

**From:** AGO - CAP

**Sent:** Tuesday, October 17, 2023 4:37 PM

**To:** 'Justin Trombly' [REDACTED]

**Subject:** Public Records Act Request

Dear Justin Trombly,

Please see attached in response to your Public Records Act Request.

Sincerely,

Crystal Baldwin  
Consumer Assistance Program  
Office of the Attorney General  
Mailing Address:  
109 State Street  
Montpelier, VT 05609-1001

Consumer Assistance Hotline: 800-649-2424

Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)



STATE OF VERMONT  
OFFICE OF THE ATTORNEY GENERAL  
109 STATE STREET  
MONTPELIER, VT  
05609-1001

October 17, 2023

Via email to [REDACTED]

Justin Trombly  
Editor, Community News Service  
University of Vermont

Re: Public Records Request

Dear Justin Trombly,

I write in response to your Public Records Act request dated October 16, 2023, a copy of which is attached for your convenience, seeking records of “each individual consumer complaint case involving towing, towed vehicles and towing companies...for 2017, 2018, 2019, 2020”.

Attached is a spreadsheet highlighting the files pertaining to your request (Attachment “2023 10 17 CAP response to Trombly – Spreadsheet\_Redacted\_BatesStamped.pdf”, pages 000001-000010).

Personal information has been redacted pursuant to 1 V.S.A. § 317(c)(7).

To the extent you feel information has been withheld in error, you may appeal to the Deputy Attorney General, Robert McDougall. Such appeal should be in writing:

Robert McDougall  
Deputy Attorney General  
Office of the Attorney General  
109 State Street  
Montpelier, VT 05609-1001

Should you prefer to obtain the original complaint submitted by the consumer, of which there are expected to be 20, we estimate that searching for, reviewing, and redacting the documents will come to approximately 220 minutes. Note that there is no charge for the first 30 minutes. At 190 minutes, billed according to the Secretary of State’s fee schedule for the rate of other staff time (\$.45 a minute), the cost to obtain these files is an estimated \$85.50.

To receive copies of original complaints, we ask that you please submit payment totaling the estimated cost according to the fees outlined above to proceed further with processing your request. Upon receipt of your payment, the records will be made available for you. Note, if the actual time to produce the records is less, we will issue a credit.

You may submit payment as follows:

Online (preferred payment method): <https://appengine.egov.com/apps/vt/ago/onlinepayment>

Checks are also accepted when mailed to:

Attn: Business Office  
State of Vermont  
Office of the Attorney General  
109 State Street  
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,

Crystal Baldwin  
Consumer Assistance Program  
Office of the Attorney General  
State of Vermont

Matter #	Matter Summary
2021-07452	<p>Attached is my claim form.</p> <p>My car stopped running, on July 9, 2021. My car is under warranty, and I have Honda Care Towing. I have called the Warranty number and sent emails. I have had no communication with Honda Road Service regarding my claim. The car is still under the original warranty. And wonder if I have been scammed.</p> <p>The car has been repaired. I don't know about the safety of this model.</p> <p>Thank-you Deb Currier, [REDACTED]</p>
2021-03709	<p>Consumer would like car returned.</p> <p>I had a flat tire so I called my AARP Roadside service account. They called Hand's with whom they had a contract. They came and determined that they would need to take my car to their shop. I asked when I might get my car back and was told that it would only take a couple of hours. After 6-hours I called them for an update, at which point I was told that they could not return my car unless I paid them an additional \$35.00 and came to pick up my vehicle myself.</p> <p>In re: towing company</p>
2021-02673	<p>Consumer would like to be charged a fair price for tow.</p> <p>Consumer was charged \$700 for a tow, business was only there for 47 min according to consumer -&gt; including chatting w neighbors. Consumer got quote from other local businesses and all were 1/3 of the cost. Business told consumer they charge min. of 2 hours for \$350. -&gt; consumer cannot find any info online/was not told to them when first called. In re: towing company</p>
2020-01218	<p>Consumer was in an accident and was towed 20 miles. He was charged \$3,300 for the tow. Consumer called other towing companies to get an estimate and was told it would be around \$300 to \$500. Consumer would like a fair bill for the towing of their car.</p> <p>I was in an accident and was towed to Clark's collision in Barre, VT-107 for an estimate. The towing company charged 3300.00 dollars which is absolutely ridiculous to tow a vehicle approximately 20 miles. I contacted the towing company and asked how this amount is possible and was told that was normal charge. That is not a normal charge! I called two other local towing companies to see how much they would charge and they both said it would be around 300.00 to 500.00. Stockwells towing is totally over charging me and will not lower the bill to a reasonable charge for the service provided. I am unable to pay for such a ridiculous amount that not even my insurance will pay because it is such a ridiculous amount. This is a case of extreme over billing. Please help me</p>

