preferred towing company shall be honored if the towing company is located in the towing zone where services are to be rendered and ready to promptly respond. If a law enforcement officer fails to provide the motor carrier with the option to state a preference as required under this section, then the owner may file a complaint to the officer's employer or the Arkansas Towing and Recovery Board, or both.²</p> <p>Prior to the removal of a vehicle abandoned on private property, the towing and storage firm shall obtain a written statement from the property owner or agent including at least the signature of the property owner or agent requesting removal of the vehicle.³</p>	<p>If a motor carrier has a complaint against the towing company that performed a law-enforcement initiated nonconsensual tow, then the law enforcement agency that ordered the tow shall submit the consumer complaint to the Arkansas Towing and Recovery Board. The complaint must be submitted within 5 days of being received by the agency.</p> <p>The board will resolve the complaint within 45 days.¹</p> <p>The motor carrier can also file a complaint directly at the following link.</p> <p>Arkansas Towing Board Complaint Link: https://www.artowing.arkansas.gov/filing-a-complaint/</p>										
	<p>1Administrative Rules of the Arkansas Towing and Recovery Board 2Arkansas Code Title 27-50-1101</p>	<p>1Administrative Rules of The Arkansas Towing and Recovery Board 2Arkansas Code Title 27-50-1207 3Arkansas Code Title 27-50-1101</p>	<p>1Arkansas Code Title 27-50-1218</p>										
California	<p>There are no statewide maximum rates for towing or storage in California.</p> <p>Towing companies who wish to be placed on the California Highway Patrol's (CHP) rotation list must sign a Tow Service Agreement. The CHP area commander establishes reasonable rates for each tow district. Rates can be confirmed by contacting the law enforcement agency that initiated the tow.¹</p> <p>Rates for private property tows are set by local law enforcement, but if the towing company has a CHP approved rate that rate cap applies to private property tows as well.²</p>	<p>Towing and storage companies must provide an itemized invoice for all services rendered.¹</p> <p>A towing company shall not remove or commence the removal of a vehicle from private property without first obtaining the written authorization from the property owner or lessee. General authorization to tow vehicles is only allowed when the vehicle is blocking entrance/exit from the property, is in a fire lane, or is within 15 feet of a fire hydrant.²</p> <p>Towing and storage firms must accept payment by cash, insurer's check, or a valid bank credit card.¹</p> <p>There shall be no additional charge for any personnel or equipment which is not necessary to perform the</p>	<p>Complaints against a towing company in a CHP initiated tow are to be investigated by the CHP Area where the incident occurred.¹</p>										

		required service. Any additional personnel or equipment shall be approved by CHP on scene. ¹																													
	¹ CHP 2022-2023 Tow Service Agreement ² California Vehicle Code Division 11-22658	¹ CHP 2022-2023 Tow Service Agreement ² California Vehicle Code Division 11-22658	¹ CHP 2022-2023 Tow Service Agreement																												
Colorado	<p>Maximum law enforcement or nonconsensual private property towing, recovery, and storage rates are set by the Public Utilities Commission (PUC) and are annually readjusted for inflation. The below base rates are effective as of March 15th, 2023. Additional rates for drop charges, after-hours releases, and milage/fuel surcharges are linked in the sources below.¹</p> <p>Importantly, a tow is not considered a law-enforcement tow if the motor carrier has the ability or opportunity to terminate the tow and contact a towing company of their choosing. Maximum rates for tows from an accident or a disabled vehicle only apply to those towing companies who have entered an agreement for with the State Patrol for nonconsensual tows. If the motor carrier chooses their own towing service, the protections under nonconsensual towing no longer apply.²</p> <p>*Milage charges and fuel surcharges applicable on top of base rate for private property impound tows depending on miles traveled and relative location to I-25.</p> <table border="1"> <thead> <tr> <th>GVWR (Towed Vehicle)</th> <th>Law Enforcement-Ordered Tow & Recovery</th> </tr> </thead> <tbody> <tr> <td><10,000 lbs.</td> <td>\$260.03/hr</td> </tr> <tr> <td>10,000 – 19,000 lbs.</td> <td>\$310.76/hr</td> </tr> <tr> <td>19,001 – 33,000 lbs.</td> <td>\$405.90/hr</td> </tr> <tr> <td>>33,000 lbs.</td> <td>\$469.32/hr</td> </tr> <tr> <td>Use of Heavy Rotator (60+ Tons)</td> <td>\$742.03/hr</td> </tr> <tr> <td></td> <td>Private Property Impound*</td> </tr> <tr> <td><10,000 lbs.</td> <td>\$228.01 Base Rate</td> </tr> <tr> <td>10,000 – 19,000 lbs.</td> <td>\$262.22 Base Rate</td> </tr> <tr> <td>19,001 – 33,000 lbs.</td> <td>\$353.44 Base rate</td> </tr> <tr> <td>>33,000 lbs.</td> <td>\$399.05 Base Rate</td> </tr> <tr> <td></td> <td>Storage</td> </tr> <tr> <td><10,000 lbs.</td> <td>\$43.80/24 hrs</td> </tr> <tr> <td>≥10,000 lbs.</td> <td>\$54.03/24 hrs</td> </tr> </tbody> </table>	GVWR (Towed Vehicle)	Law Enforcement-Ordered Tow & Recovery	<10,000 lbs.	\$260.03/hr	10,000 – 19,000 lbs.	\$310.76/hr	19,001 – 33,000 lbs.	\$405.90/hr	>33,000 lbs.	\$469.32/hr	Use of Heavy Rotator (60+ Tons)	\$742.03/hr		Private Property Impound*	<10,000 lbs.	\$228.01 Base Rate	10,000 – 19,000 lbs.	\$262.22 Base Rate	19,001 – 33,000 lbs.	\$353.44 Base rate	>33,000 lbs.	\$399.05 Base Rate		Storage	<10,000 lbs.	\$43.80/24 hrs	≥10,000 lbs.	\$54.03/24 hrs	<p>Towing companies upon request must provide an itemized invoice showing each charge and rate fee for the tow.¹</p> <p>For a towing company to perform a nonconsensual tow on private property they must obtain written authorization from the property owner to remove the vehicle. Towing carriers shall not have in their possession, accept, or use blank authorizations pre-signed by the property owner.¹</p> <p>Towing companies must accept cash, major credit cards, and any other payment methods approved by the PUC.¹</p> <p>For nonconsensual private property tows, towing companies cannot charge or retain any fees not identified in the rules of the PUC.¹</p> <p>Towing companies do not retain a mechanic's lien on the contents of the vehicle and the vehicle owner is allowed to retrieve the contents without paying the charges for the tow.²</p> <p>Upon filling out the appropriate form stating that they owe the towing company the fees for the tow, the vehicle owner may retrieve the vehicle after paying a reduced fee of 15% of the total, exceeding no more than \$60. Signing this form does not prohibit the owner from filing a complaint with the PUC or pursuing other remedies.²</p> <p>Towing companies must take pictures to document vehicle condition and reason for the tow. If the vehicle is damaged and the towing company fails to produce pictures of the damages prior to the tow, the rebuttal presumption will be that the towing company is responsible for the damage. If the towing company cannot produce photographs to prove the reason for the tow, the rebuttal presumption will be that the towing company did not have the authority to tow the vehicle.²</p>	<p>Complaints regarding nonconsensual tows can be filed directly with the PUC.¹</p> <p>PUC Complaints Form: https://docs.google.com/forms/d/e/1FAIpQLSciWDeN_S2FCh0NdEijNU4igpUKqRZvTIYwZ8XSA2YYx3LF6qA/viewform</p>
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	¹ Colorado PUC Tow Rates Sheet ² Colorado Administrative Code Department 700 726-6-6501		¹ Colorado Administrative Code Department 723-6 ² Colorado Revised Statutes Title 40-10.1-405	¹ Colorado Revised Statutes Title 40-10.1-405								
Connecticut	<p>The maximum rate for non-consensual towing is set by the Connecticut Department of Transportation (DOT) Commissioner.</p> <p>For vehicles with a GVWR of less than 10,000 lbs., the base charge includes mileage to the scene and two loaded miles. For vehicles of GVWR 10,000 lbs. or more, minimum charges will be set for one hour with additional time billed in increments of 15 minutes.¹</p> <p>Storage rates for different lengths of vehicles depend on storage location; inside, outside, and outside with lighting and fencing.² Below are the rates for outside storage with lighting and fencing. The rates for other storage location types are linked in the sources.</p> <p>On private property, the fee for removing a wheel-locking device may not exceed \$50, which may be paid via cash, check, or credit/debit card.³</p>		<p>Towing companies must provide itemized receipts for all towing and storage charges.¹</p> <p>Towing companies may charge for services outside of the tow charge or hourly rates set by the Connecticut DOT Commissioner provided such services are necessary for the towing/transportation of the vehicle and the fees are reasonable. Additional fees are to be itemized separately and the towing operator must keep records to explain the reasoning for such services, which the Connecticut DOT Commissioner may require them to justify.¹</p> <p>Vehicle owners have the right to inspect the vehicle before accepting its return and will not be required to sign a general release of the towing or storage company from liability for any damages or that the vehicle was towed or rendered immovable without justification as a condition for the release of the vehicle.</p>	<p>Nonconsensual towing complaints can be filed directly with the Connecticut DOT using form K-35. Complaints must be submitted via mail.¹</p> <p>Connecticut DOT consumer Complaint Form K-35: https://portal.ct.gov/-/media/DMV/20/29/k35pdf.pdf</p>								
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¹ Connecticut DOT Maximum Towing Rates Form K-11 ² Connecticut DOT Maximum Storage Rates Form K-88 ³ Connecticut General Statutes Title 14-145		¹ Conn. Agencies Regs. § 14-63-36c ² Conn. Gen. Stat. § 14-145b	¹ Connecticut DOT File a Complaint									
Delaware	<p>There are no statewide maximum rates for towing or storage in Delaware.</p> <p>Nonconsensual tows initiated by the Division of State Police (DSP) are done by approved towers. These</p>		<p>Provided there is no public safety concern, owners or drivers may use any towing company of their choice for a disabled vehicle.¹</p>	<p>Nonconsensual police towing complaints should be filed with the Troop that initiated the tow. Below is the contact information for each DSP Troop.¹</p>								

	<p>are towers that have gone through the approval process set by Division of State Police, which includes submitting “reasonable fees for towing and storage comparable to other towers providing similar services in the Troop Area.”¹</p>	<p>Towing companies on the Division's approved list may not stop and solicit at the scene of an accident or disabled vehicle unless directed to by a state trooper.¹</p> <p>The State Police may revoke the approved status of any towing company if it has been subject to two or more substantiated complaints from citizens regarding nonconsensual towing services.¹</p>	<p>DSP Troop Locations and Contact Information: https://dsp.delaware.gov/locations/</p>										
	¹Delaware Administrative Code Title 2 1301-9.0	¹Delaware Administrative Code Title 2 1301	¹Delaware Administrative Code Title 2 1301										
Florida	<p>There are no statewide maximum rates for towing or storage in Florida. Maximum rates are set by individual counties and municipalities (municipal rates overrule county rates).¹</p> <p>Wrecker operators that are included in the Division of Florida Highway Patrol's (FHP) Call Allocation System agree to maximum towing and storage rates set by either the county/municipality of their assigned zone, or if they do not have a set maximum, the Troop Commander of the zone.²</p>	<p>The towing company must provide by mail notification of any lien for the towing, recovery, or storage of a vehicle including an itemized statement of charges.¹</p> <p>For wrecked or disabled vehicles owner's requests for specific wrecker operators will be honored unless there would be unreasonable delay or traffic problems exist.²</p> <p>Towing companies will only respond to accidents or handle disabled vehicles pursuant to a call from the appropriate law enforcement agency. Chasing or running wrecks is a violation that if repeated can result in suspension or removal from the rotation towing list.²</p>	<p>When a person improperly causes a vehicle to be towed, they will be liable for the cost of removal, transportation, storage, any associated damages, attorney's fees, and court costs.¹</p>										
	<p>¹Florida Administrative Code Chapter 15B-9 ²Florida Statutes Chapter 125.0103</p>	<p>¹Florida Statutes Chapter 713.785 ²Florida Administrative Code Chapter 15B-9</p>	¹Florida Statutes Chapter 715.07										
Georgia	<p>Nonconsensual towing and storage rates and charges are not to exceed those set by the Georgia Department of Public Safety (DPS).¹</p> <p>The state also regulates other rates and charges including operator, notification, and after-hours fees, which can be found linked in the sources. Below are the rates set after November 10th, 2017.¹</p> <p>Georgia DPS policy states that towing companies that charge excessive or unreasonable rates can be suspended from the wrecker rotation list. Reasonable is defined as “any rates established or required by the Georgia [DPS] or by a county or city for similar services...for that same area.”²</p> <table border="1" data-bbox="247 1252 848 1500"> <thead> <tr> <th>GVWR</th> <th>Towing Rates and Charges</th> </tr> </thead> <tbody> <tr> <td>≤10,000 lbs.</td> <td>\$175</td> </tr> <tr> <td>10,001 -20,000 lbs.</td> <td>\$300</td> </tr> <tr> <td>≥20,001 lbs. – per unit charge</td> <td>\$450</td> </tr> <tr> <td>≥20,001 lbs. – combination unit</td> <td>\$850</td> </tr> </tbody> </table>	GVWR	Towing Rates and Charges	≤10,000 lbs.	\$175	10,001 -20,000 lbs.	\$300	≥20,001 lbs. – per unit charge	\$450	≥20,001 lbs. – combination unit	\$850	<p>For DPS rotation list towing, if the motor carrier makes a reasonable request for a specific wrecker service that service shall be used. If the requested service would result in excessive delay, then the officer may use the rotation list. In an emergency situation involving a significant threat to life or property they may use the closest service necessary to stabilize the situation.¹</p> <p>Any towing company entering into an agreement with a private property owner to provide automatic or systematic surveillance for the right to remove trespassing vehicles shall be punished by a fine of \$1,000.²</p>	<p>Complaints for private-property nonconsensual towing can be submitted to Georgia DPS.¹ Complaints for tows ordered by law-enforcement will have to be taken up with the department that ordered the tow.²</p> <p>Georgia DPS Non-consensual Towing Complaint form (Private Property Tows): https://gamccd.net/Documents/TR0031.pdf</p>
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		Storage		
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	≥20,001 lbs. – combination unit	\$75.00/day		
	¹ Georgia DPS Statewide Maximum Rate Tariff ² Georgia DPS Policy Manual Chapter 7.05		¹ Georgia DPS Policy Manual Chapter 7.05 ² Georgia Code Title 44-1-13	¹ Georgia DPS Non-Consensual Towing ² Georgia Attorney General's Consumer Protection Division: Towing
Hawaii	<p>The maximum rates for nonconsensual towing and storage are posted on the state's Department of Commerce and Consumer Affairs (DCCA). The charges listed under Hawaii's Revised Statutes Section 290-11(b) are the only charges towing companies are authorized to charge vehicle owners.¹ It is unclear if these rates apply to medium- and heavy-duty vehicles.</p>		<p>Towing companies must allow payment by cash, credit, or debit card.¹</p>	<p>Complaints regarding nonconsensual tows can be filed with the Hawaii Office of Consumer Protection.¹</p> <p>Office of Consumer Complaints: https://cca.hawaii.gov/blog/category/consumerinformation/consumer-complaints/</p>
	Service	Rates²		
	Tow	\$65.00		
	Tow Using Dolly	\$75.00 plus Milage Charge		
	Milage Charge	\$7.50/mi		
	Storage	\$25.00/day for first 7 days \$20.00/day after 7 days		
	¹ Hawaii Revised Statutes Title 17 291C-165.5 ² Hawaii Revised Statutes Title 17 290-11		¹ Hawaii Revised Statutes Title 17 290-11	¹ DCCA Towing Abandoned Vehicles
Idaho	<p>There are no statewide maximum rates for towing or storage in Idaho.</p>		<p>Upon release of the vehicle the towing company shall provide a statement including itemized costs of towing, recovery, and daily storage.¹</p> <p>Any towing firm called to the scene of a crashed/disabled vehicle by an authorized officer shall take the vehicle to a place the owner or agent of the vehicle reasonably requests. If the firm fails to fulfill this reasonable request, they shall not be entitled to recover any storage, impoundment, or other fees aside from the scheduled tow fee.¹</p>	
			¹ Idaho Code Title 49-1807A	
Illinois	<p>The Illinois Commerce Commission (ICC) regulates relocation tows from private property for some counties (it does not regulate police ordered tows or accident tows). The maximum rates for relocation are not to exceed the mean average of the five highest rates for police tows within the tow's territory.¹</p>		<p>Towing companies must upon request provide a final invoice itemizing all charges, as well as any damage to the vehicle.¹</p> <p>If the operator of a disabled vehicle is present at the scene and the vehicle is not obstructing traffic, illegally parked, or posing any other security or safety</p>	<p>For private-property towing, towing companies are required to provide customers with a complaint form upon request. The ICC Relocator Complaint form can also be found at the link below, but they are still to be mailed to the ICC. The ICC does not respond to complaints regarding police-initiated towing.¹</p>

For relocation services, multi-unit vehicles that are relocated in combination by one piece of tow equipment or by being driven away constitute one tow and relocators shall charge only one tow fee based upon gross combined weight. When the multi-unit vehicle is separated for relocation, relocators shall charge separate towing fees.²

Towing companies on the state's Tollway Vehicle Recovery rotation list must comply with the Tollway's rate schedule. All rate calculations are done portal to portal and all hourly rates include the driver/operator.³

*Recovery rates apply to equipment only when used in recovery service

Tollway Authority Rate Schedule

Service	Rates
Tractor Trailer Low Boy/Dump	\$175.00/hr
Crane or Recovery Rotator	\$450.00/hr
Medium Duty Rotator	\$250.00/hr
End Loader and Skid Steer (includes transportation to scene)	\$150.00/hr
Air Bag Unit	\$2,000 flat rate
Heavy Duty Recovery Wrecker – over 50 tons*	\$350.00/hr
Heavy Dury Tow Service	\$150.00/hr
Heavy Duty Dollys Tandem	\$450.00/hr
Tanker Trailer w/Tractor	\$175.00/hr
Box Refrigerator Trailer w/Tractor	\$175.00/hr
Service Truck	\$150.00/hr
Labor Charge for Ground Men	
Permanent Full-Time Employees	\$60.00/hr
Part-Time Employees	\$50.00/hr
Light Duty Wrecker or Flatbed (includes material transport)	\$100.00/hr
Standby Time	½ listed hourly rate

¹[Illinois Administrative Code Title 92 – 1710.191](#)

²[Illinois Commerce Commission Relocation Towing](#)

³[Illinois Tollway Authority Vehicle Recovery Program](#)

risk then they may specify a towing company to relocate the disabled vehicle.²

No trespassing vehicle shall be removed from private property except with expressed written instructions from the private property owners or their agent(s).³

If a towing company arrives where a tow is needed but has not been requested by law enforcement or the motor carrier, then the law enforcement officer shall advise the towing company to leave the scene (this does not apply if the owner/operator of the vehicle signals the tower for assistance at the site of the disabled vehicle).²

ICC Relocator Complaint Form:
<https://www.icc.illinois.gov/complaints/>

¹[Illinois Commerce Commission Relocation Towing](#)

¹[Illinois Compiled Statutes Chapter 625 5-4-18d-120](#)

²[Illinois Compiled Statutes Chapter 625 5-4-203.5](#)

³[Illinois Administrative Code Title 92 – 1710.41](#)

<p>Indiana</p>	<p>There are no statewide maximum rates for towing in Indiana.</p> <p>There is a statewide cap on storage fees for abandoned vehicles (left on private or public property for over 24 hours), which may total no more than \$2,000 for vehicles less than 30 feet in length and \$2,500 for vehicles 30 feet or longer.¹</p>	<p>An itemized invoice of actual towing charges assessed by a towing company shall be made available to the owner of the motor vehicle or the owner's agent not later than one (1) business day after: (1) the tow is completed; or (2) the towing company has obtained all necessary information to be included on the invoice¹</p> <p>Motor carriers have authority to summon a towing company of their choice to the scene of a disabled vehicle, yet this authority is superseded by a law enforcement officer if the towing company of choice is unable to respond to the location of the disabled vehicle a timely fashion or if the disabled vehicle is a hazard, impedes traffic flow, or may not legally remain in its current location.²</p> <p>If the motor carrier of a disabled vehicle chooses to have their vehicle towed to a storage yard not owned by the towing company, the towing company may not charge more than they usually would to bring the vehicle to their own storage yard.³</p> <p>Towing companies may not stop at the scene of a crash or disabled vehicle to solicit business.⁴</p>	
	<p>¹Indiana Code Title 9-22-1-4</p>	<p>¹Ind. Code § 24-14-5-1 ²Ind. Code § 24-14-3-3 ³Ind. Code § 24-14-9-1 ⁴Ind. Code § 24-14-3-2</p>	
<p>Iowa</p>	<p>There are no statewide maximum rates for towing or storage in Iowa.</p>		<p>Complaints regarding the legality of an abandoned vehicle tow (those parked on public or private property for at least 24 hours) can be made to the local district office. If found to have been improperly towed, then any towing or storage fees shall not be assessed.¹</p> <p>¹Iowa Administrative Code Agency 661-6.5</p>
<p>Kansas</p>	<p>There are no statewide maximum rates for towing or storage in Kansas.</p>	<p>Towing companies must provide the operator of the vehicle, if available, with written notice including any fee that will be charged for storage. Failure to give this notice invalidates any lien established for the storage fee.¹</p> <p>¹Kansas Statutes Chapter 8-1103</p>	
<p>Kentucky</p>	<p>There are no statewide maximum rates for towing or storage in Kentucky.</p>	<p>Towing companies must provide an itemized invoice of towing charges and storage charges expressed as a daily rate.¹</p> <p>The motor carrier may summon a towing company of their choice and designate the location the vehicle is to be towed unless there is a declared emergency, the</p>	

		<p>towing company requested is unable to respond in a timely fashion, or the disabled vehicle is a hazard/impedes traffic flow or may not legally remain in its location according to the law enforcement officer or other authorized official.²</p> <p>Prior to removal of the motor vehicle, the towing company shall take photographs, video, or other visual documentation as evidence of vehicle damage, debris, damaged property/cargo, and/or complications in the recovery process.²</p> <p>Towing companies shall not require preauthorization of more than 24-hours of storage or repair work as a condition of towing service.³</p> <p>Towing companies are prohibited from stopping at the scene of a crash or disabled vehicle for the purpose of soliciting emergency towing services without being summoned by law enforcement of the motor carrier.²</p> <p>A towing or storage company shall accept payment made by cash, check from insurer, credit card, debit card, money order, or check.⁴</p> <p>¹Kentucky Revised Statutes Title 24-281.926 ²Kentucky Revised Statutes Title 24-281.922 ³Kentucky Revised Statutes Title 24-281.934 ⁴Kentucky Revised Statutes Title 24-281.930</p>															
<p>Louisiana</p>	<p>The maximum rates for non-consensual towing are set by the Louisiana Public Service Commission (LPSC). All towing rates are charged from time of dispatch and shall include the truck and the driver. Maximum rates are also set for additional charges, which are only allowed if the case meets the criteria of a "Complicated Recovery," details of which are in the Schedule of Prescribed Rates linked below. Rates for simple services are included here.¹</p> <p>Maximum storages rates are calculated per calendar day, and the power unit and trailer are considered two separate vehicles.²</p> <table border="1" data-bbox="247 1224 846 1513"> <thead> <tr> <th>GVWR</th> <th>Towing Rate</th> </tr> </thead> <tbody> <tr> <td>≤10,000 lbs.</td> <td>\$123.50/hr</td> </tr> <tr> <td>10,000 – 26,000 lbs.</td> <td>\$271.50/hr</td> </tr> <tr> <td>≥ 26,001 lbs.</td> <td>\$349.00/hr</td> </tr> <tr> <th colspan="2">Standard Recovery</th> </tr> <tr> <td>≤10,000 lbs.</td> <td>\$169.00/hr</td> </tr> <tr> <td>10,000 – 26,000 lbs.</td> <td>\$349.00/hr</td> </tr> </tbody> </table>	GVWR	Towing Rate	≤10,000 lbs.	\$123.50/hr	10,000 – 26,000 lbs.	\$271.50/hr	≥ 26,001 lbs.	\$349.00/hr	Standard Recovery		≤10,000 lbs.	\$169.00/hr	10,000 – 26,000 lbs.	\$349.00/hr	<p>Towing invoices shall be itemized on a line-item basis for all recovery, standby, towing, storage, fuel, and additional charges.¹</p> <p>Towing companies are prohibited from stopping at scenes of crashed or disabled vehicles to solicit business unless specifically summoned by the motor carrier, a law enforcement officer, or other official authority.²</p> <p>If a law enforcement officer determines a motor vehicle must be towed, they shall give the vehicle operator the option to select a properly licensed towing company, provided they can arrive within 45 minutes.³</p> <p>No towing company shall charge for services which are not itemized and documented on the invoice.³</p>	<p>Complaints regarding nonconsensual towing may be addressed to the LPSC – Attention Transportation Division, or by contacting the district's Commissioner. Payment of the towing invoice is not necessary for the complaint to be heard. If the towing company is found guilty of overcharging, on top of any fines the Commission may order a refund of up to 200% of overcharges.¹</p> <p>LPSC Non-Consensual Towing Complaint Form: https://www.lpsc.louisiana.gov/docs/trans/TOWING%20COMPLAINT%20FORM%20for%20Web%20no%20signature.pdf</p>
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Maine	<p>There are no statewide maximum rates for towing or storage in Maine.</p>	<p>The nonconsensual towing of any commercial motor vehicle requires an itemized invoice including details of all costs incurred with recovery towing, cleanup, or storage of the vehicle and its contents before demand of payment. The motor carrier is not liable for any charge not itemized on the invoice.¹</p> <p>Towing companies are not permitted to hold any perishable cargo of a commercial motor vehicle that is not owned by the motor carrier.</p>																			
		<p>¹Maine Statutes Title 29A-1863 ²Maine Statutes Title 29A-1861</p>																			
Maryland	<p>Currently there are no state-wide maximum rates for police-initiated towing of medium- and heavy-duty vehicles in Maryland. However, with the passing of House Bill 487, The Department of State Police are to create a Committee on Rate Setting and Complaint Resolution”) that must recommend approved rates for medium- and heavy-duty police-initiated tows and recovery by December 1, 2023. The MD State Police may choose to honor the committee’s recommendations, or publish its own rate schedule by January 1, 2024.¹</p> <p>The department of state Police as of October 1, 2023, will require that a towing company on the tow list ban the use of per-pound billing.¹</p> <p>For tows from private parking lots, unless otherwise set by local law, the towing company may not charge the vehicle owner or insurer more than twice the amount of total fees normally charged by the political subdivision for public safety impound towing of</p>	<p>A motor carrier’s request for a specific towing company shall be honored unless the requested company cannot arrive at the location within a reasonable time period, a traffic safety problem exists, the vehicle is disabled in the roadway, or the vehicle is on fire and the requested towing company cannot arrive within 30 minutes of police arrival. However, if the use of a requested towing company, then it is no longer a police-initiated tow and has none of the accompanying protections.¹</p> <p>Police-initiated towing does not create a lien or security interest for the authorized towing company in any equipment, vehicle, or cargo.²</p> <p>The towing company shall provide the vehicle owner/operator or their agent with reasonable access to the vehicle to collect cargo contained regardless of payment for the towing company’s services.¹</p>	<p>The Committee will also be in charge of investigating complaints regarding police-initiated tows and will create a process to remove predatory towing companies from the police-rotation list.¹</p>																		

vehicles nor the fee normally charged by the division for daily storage of impounded vehicles.²

If the political subdivision does not establish a fee limit for public safety towing, recovery, or storage, \$250 for towing/recovery and \$30 per day for vehicle storage may be charged.³

If there is dispute over the towing or storage fees, then the towing company shall release the cargo immediately upon submission of:

1. Proof that the cargo does not belong to the motor carrier or;
2. If the cargo does belong to the carrier, a letter from the insurance company stating there is coverage for the relevant claim of accident and, if that coverage is not high enough, a signed letter of guarantee from the transportation company.¹

If the Maryland State Police has not published the maximum rates by January 1, 2024, then beginning March 1, 2024, towing companies shall release the vehicle upon payment of 20% of the invoice. This payment does not eliminate the remainder of the financial obligation to the towing companies.¹

Before towing or removing the vehicle, the towing company shall have authorization from the parking lot owner or their agent and photographic evidence of the violation or the event that precipitated the towing of the vehicle.²

Towing companies may not employ or otherwise compensate unauthorized vehicle “spotters,” people who are employed to report the presence of unauthorized vehicles for the purposes of towing.”²

¹[Maryland House Bill 487](#)
²[Maryland Code Public Safety Title 2-314](#)
³[Maryland Code Transportation Title 21-10A-04](#)

¹[Maryland Code Article of Public Safety Title 2-314](#)
¹[Maryland Code Commercial Law Title 16A-101](#)
²[Maryland Code Transportation Title 21-10A-04](#)

¹[Maryland Code Public Safety Title 2-314](#)

Massachusetts

The Department of Public Utilities and State Police set maximum rates for involuntary (“nonconsensual”) towing and storage.¹

Any charges not listed below are required to be written in detail by the towing company.¹

*Includes 5 miles travel and 1 hour service/waiting time, after which mileage charges apply.

GVWR	Tow Rate*
All Vehicles	\$108.00
	Mileage Charge
<10,000 lbs.	\$3.60/mile
>10,000 or HAZMAT Incident	\$5.40/mile
	One-Time Use Supplies
<10,000 lbs.	Actual Cost + 15%

As long as the vehicle is not deemed a hazard by the state police trooper, the vehicle owner/operator shall be allowed to request and wait for their own towing company.¹

Charges beyond the types listed on the State Police Towing website must be detailed, in writing, by the towing company.¹

Towing companies called by the State Police must tow the vehicle to their own storage location. The motor carrier can request the vehicle be towed to another location but by doing so the service becomes a private agreement and is therefore not protected by the maximum rates set by the State Police.¹

No vehicle shall be removed from private property without the consent of the vehicle owner unless the private property owner has notified the appropriate police authority that the vehicle is to be removed.²

Complaints regarding police-initiated tows can be filed with the State Police.¹

Complaints regarding other involuntary tows can be filed with the Transportation Oversight.²

1) State Police-Initiated Involuntary Towing Complaint Form: <https://www.mass.gov/forms/towing-response-report-form>

2) Transportation Oversight Division Involuntary Complaint Form: <https://www.mass.gov/forms/file-a-complaint-against-a-bus-moving-or-towing-company>

	<p>>10,000 or HAZMAT Incident</p> <p>Actual Cost + 15%</p> <p>Additional service vehicles</p> <p><10,000 lbs. \$108.00/vehicle</p> <p>Service time in excess of hour</p> <p><10,000 lbs. \$42.00/hr</p> <p>Additional labor</p> <p><10,000 lbs. \$38.00/hr</p> <p>Storage Fees</p> <p>Lighted outdoor storage enclosed by a secure fence \$36/day</p> <p>Other outdoor storage \$18/day</p> <p><10,000 lbs. Not Regulated</p> <p>¹Massachusetts Regulations Title 220 - 272 Massachusetts Consumer Guide to State Police Towing Massachusetts Involuntary Trespass Towing Rates</p>		
		<p>¹Massachusetts State Police FAQs ²Massachusetts General Laws Chapter 266-120D</p>	<p>¹Massachusetts Consumer Guide to State Police Towing ²Massachusetts Involuntary Trespass Towing Rates</p>
Michigan	<p>There are no state-wide maximum rates for towing in Michigan.</p> <p>The state's limit on storage fees (\$1,000) does not apply to commercial vehicles or to any vehicle that is owned or leased by an entity other than an individual.¹</p> <p>¹Michigan Compiled Laws Chapter 257.252i</p>	<p>Towing companies shall not travel to the crashed or disabled vehicle sites on public property to solicit business unless a law enforcement agent in charge of the scene requests for them to come to the scene.¹</p> <p>Motor carriers shall have their choice of a specific towing company as long as the vehicle is not suspect in a fatality, law enforcement investigation, or criminal activity and the preferred service operator can respond to the scene in a timely manner and the vehicle is not creating road or safety hazard as determined by the law enforcement officer.¹</p> <p>¹Michigan Compiled Laws Chapter 257.676c</p>	<p>Both private-property and police-initiated nonconsensual towing complaints can be filed with the Attorney General's Office. Police-directed towing complaints can also be filed with the police department that initiated the tow.¹</p> <p>¹Michigan Towing Laws – What You Need to Know</p>
Minnesota	<p>There are no statewide maximum rates for towing or storage in Minnesota.</p>	<p>Starting August 2023, for police-initiated tows, the towing company has the right to retain possession of the vehicle and cargo until the lien is lawfully discharged.¹</p> <p>There shall be a reasonable effort to allow the motor carrier to arrange for the obstructing vehicle, while considering time delays and safety issues. If there is not an accident or traffic hazard and the towing company requested by the vehicle motor carrier arrives before the towing company requested by law enforcement, then the towing company requested by the motor carrier shall be given the opportunity to conduct and complete all requested towing operations.²</p>	

		<p>Tows of unattended vehicles from private, nonresidential property with properly posted notices of unauthorized vehicle towing can be towed immediately, whereas those without have to wait 24 hours before towing the vehicle.³</p> <p>No vehicle can be towed from private property without the request of the property owner or their agent.⁴</p> <p>¹Minnesota Statutes Chapter 168B.045 ²Minnesota Statutes Chapter 168B.035 ³Minnesota Statutes Chapter 168B.04 ⁴Minnesota Statutes Chapter 168B.14</p>	
Mississippi	There are no state-wide maximum rates for towing or storage in Mississippi.		
Missouri	There are no state-wide maximum rates for towing or storage in Missouri.	<p>A motor carrier's request for a specific towing company shall be honored as long as the requested company can respond in a reasonable time and that the vehicle possess no immediate traffic hazard.¹</p> <p>Any towing company arriving at the scene of an accident or disabled vehicle that has not been called by a law enforcement officer or the motor carrier shall be prohibited from towing the vehicle from the scene.¹</p> <p>Written consent by the property owner is required before removing vehicles from private property. General authorization to remove vehicles at the towing company's discretion is only allowed in the cases of vehicles parked within 15 feet of a fire hydrant or fire lane.²</p> <p>¹Missouri Revised Statutes Chapter 304.153 ²Missouri Revised Statutes Chapter 304.158</p>	
Montana	There are no statewide maximum rates for towing or storage in Montana.	<p>Motor carriers of wrecked or disabled vehicles shall be able to request a towing company of their choice rather than use the rotation list provided the requested towing company meets safety and insurance standards, can handle the wreck or disabled vehicle, and can respond in a timely manner.¹</p> <p>¹Montana Code Title 61-8-908</p>	<p>Complaints regarding nonconsensual towing can be filed with the Montana Department of Justice's (DOJ) Tow Truck Complaints and Resolution. Complaints can be filed online using the Office of Consumer Protection complaint form.¹</p> <p>Office of Consumer Protection Complaint Form: https://app.doj.mt.gov/OCPPortal/?q=node/395</p> <p>¹Montana DOJ Tow Truck Complaints and Resolution Committee</p>
Nebraska	There are no statewide maximum rates for towing or storage in Nebraska.	<p>Liens on towing and storage do not apply to the contents of the vehicle.¹</p> <p>¹Nebraska Revised Statutes Chapter 60-2410</p>	
Nevada	There are no statewide maximum rates for towing or storage in Nevada. The Nevada Transportation	Towing companies shall itemize on the bill for a nonconsensual tow each rate used, or fee charged to compute the total bill. All charges must be	The towing company shall give the motor carrier information on procedures for filing a complaint

	<p>Authority (NTA) is not allowed to regulate rates for consensual towing services.¹</p> <p>However, towing companies that perform nonconsensual tows must have their rates approved by the NTA and may not charge more than those approved rates. Tarriff sheets and nonconsensual towing permits are available for all Nevada companies online.²</p>	<p>substantiated in writing and attached to the bill. There must also be a detailed listing of all charges and, if charges are based on time, the starting and ending times.¹</p> <p>Towing companies shall not use or hold any cargo or personal property as a bailment for the rates and charges incurred in towing a vehicle, except that cargo may be held as security for payment of charges associated with cleaning the area where the cargo has spilled or for loading, transporting, securing, or storing the cargo.²</p> <p>Towing companies shall not tow a vehicle from private property without the consent of the vehicle owner, without either:</p> <p>A) a written request to remove the specific vehicle from the private property owner;³</p> <p>B) a written agreement from the private property owner granting them to tow vehicles from their property at the discretion of the tow car operator; or⁴</p> <p>C) a written agreement granting them to remove vehicles on the private property that are parked:</p> <ol style="list-style-type: none"> 1) within 15 feet of a fire hydrant; 2) in a fire lane; 3) In a manner that interferes with an entrance to or exit from the real property; or 4) In any parking space designated for persons who are handicapped in violation of NRS 484B.467. <p>For vehicles removed from private property under B above, the towing company shall:⁵</p> <p>A) Before commencing the tow of the vehicle, take a photograph of the vehicle that clearly indicates the parking violation;</p> <p>B) At the time the vehicle is claimed, allow the owner or an authorized agent of the owner to view the photograph; and</p> <p>C) Upon request of the owner of the vehicle or an authorized agent of the owner, provide a copy of the photograph to the owner or authorized agent.</p>	<p>including the name and address of the NTA on either the bill or an informational card.¹</p> <p>Complaints regarding towing can be made to the NTA using the link below.</p> <p><i>NTA Towing Complaint Online Form:</i> https://hal.nv.gov/form/NTA/Tow_Complaint</p>
	<p>¹Nevada Revised Statutes Chapter 706.445 ²NTA Towing Companies Tariffs and Certificates List</p>	<p>¹Nevada Administrative Code 706.420 ²Nevada Administrative Code 706.440 ³Nevada Administrative Code 706.4273 ⁴Nevada Administrative Code 706.4275 ⁵Nevada Administrative Code 706.4277</p>	<p>¹Nevada Administrative Code 706.426</p>
<p>New Hampshire</p>	<p>There are no statewide maximum towing or storage fees in New Hampshire.</p>	<p>Towing companies shall provide detailed receipts for services rendered.¹</p> <p>For State Police-initiated towing, the trooper in charge of the scene shall make the best attempt to allow the</p>	<p>Motor carriers who wish to challenge towing fees related to disabled vehicles they believe to be unreasonable may file a written complaint requesting a review with the state's Commissioner of Safety. This must be done within 15 days of release of the</p>

		<p>motor carrier to contact a preferred towing company, unless doing so will delay timely restoration of safe traffic movement or prolong serious hazard.²</p> <p>If a rotation-list towing company responds to a scene with a larger, heavier, or more sophisticatedly equipped vehicle where a lighter wrecker is required then the charge may not exceed the normal charge for a lighter duty wrecker.³</p>	<p>vehicle or any rights to review will be waived. Complaints regarding fees from any other tows would have to be filed with the Consumer Protection Division of the state Department of Justice.¹</p>																								
		<p>¹New Hampshire Revised Statutes Chapter 106-B:30 ²New Hampshire Revised Statutes Chapter 106-B:29 ³New Hampshire Revised Statutes Chapter 106-B:27</p>	<p>¹New Hampshire Revised Statutes Chapter 106-B:30</p>																								
<p>New Jersey</p>	<p>Maximum towing rates are set for any tows done on the behalf of the New Jersey State Police (NJSP). Additional regulated rates for specialized recovery equipment and services are posted on the Garden State Towing Association’s website.¹</p> <p>For non-police nonconsensual tows, the Division of Consumer Affairs mandates that fees must be reasonable and defines reasonable fees as those that are “no more than 25% greater than the company’s fee for the same vehicle-owner-approved towing services, or no more than 50% above the fees charged by other towing companies in the community for the same towing services without the vehicle owner’s permission.” Any charges must be included in the Division of Consumer Affairs Schedule of Services.²</p> <p>*In addition to towing – per truck including driver **Minimum of 1 hour</p> <table border="1" data-bbox="247 976 850 1500"> <thead> <tr> <th>GVWR</th> <th>Road Service Rates</th> </tr> </thead> <tbody> <tr> <td>≤10,000 lbs.</td> <td>\$150.00/hr + parts</td> </tr> <tr> <td>>10,000 lbs.</td> <td>\$200.00/hr +parts</td> </tr> <tr> <td></td> <td>Basic Towing Rates</td> </tr> <tr> <td>≤10,000 lbs.</td> <td>\$155.00 + On-Hook Milage</td> </tr> <tr> <td>10,001-16,000 lbs.</td> <td>\$300.00/hr</td> </tr> <tr> <td>>16,001 lbs.</td> <td>\$500.00/hr</td> </tr> <tr> <td></td> <td>On-Hook Milage rates</td> </tr> <tr> <td>≤10,000 lbs.</td> <td>\$7.00/loaded mile</td> </tr> <tr> <td></td> <td>Recovery/Winching Rates*</td> </tr> <tr> <td>≤10,000 lbs.</td> <td>\$350/hr</td> </tr> <tr> <td>10,001-16,000 lbs.</td> <td>\$350/hr</td> </tr> </tbody> </table>	GVWR	Road Service Rates	≤10,000 lbs.	\$150.00/hr + parts	>10,000 lbs.	\$200.00/hr +parts		Basic Towing Rates	≤10,000 lbs.	\$155.00 + On-Hook Milage	10,001-16,000 lbs.	\$300.00/hr	>16,001 lbs.	\$500.00/hr		On-Hook Milage rates	≤10,000 lbs.	\$7.00/loaded mile		Recovery/Winching Rates*	≤10,000 lbs.	\$350/hr	10,001-16,000 lbs.	\$350/hr	<p>Personal property is considered to be any item that is not directly affixed to the vehicle. Such items shall be released to the vehicle operator upon request during normal business hours at no charge.¹</p> <p>The private property owner must have a contract for private property towing with the towing company and authorize the operator to remove the particular motor vehicle.²</p> <p>Towing companies must accept credit and debit cards for nonconsensual tows if they do so for regular tows.²</p> <p>Towing companies shall not monitor, patrol, or otherwise surveil private property for the purposes of towing unauthorized vehicles.³</p>	<p>The Director of the Division of Consumer Affairs may order a towing company that has billed unreasonably for a nonconsensual tow to reimburse the vehicle owner for any excess cost with interest.¹</p> <p>New Jersey Division of Consumer Affairs Complaint Link: https://www.njconsumeraffairs.gov/Pages/Consumer-Complaints.aspx</p>
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	<p>¹Division of Consumer Affairs Schedule of Towing Services ²Garden State Towing Association Maximum Rates</p>	<p>¹NJSP Application and Minimal Requirements for Vehicular Towing ²NJ Consumer Affairs Brief ³New Jersey Statutes Title 56-13-16</p>	<p>¹New Jersey Statutes Title 56-13-21</p>																						
New Mexico	<p>Maximum rates for nonconsensual towing are set by the New Mexico Public Regulation Commission (PRC). Below are current effective rates for towing, recovery, and storage. More services are regulated, and their rates are available in the PRC Wrecker Tariff linked in sources.¹</p> <p>Storage rates depend on the class of the towing facility:²</p> <p>(1) Type 1 – a fenced and locked area; (2) Type 2 – a fenced, lighted, and locked area; or (3) Type 3 – an enclosed, roofed and locked structure.</p> <p>*GVWR refers to the weight of the tow vehicle not the vehicle being towed.</p> <table border="1"> <thead> <tr> <th>GVWR*</th> <th>First Mile/Hook-Up Fees</th> </tr> </thead> <tbody> <tr> <td>≤12,000 lbs.</td> <td>\$100.00</td> </tr> <tr> <td>12,001-25,000 lbs.</td> <td>\$175.00</td> </tr> <tr> <td>≥25,001 lbs.</td> <td>\$225.00</td> </tr> <tr> <td></td> <td>Loaded Milage Rates 5-25 Miles</td> </tr> <tr> <td>≤12,000 lbs.</td> <td>\$5.00/mi</td> </tr> </tbody> </table>	GVWR*	First Mile/Hook-Up Fees	≤12,000 lbs.	\$100.00	12,001-25,000 lbs.	\$175.00	≥25,001 lbs.	\$225.00		Loaded Milage Rates 5-25 Miles	≤12,000 lbs.	\$5.00/mi	<p>The motor carrier may request a towing company of their choice provided that the service can respond promptly. The officer requesting the towing company shall honor such a request provided it does not hinder investigation or flow of traffic.¹</p> <p>Towing companies removing unauthorized vehicles from private property must first obtain written authorization from the property owner.²</p> <p>Before towing a motor vehicle from private property, the towing company must take photographs of the vehicle showing its position on the private property.²</p> <p>Unless held for investigation by law enforcement, no towing company shall deny or charge for the inspection or removal of private property of a motor vehicle during normal business hours.³</p>	<p>Any disputes over legality of towing or charges for services may be sent to the New Mexico PRC. Towing companies, upon being told that a motor carrier is disputing charges, must provide the complainant with the PRC's contact information.¹ Complaints can also be filed using the link below.</p> <p>PRC Consumer Complaints: https://www.nm-prc.org/consumer-relations/file-a-complaint/</p>										
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	12,001-25,000 lbs.	\$8.00/mi		
	≥25,001 lbs.	\$15.00/mi		
		Loaded Milage Rates 26+ Miles		
	≤12,000 lbs.	\$3.50/mi		
	12,001-25,000 lbs.	\$5.00/mi		
	≥25,001 lbs.	\$10.00/mi		
		Standby/Waiting Time Rates		
	≤12,000 lbs.	\$30.00/hr		
	12,001-25,000 lbs.	\$50.00/hr		
	≥25,001 lbs.	\$75.00/hr		
		Recovery Rates (per towing service)		
	≤12,000 lbs.	\$100.00/hr		
	12,001-25,000 lbs.	\$200.00/hr		
	≥25,001 lbs.	\$300.00/hr		
		Extra Labor Rates (1 hour minimum)		
	≤25,000 lbs.	\$30.00/hr		
	>25,000 lbs.	\$35.00/hr		
		Storage Rates		
	≤12,000 lbs.			
	Type 1	\$10.00/day		
	Type 2	\$15.00/day		
	Type 3	\$20.00/day		
	12,001-25,000 lbs.			
	Type 1	\$15.00/day		
	Type 2	\$20.00/day		
	Type 3	\$25.00/day		
	≥25,001 lbs.			
	Type 1	\$20.00/day		
	Type 2	\$25.00/day		
	Type 3	\$30.00/day		
	PRC Statewide Wrecker Tariff New Mexico Administrative Code Title 18.3.12		¹ NM Department of Public Safety Policy Number OPR:36 ² New Mexico Administrative Code Title 18.3.12.14 ³ New Mexico Administrative Code Title 18.3.12.24	¹ New Mexico Administrative Code Title 18.3.12.24
New York	There are no statewide maximum towing or storage rates in New York. The State Thruway Authority does regulate rates for tows that take place under their jurisdiction. These			

rates are shown below but can also be found on the Thruway Authority's website.¹

*This category is for towing a vehicle with a GVWR over 10,000 lbs.; however, the weights connected to the rates refer to the weight of the towing truck itself.¹

Vehicles ≤10,000 lbs.	
Division	Hook-Up Fee
<i>New York</i>	
Daytime	\$120.00
Nighttime/Weekend/Holiday	\$150.00
<i>Albany, Syracuse, Buffalo</i>	
Daytime	\$110.00
Nighttime/Weekend/Holiday	\$130.00
Milage Rate	
All Divisions	\$7.00/mi
Winching Rate	
All Divisions	
1-30 Minutes	\$60.00
Each Additional 15 Minutes	\$30.00
Vehicles >10,000 lbs.*	
Division	Service Rate
<i>New York</i>	
10,000-17,999 lbs.	\$240.00/hr
≥18,000 lbs. and Couch Buses	\$410.00/hr
50+ Ton Hydraulic Wrecker	\$500.00/hr
40+ Ton Rotator	\$880.00/hr
<i>Albany, Syracuse, Buffalo</i>	
10,000-17,999 lbs.	\$210.00/hr
≥18,000 lbs. and Couch Buses	\$360.00/hr
50+ Ton Hydraulic Wrecker	\$470.00/hr
40+ Ton Rotator	\$880.00/hr

¹[NY Thruway Towing Rates Under 10,000 lbs.](#)
[NY Thruway Authority Rates Over 10,000 lbs.](#)

North Carolina

There are no statewide maximum towing or storage rates in North Carolina.

State Patrol officers shall use the wrecker service requested by the motor carrier.¹

	<p>Towing companies on North Carolina's Highway Patrol rotation list must charge reasonable rates for services rendered, with these rates approved by the District First Sergeant.¹</p>	<p>Vehicles to be removed from private property require a written request from the private property owner.²</p>																	
	<p>¹North Carolina Administrative Code Title 14B-7A.0116</p>	<p>¹North Carolina Administrative Code Title 14B-7A.0115 ²North Carolina General Statutes Chapter 20-219.2</p>																	
<p>North Dakota</p>	<p>There are no statewide maximum towing rates in North Dakota.</p> <p>For vehicles under 20,000 lbs. GVWR, storage may not exceed \$50 a day for either abandoned vehicles or those involved in emergency towing.¹</p>																		
	<p>¹North Dakota Century Code Title 23.1-15-06</p>																		
<p>Ohio</p>	<table border="1"> <tr> <td colspan="2" data-bbox="247 526 850 581"> <p>Maximum nonconsensual towing rates are regulated by the Public Utilities Commission of Ohio (PUCO).¹</p> </td> </tr> <tr> <td data-bbox="247 581 571 623" style="text-align: center;">GVWR</td> <td data-bbox="571 581 850 623" style="text-align: center;">Tow Rates</td> </tr> <tr> <td data-bbox="247 623 571 662">≤10,000 lbs.</td> <td data-bbox="571 623 850 662">\$129.00</td> </tr> <tr> <td data-bbox="247 662 571 701">>10,000 lbs.</td> <td data-bbox="571 662 850 701">\$216.00</td> </tr> <tr> <td colspan="2" data-bbox="247 701 850 743" style="text-align: center;">Storage Rates</td> </tr> <tr> <td data-bbox="247 743 571 782">≤10,000 lbs.</td> <td data-bbox="571 743 850 782">\$17.00/day</td> </tr> <tr> <td data-bbox="247 782 571 821">>10,000 lbs.</td> <td data-bbox="571 782 850 821">\$29.00/day</td> </tr> <tr> <td colspan="2" data-bbox="247 821 850 883"> <p>¹PUCO Towing Fee Limits Ohio Administrative Code Chapter 4901:2-24</p> </td> </tr> </table>	<p>Maximum nonconsensual towing rates are regulated by the Public Utilities Commission of Ohio (PUCO).¹</p>		GVWR	Tow Rates	≤10,000 lbs.	\$129.00	>10,000 lbs.	\$216.00	Storage Rates		≤10,000 lbs.	\$17.00/day	>10,000 lbs.	\$29.00/day	<p>¹PUCO Towing Fee Limits Ohio Administrative Code Chapter 4901:2-24</p>		<p>No towing company shall remove a vehicle from a private tow-away zone without a written contract for the removal of vehicles entered into with the owner of the private property.¹</p> <p>Prior to removing the vehicle, the towing company shall take as many photographs as necessary to show that the vehicle was clearly parked on private property in violation of the private tow-away zone.¹</p>	<p>Complaints regarding nonconsensual towing can be made with the PUCO using the link below.¹</p> <p>PUCO File a Complaint: https://puco.ohio.gov/help-center/file-a-complaint</p>
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		<p>¹Ohio Revised Code Title 4513.601</p>	<p>¹PUCO Towing Fee Limits</p>																
<p>Oklahoma</p>	<p>The Oklahoma Corporation Commission (OCC) sets the maximum rates for towing and recovery services.¹ For the relocation of the vehicle, the towing company can charge by either distance or time. If billed by distance, the time and justification of recovery services must be documented on the invoice. Recovery services and other miscellaneous rate maximums are also available on the OCC schedule.</p> <p>If billing by time, the towing company may bill a minimum fee equaling 1.5 hours of work. Recovery services may be billed in addition to the towing services but must be billed at no more than the hourly rate, and their justification for use must be documented on the invoice.²</p> <p>Distance, hourly, and hook-up rates may be adjusted weekly by adding a fuel surcharge. The fuel surcharge rates are updated on the OCC website, linked below.³</p> <table border="1"> <tr> <td data-bbox="247 1435 571 1474" style="text-align: center;">GVWR</td> <td data-bbox="571 1435 850 1474" style="text-align: center;">Distance Rates</td> </tr> <tr> <td data-bbox="247 1474 571 1507">Single vehicle ≤ 8,000 lbs.</td> <td data-bbox="571 1474 850 1507">\$3.75/mi ≤ 25 miles</td> </tr> </table>	GVWR	Distance Rates	Single vehicle ≤ 8,000 lbs.	\$3.75/mi ≤ 25 miles	<p>Towing invoices shall include itemization of all charges assessed and clear identification of the services provided.¹</p>	<p>Complaints regarding nonconsensual towing and storage rate disputes can be filed directly with the OCC.</p> <p>Nonconsensual Tow Rate Complaints and Questions: https://oklahoma.gov/occ/complaints/nonconsensual-tow-rate-complaint-form.html</p>												
GVWR	Distance Rates																		
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	\$3.13/mi >25 miles
Single vehicle 8,001 - 12,000 lbs.	\$4.25/mi ≤ 25 miles
	\$3.75/mi >25 miles
Single vehicle 12,001 - 40,000 lbs.	\$7.19/mi
Single vehicle ≥ 40,001 lbs.	\$8.44/mi
More than one vehicle	\$8.44/mi
	Hourly Rates
Single vehicle ≤ 8,000 lbs.	\$75.00/hr
Single vehicle 8,001 - 12,000 lbs.	\$100.00/hr
Single vehicle 12,001 - 40,000 lbs.	\$150.00/hr
Single vehicle ≥ 40,001 lbs.	\$225.00/hr
More than one vehicle	\$225.00/hr
	Hook-Up Fee
Single vehicle ≤ 8,000 lbs.	\$81.25
Single vehicle 8,001 - 12,000 lbs.	\$93.75
Single vehicle 12,001 - 40,000 lbs.	\$106.25
Single vehicle ≥ 40,001 lbs.	\$118.75
More than one vehicle	\$118.75
	Extra Labor Rates
All Vehicles	\$36.00 per person/hr.
	Specialized Labor or Equipment
All Vehicles	Actual Costs + 25%
	Outdoor Storage Rates
Length of Vehicle	
Single vehicle < 20 ft.	\$18.00/ 24-hrs
Single or combination of vehicles 20 – 30 ft.	\$24.00/ 24-hrs
Single or combination of vehicles > 30 ft. in length and < 8 ft. in width	\$30.00/ 24-hrs
Single or combination of vehicles > 30 ft. in length and > 8 ft. in width	\$42.00/ 24-hrs

¹[Oklahoma Statutes Title 47 – 953.1](#)

²[OCC Maximum Wrecker Rates](#)

³[OCC Nonconsensual Towing Fuel Surcharge](#)

[OCC Order Number #605104](#)

<p>Oregon</p>	<p>There are no state-wide maximum towing or storage rates in Oregon.</p>	<p>State Police officers shall use the non-preference towing rotational list when no choice or preference of towing company is stated by the motor carrier.¹</p> <p>Towing companies must have signed authorization from the private property owner to tow an unauthorized vehicle.²</p> <p>No towing company shall solicit business at or within 1,000 feet of a crashed or disabled vehicle unless they have a pre-negotiated payment agreement between with a motor vehicle road service company.²</p> <p>No towing company shall park their tow vehicles within 1,000 feet of a parking facility for the purpose of monitoring for towing business.²</p> <p>No towing company shall require, as a condition of releasing a vehicle or personal property within, that the motor carrier agree not to dispute the reason for the tow, the validity or amount of charges, or the responsibility of the towing company for the condition of the motor vehicle or personal property in the motor vehicle.²</p> <p>Prior to removing an improperly parked vehicle the towing company must take at least one photograph showing how the vehicle was parked at the time the company arrived at the scene. The photograph shall be provided to the motor vehicle owner upon request at no additional charge.³</p>	
<p>Pennsylvania</p>	<p>There are no statewide maximum towing rates in Pennsylvania.</p> <p>Storage charges for the nonconsensual removal of vehicles from private property, if not set by local municipalities, are set at a maximum charge of \$25 per day.¹</p>	<p>All charges shall be itemized, and payment can be made with cash, credit card, or insurance check.¹</p> <p>The motor carrier shall have their choice of towing company unless their choice cannot respond to the scene in a timely fashion and the vehicle is a hazard, impedes the flow of traffic, or cannot legally remain at its location.¹</p> <p>Towing companies shall only perform services from the scene of an accident if summoned there by the motor carrier or law enforcement.¹</p> <p>As a condition of towing from an accident, no towing company can secure the signature of the vehicle</p>	

¹[Oregon Administrative Code Chapter 257-050](#)

²[Oregon Revised Statutes Chapter 98.854](#)

³[Oregon Revised Statutes Chapter 98.853](#)

operator to authorize repair or storage for more than 24 hours.¹

¹[Pennsylvania Consolidated Statutes Title 75-3353](#)

¹[Pennsylvania Towing and Towing Facility Standards Act](#)

Rhode Island

Maximum rates for nonconsensual tows are set by the Rhode Island Division of Public Utilities and Carriers (RIPUC).¹

RIDPUC only regulates light- and medium-duty towing (vehicles under 15,000 lbs.); heavy-duty towing is not regulated.

*Police-ordered tows are inclusive of all incidental charges, the first five miles of on-hook mileage, the first hour of site work, and the first 24 hours of storage. Private property trespass tows are inclusive of all incidental charges, all on-hook mileage, the first hour of site work, and the first 24 hours of storage.

**Inclusive of all incidental charges and the first hour of site work.

GVWR	Towing to Company's Lot*
<8,000 lbs.	\$125.00 Flat Fee
8,001 – 15,000 lbs.	\$145.00 Flat Fee
	Milage Rate to Company's Lot
<8,000 lbs.	\$3.50/mi
8,001 – 15,000 lbs.	\$3.50/mi
	Towing to Other Site**
<8,000 lbs.	\$100.00 Flat Fee
8,001 – 15,000 lbs.	\$120.00 Flat Fee
	Milage Rate to Other Site
<8,000 lbs.	\$7.00/mi
8,001 – 15,000 lbs.	\$8.00/mi
	Extra Laborer
<8,000 lbs.	\$65.00/hr
8,001 – 15,000 lbs.	\$65.00/hr
	Additional Time on Scene
<8,000 lbs.	\$100/hr
8,001 – 15,000 lbs.	\$100/hr

Motor Carriers shall have their choice of towing company as long as their choice does not cause a continuation of traffic congestion or hazardous conditions that the police officer is able to eliminate by other means.¹

To remove trespassing vehicles from private property the towing company must have written directions from the property owner to remove the vehicle to a private impoundment lot within 10 miles of the point of removal.²

Complaints regarding nonconsensual towing can be filed directly with the RIPUC.

RIPUC How to File a Complaint:
<https://ripuc.ri.gov/consumer-information/how-file-complaint>

	Length	Storage Charges		
	≤20 ft.	\$35.00/24 hrs.		
	>20 ft.	\$45.00/24 hrs.		
	¹ RIPUC Tow Tariff Rates		¹ Rhode Island General Laws Title 39-12.1-3 ² Rhode Island General Laws Title 39-12.1-12	
South Carolina	<p>There are no statewide maximum towing or storage rates in South Carolina.</p> <p>Fees charged for Highway Patrol rotation list services must be "reasonable" for both towing (including heavy-duty and special operations) and storage. Standards for judging reasonableness are available on the state's Department of Public Safety's website under Wrecker Regulations FAQ. Only wrecker services on the rotation list are subject to regulations governing fees.¹</p>	<p>Towing companies shall provide an itemized statement of charges upon release of the vehicle.¹</p> <p>The motor carrier of a wrecked or disabled vehicle may request a towing company of their choice, but the investigating officer can use their best judgement to deny the request if it will impair timely restoration of safe traffic movement.¹</p> <p>If a towing company responds with a heavier wrecker class than requested, they can still complete the service but may only charge rates for the requested classification.¹</p> <p>Towing companies shall comply with laws barring the solicitation of business from the occupant of a vehicle while standing on the highway.¹</p> <p>If a motor carrier requests payment using a major credit card, only towing companies called from the rotation list that accept payment by major credit card will be utilized.¹</p>	<p>When there is a dispute between the motor carrier and the rotation list wrecker regarding storage fees or charges, the motor carrier must provide the wrecker with a written notification of dispute. The wrecker service must cease storage charges until the dispute is settled.¹</p> <p>Complaints are to be received within 30 days of the incident and directed to the Captain of the Highway Patrol Troop where the incident occurred. Below is a link to the contact information for each Troop.¹</p> <p>Troop Contact Information: https://scdps.sc.gov/schp/contact/troops</p>	
	¹ SCDPS Wrecker Regulations Frequently Asked Questions	¹ South Carolina Code of Regulations Chapter 38-600	¹ South Carolina Code of Regulations Chapter 38-600	
South Dakota	There are no statewide maximum towing or storage rates in South Dakota.	<p>No lien on contents of a vehicle taken into custody shall exceed \$500.¹</p> <p>¹South Dakota Codified Laws Title 32-30-18</p>		
Tennessee	<p>Rates for towing companies on the Tennessee Highway Patrol (THP) rotation list are not to exceed the maximum rate approved by THP on their Tow/Storage Rates Disclosure Form (SF-1118).¹</p> <p>Tows not from the rotation list are not to exceed the maximum fee approved by the THP for the same services.²</p> <p>There shall be no hook-up fees, charges for normal highway clean-up, or charges for administrative work in rotation list towing. Charging for storage rates begins 24 hours after the vehicle has been towed.²</p>	<p>An itemized invoice shall be prepared for all charges.¹</p> <p>Cargo contained in towed vehicles shall be released to the motor carrier upon request unless a member of Tennessee Department of Safety and Homeland Security (DOSHS) orders otherwise. Towing companies shall not charge for the release of cargo during normal business hours.¹</p> <p>Motor carrier requests for a specific towing company shall be honored unless the requested company cannot respond in a reasonable time or the vehicle poses and immediate traffic hazard, as determined by the THP member.¹</p>	<p>Motor carriers can file a written complaint with the Highway Patrol District where the towing incident took place.¹</p> <p>Each THP District has a District Wrecker Lieutenant who is responsible for investigating complaints and is to make recommendations to the DOSHS Commissioner concerning complaint resolution.</p> <p>Contact Information for THP Districts: https://www.tn.gov/safety/tnhp/thpcontacts.html</p>	

		<p>Towing companies are prohibited from arriving at the scene of an accident without a call from the Highway Patrol or the owner/operator of the vehicle.¹</p> <p>For private property tows, the towing company must have expressed written authorization from the property owner before the vehicle is towed.²</p>																			
	<p>¹THP Towing Service Standards Manual ²Tennessee Code Title 55-23-103</p>	<p>¹THP Towing Service Standards Manual ²Tennessee Code Title 55-16-112</p>	<p>¹THP Towing Service Standards Manual</p>																		
Texas	<p>The Texas Department of Licensing and Regulation (TDLR) regulates towing and storage.¹</p> <p>Only nonconsensual private property tows have rate caps in Texas. All other types of nonconsensual tows, however – including incident management tows – are only allowed to charge for services listed on the non-consent towing fee schedule.²</p>	<p>All nonconsensual towing fees must be directly related to towing and itemized on the invoice as labeled on the non-consent towing fee schedule.¹</p> <p>Drivers are allowed to remove any personal belongings in the vehicle, unless otherwise indicated by a law enforcement officer.²</p> <p>Towing companies must have written authorization from the parking facility owner or operator confirming that the vehicle is unlawfully parked prior to removing the vehicle.³</p>	<p>Complaints regarding private-property nonconsensual towing can be filed with the TDLR.</p> <p>TDLR Complaint Form: https://www.tdlr.texas.gov/complaints/ComplaintForm.aspx?strRadiobutton=Vehicle%20Towing</p>																		
	<table border="1"> <thead> <tr> <th>GVWR</th> <th>Towing Rate</th> </tr> </thead> <tbody> <tr> <td>≤10,000 lbs.</td> <td>\$272.00</td> </tr> <tr> <td>10,001 - 24,999 lbs.</td> <td>\$380.00</td> </tr> <tr> <td>≥25,000 lbs.</td> <td>\$489/unit or \$978.00 maximum fee</td> </tr> <tr> <th>Length</th> <th>Storage Rate</th> </tr> <tr> <td>≤25 ft.</td> <td>\$21.03/day</td> </tr> <tr> <td>>25 ft.</td> <td>\$36.80/day</td> </tr> </tbody> </table>	GVWR	Towing Rate	≤10,000 lbs.	\$272.00	10,001 - 24,999 lbs.	\$380.00	≥25,000 lbs.	\$489/unit or \$978.00 maximum fee	Length	Storage Rate	≤25 ft.	\$21.03/day	>25 ft.	\$36.80/day						
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<p>¹Texas Code Chapter 2308 ²TDLR Towing Fees and Other Charges TDLR Towing at a Glance</p>	<p>¹TDLR Towing at a Glance ²Texas Administrative Code Title 16-85.708 ³Texas Occupations Code 2308.255</p>	<p>TDLR Consumer Information about Towing</p>																			
Utah	<p>Maximum rates for nonconsensual towing are set by the Utah Department of Transportation (DOT).¹</p> <p>A towing company may charge a Fuel Surcharge fee when the daily Rocky Mountain Average for price of fuel reaches \$3.25/gallon. This surcharge can equal 3% of base tow rate and an additional 3% increase will be allowed for every \$0.25/gallon increase.²</p>	<p>All nonconsensual tows must be reported to the Utah Motor Vehicle Division via the Impound Vehicle System before payment can be collected and before storage fees are charged.¹</p> <p>Towing companies must accept credit and/or debit cards as forms of payment.¹</p>	<p>Complaints regarding nonconsensual tows can be filed with the Utah DOT.</p> <p>Utah DOT Complaint Form: https://app.udot.utah.gov/public/mcs/f?p=345:3:::3</p>																		
	<table border="1"> <thead> <tr> <th>GVWR</th> <th>Tow Truck Service</th> </tr> </thead> <tbody> <tr> <td>≤10,000 lbs.</td> <td></td> </tr> <tr> <td>Police-Generated</td> <td>\$194.00/hr</td> </tr> <tr> <td>Private-Property Impound</td> <td>\$194.00 maximum</td> </tr> <tr> <td>10,001 – 26,000 lbs.</td> <td></td> </tr> <tr> <td>Police-Generated</td> <td>\$323.00/hr</td> </tr> <tr> <td>Private-Property Impound</td> <td>\$323.00 maximum</td> </tr> <tr> <td>>26,000 lbs.</td> <td></td> </tr> <tr> <td>Police-Generated</td> <td>\$401.00/hr</td> </tr> </tbody> </table>	GVWR	Tow Truck Service	≤10,000 lbs.		Police-Generated	\$194.00/hr	Private-Property Impound	\$194.00 maximum	10,001 – 26,000 lbs.		Police-Generated	\$323.00/hr	Private-Property Impound	\$323.00 maximum	>26,000 lbs.		Police-Generated	\$401.00/hr		
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		Storage (Outside)		
	≤10,000 lbs.	\$40.00/hr		
	10,001 – 26,000 lbs.	\$60.00/hr		
	>26,000	\$60.00/hr		
	¹ Utah Consumer Bill of Rights Regarding Towing ² Utah Administrative Code Title 909-19-11		¹ Utah Consumer Bill of Rights Regarding Towing	¹ Utah Consumer Bill of Rights Regarding Towing
Vermont	There are no state-wide maximum towing or storage rates in Vermont.		The motor carrier shall have their choice of towing company unless, in the opinion of the law enforcement officer, their choice cannot respond to the scene in a timely fashion and the vehicle or cargo is a hazard, impedes the flow of traffic, or may not remain in its location legally. ¹ Towing companies shall not perform services at the scene of a crash or disabled vehicle unless summoned to the scene by the motor carrier, or a law enforcement officer. ¹	
			¹ Vermont Statutes Title 23-1102	
Virginia	There are no state-wide maximum towing or storage fees in Virginia, with the following exception. ¹ There are statewide limitations on hook-up and initial towing fees (no greater than \$150), but these limitations only apply to: a) passenger vehicles and b) in absence of any other local ordinances.		Towing companies shall keep records of itemized fees. ¹ Law-enforcement officers are to make a “police towing request” when the motor carrier has made no specific towing company request. ² Any lien created by performing towing services does not extend to any personal property or cargo not attached to or considered necessary for the operation of the vehicle, which the motor carrier shall be permitted to access. ³ No vehicle shall be removed from or rendered immobile on private property without written authorization by the property owner. ⁴ Towing companies shall accept cash, insurance check, certified check, money order, and at least two commonly used nationally recognized credit cards for payment and release of vehicles. ²	For police towing of a vehicle of 26,000 lbs. GVWR or greater, if the total of the invoice exceeds \$10,000, the towing company shall include the phone number and website address for the Division of Consumer Counsel. Towing companies that fail to include this contact information will be fined a penalty of \$1,000. ¹ Complaints regarding nonconsensual towing can be filed with the Division of Consumer Counsel of the Office of the Attorney General. ² Division of Consumer Council Consumer Protection Towing Complaint Form: http://www.oag.state.va.us/files/ConsumerProtection/Towing_Complaint_Form.pdf
	¹ Virginia Code Title 46.2-1233.1		¹ Virginia Code Title 46.2-118 ² Virginia Code Title 46.2-1217 ³ Virginia Code Title 46.2-644.01 ⁴ Virginia Code Title 46.2-1216	¹ Virginia Code Title 46.2-1217.1 ² Virginia Code Title 46.2-118
Washington	The Washington State Patrol sets rates for tows done under their jurisdiction. Washington has classifications for tow trucks depending on the		Itemized receipts of all charges for services are to be provided. ¹	Complaints for vehicles towed by the WSP can be sent to the following email address: TowWreckingComplaint@wsp.wa.gov

features and equipment of the vehicle, details of which can be found under Washington Administrative Code Title 204-91A-170.¹

The basic storage rate must be the same for all vehicles under 20 feet in length. For vehicles over 20 feet, the rate must be calculated by multiplying each 20 feet or portion thereof by the basic storage fee for vehicles under 20 feet.

Private impounds for class A, E, or D tows are not to exceed 135% of the maximum towing hourly rates and storage rates negotiated with the WSP. These limits only apply to vehicles that are upright with all tires attached.²

*For class B-2 trucks, the 30,000 lbs. Gross Vehicle Weight Rating (GVWR) or more with air brakes rates applies only if the vehicle being towed has a GVWR between 26,000 lbs. and 33,000 lbs.³

**Only for those tows part of the Washington Department of Transportation's (DOT) Major Incident Tow Incentive program (MIT).

Class	Tow Rates
Class A & E	\$250.00/hr
Class A & E Rotator	\$355.00/hr
Class B	\$307.00/hr
Class B Rotator	\$428.00/hr
Class B-2*	\$412.00/hr
Class B-2 Rotator	\$575.00/hr
Class C	\$532.00/hr
Class C Rotator	\$746.00/hr
Class S1 (40+ Ton Rotator)	\$890.00/hr
Class S**	\$534.00/hr
Length	Basic Storage Rate
≤20 ft.	\$66.00/day
>20 ft.	\$66.00 x (vehicle length/20)/day
Additional Labor	
All Classes	\$127.00/hr per Registered Tow Truck Operator (RTTO)

¹[Washington Administrative Code Title 204-91A-170 Revised Code of Washington Title 46.55.118](#)

²[Washington Administrative Code Title 204-91A-140](#)

³[Washington DOT MIT Program Handbook](#)

⁴[Washington State Police Tow Rates](#)

If a damaged or disabled vehicle is to be removed, a motor carrier may make a specific request for a particular towing company that the patrol officer will honor if the requested company is reasonably available and the request is reasonable for the circumstances of the incident scene.²

The towing company must have written authorization from the private property owner at the time and place of impound before removing an unauthorized vehicle.³

Vehicles shall be released upon payment of towing, storage, and related costs, which can be made using any major bank credit cards.⁴

Personal belongings, including both personal property and contents of the vehicle, shall be returned to the motor carrier and vehicle driver.³

¹[Washington Administrative Code Title 204-91A-180](#)

²[Washington Administrative Code Title 204-91A-150](#)

³[Washington Revised Code Title 46.55.090](#)

⁴[Washington Revised Code Title 46.55.120](#)

<p>West Virginia</p>	<p>Maximum rates for nonconsensual (“third-party”) tows, both non-accident and accident/recovery, are set by the West Virginia Public Service Commission (PSC).¹</p> <p>For accident/recovery tows, rates are to include the wrecker, driver, and any specialized equipment with a purchase cost of \$500 or less.</p> <p>If multiple wrecker vehicles are called to assist at the scene of an accident but those wreckers are not used for work that requires multiple wreckers, then they shall be charged at the non-accident rates. More regulated services and rates can be seen on the Maximum Statewide Wrecker Rate sheet.</p> <p>*If stored outside of original transport container unit.</p> <table border="1" data-bbox="247 565 848 1516"> <thead> <tr> <th>GVWR (Towed Vehicle)</th> <th>Accident/Recovery Tow Service Rates</th> </tr> </thead> <tbody> <tr> <td>≤7,000 lbs.</td> <td>\$160.00/hr</td> </tr> <tr> <td>7,001 – 10,000 lbs.</td> <td>\$267.00/hr</td> </tr> <tr> <td>10,001 – 26,000 lbs.</td> <td>\$374.00/hr</td> </tr> <tr> <td>≥26,001 lbs.</td> <td></td> </tr> <tr> <td>Tractor</td> <td>\$134.00/hr</td> </tr> <tr> <td>20-39 Ton Wrecker</td> <td>\$620.00/hr</td> </tr> <tr> <td>40-60 Ton Wrecker</td> <td>\$858.00/hr</td> </tr> <tr> <td>30-85 Ton Rotator Wrecker</td> <td>\$1,069.00/hr</td> </tr> <tr> <td></td> <th>Non-Accident Tow Service Rates</th> </tr> <tr> <td>≤7,000 lbs.</td> <td>\$102.00/hr</td> </tr> <tr> <td>7,001 – 10,000 lbs.</td> <td>\$138.00/hr</td> </tr> <tr> <td>10,001 – 26,000 lbs.</td> <td>\$211.00/hr</td> </tr> <tr> <td>≥26,001 lbs.</td> <td>\$332.00/hr</td> </tr> <tr> <td></td> <th>Outside Storage</th> </tr> <tr> <td>≤7,000 lbs.</td> <td>\$27.00/day</td> </tr> <tr> <td>7,001 – 10,000 lbs.</td> <td>\$32.00/day</td> </tr> <tr> <td>>10,000 lbs.</td> <td>\$37.00/day</td> </tr> <tr> <td>Semi-trailers and buses</td> <td>\$50.00/day</td> </tr> <tr> <td>Cargo*</td> <td>\$50.00/day</td> </tr> <tr> <td>Refrigerated cargo</td> <td>\$50.00/day</td> </tr> </tbody> </table>	GVWR (Towed Vehicle)	Accident/Recovery Tow Service Rates	≤7,000 lbs.	\$160.00/hr	7,001 – 10,000 lbs.	\$267.00/hr	10,001 – 26,000 lbs.	\$374.00/hr	≥26,001 lbs.		Tractor	\$134.00/hr	20-39 Ton Wrecker	\$620.00/hr	40-60 Ton Wrecker	\$858.00/hr	30-85 Ton Rotator Wrecker	\$1,069.00/hr		Non-Accident Tow Service Rates	≤7,000 lbs.	\$102.00/hr	7,001 – 10,000 lbs.	\$138.00/hr	10,001 – 26,000 lbs.	\$211.00/hr	≥26,001 lbs.	\$332.00/hr		Outside Storage	≤7,000 lbs.	\$27.00/day	7,001 – 10,000 lbs.	\$32.00/day	>10,000 lbs.	\$37.00/day	Semi-trailers and buses	\$50.00/day	Cargo*	\$50.00/day	Refrigerated cargo	\$50.00/day	<p>Invoicing for towing and storage shall have itemized charges.¹</p> <p>In no case shall the charge for a wrecker used in a third-party tow be greater than the charge for a wrecker of the capacity needed to perform the service.¹</p>	<p>Complaints regarding nonconsensual towing can be made to the PSC. If the complaint is supported, the towing company can be required to refund part or all of the charges for the service.¹</p> <p>PSC Complaints procedure: http://www.psc.state.wv.us/complaints/ConsumerComplaintProcedures.htm</p>
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	All Vehicles	\$53.00 per person/hr		
	¹ PSC Maximum Wrecker Rate Sheet		¹ West Virginia Administrative Code Agency 150-9-6	¹ West Virginia Administrative Code Agency 150-9-6
Wisconsin	Wisconsin has statewide maximum rates for nonconsensual towing and storage but only for vehicles under 10,000 lbs. GVWR towed from private property. ¹			
	*Any removal using a flatbed, hook and chain, wheel-lift, boom, or any other method.			
	GVWR	Vehicle Removal*		
	<10,000 lbs.	\$150.00 total		
		Outdoor Storage		
	<10,000 lbs.	\$25/24 hrs		
	¹ Wisconsin Administrative Code Chapter 319.03			
Wyoming	There are no statewide maximum towing or storage rates in Wyoming except for those that apply to vehicles abandoned on public property. ¹		<p>Towing companies performing services based on calls from the Wyoming Highway Patrol's (WHP) rotation list must include an itemization of all towing, recovery, storage, and other service charges on the invoice.¹</p> <p>Towing companies called to respond to a WHP-initiated nonconsensual tow shall release all personal belongings in the vehicle at no additional charge prior to the payment of any accrued charges. This does not apply to contracted loads.²</p> <p>WHP officers, if reasonable, shall grant motor carriers use of a preferred towing company for a nonconsensual tow. However, tows performed by the preferred towing company are not considered nonconsensual and are no longer protected under nonconsensual towing regulations.¹</p> <p>Towing companies called by the WHP shall have the ability to accept multiple payment options either by credit card, debit card, COMcheck, or cash at the business facility.¹</p> <p>All towing companies on the WHP rotation list are strictly prohibited from "chasing" or "running" of any crashes or breakdowns as well as from soliciting business at the scene of a crash or disabled vehicle when not specifically summoned.¹</p>	<p>Complaints regarding WHP initiated tows can be filed with the Tow & Recovery Program Coordinator.</p> <p>WHP Towing Complaint Form: https://www.whp.dot.state.wy.us/files/live/sites/whp/file/s/shared/Trucking/(TR-8)%20Complaint%20Form.pdf</p>
	¹ Wyoming Statutes Title 31-13-111		¹ WHP Operations and Administrative Procedures for Tow and Recovery Carrier ² Wyoming Admin. Code Dept. of Transportation Motor Carrier Chapter 1.2	