Matter #	Received Date	Matter Name	Subtrade Code	Claimed Losses	Process Code	Status Code	Town
2021-07452	8/4/2021	Currier (Honda Motors) CAP	39T - Towing/Storage	\$195.00	REG - Complaint sent to business for a response	PEN - Pending	
2021-03709	4/20/2021	Frink, Douglas (Handy's Service Stations, Inc) CAP	39T - Towing/Storage		REG - Complaint sent to business for a response	PEN - Pending	
2021-02673	3/22/2021	Herr, Caitlin (Tailhook Towing) CAP	39T - Towing/Storage		REG - Complaint sent to business for a response	PEN - Pending	
2020-01218	1/17/2020	Lawrence , Michael (Stockwell's Garage) CAP	39T - Towing/Storage	\$3,300.00	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution	

Matter #	Matter Summary
2019-13015	<p>Consumer's car broke down, and consumer had car towed to dealership to get fixed. Consumer was charged for towing, which they believe to be wrong, and would like to be reimbursed for the \$100 towing.</p> <p>In September of this year my car wouldn't start. I went into Northpoint and spoke [REDACTED]. He told me to bring my car in for repairs. I told him I didn't think it would start, it might have to be towed. He said "I can't call a tow truck for you". I had the car towed to their location. The car needed a new fuel pump which they installed. I also asked about a loner car and he told me it would be \$40 a day but that he didn't have any available. When the repairs were completed, I was told I had to pay for the towing before it was released. Earlier this month, my car wouldn't start while I was in Burlington, VT. I called Northpoint and was told to call Chrysler Road Service. I did and they towed my car to the nearest dealership and got me a rental car to drive, all at no cost to me. I called Northpoint and asked them why they made me pay for towing and received a barrage of excuses. Then I was offered a store credit. I want to be reimbursed \$100 for the towing fees that should have been covered under my warranty.</p>
2019-05242	<p>Consumer claims that her vehicle was unlawfully towed from her apartment building and that the company will not release it without a \$600 payment that she says she cannot afford.</p> <p>On Tuesday morning someone from maintenance knocked on my front door and asked us to move our car (KIA SPORTAGE) so they could paint the lines for the parking spots. I moved my vehicle to the spot he said to move to. I then left for work and around 10 am I got a call from my partner saying that my car was gone and that he had called [REDACTED] and they said they had it towed by action towing in East Barre. The women at the office told me that her manager was busy so she couldn't speak to me. Around 12:30 pm my partner called action towing, he spoke with who we assume to be the secretary at the tow company, she told him that it would be 75\$ for them to bring us our car back with the tow truck, so we said yes, and we gave them the address to my mothers house [REDACTED] the women said someone would be bringing the tow there within the hour and we would be paying cash. [REDACTED] (my partner) went to my mother's house and waited till about 2 pm and still no one ever showed up with the vehicle and no one called us back to tell us why or what was going on.</p> <p>I got home from work at about 5:30 pm, I immediately called action towing and spoke to a woman who said they were going to bring the car to us but that her tow guy wasn't around and they'd give us a call when he was back. About 45 minutes go by and I decided to call back and the woman said he was still not around. I explained to her that I know there are overnight fees that come with getting towed and I really can't afford them so I really need to get the car back tonight, I let her know that I had the 75\$ in cash in my hand I was just waiting for them to bring me the car, and I gave them their money. She said they'd give me a call as soon as he was back with the truck.</p> <p>8 pm rolls around and I realize they aren't coming so I waited till the next day to call again.</p> <p>First thing Wednesday morning I called and asked more questions about why they towed me and tried to explain that it was illegal to tow a legal car that belonged to a resident without any warning. My vehicle had a "permitted parking" sticker in the front windshield, which is also attached to my apartment number, with that they could have asked me to move my vehicle again. The secretary [REDACTED] was very rude and didn't seem to want to have the conversation with me. She kept saying it was my own fault and the vehicle shouldn't have been parked there.</p> <p>I went to the Barre city police station to see if they could tell me my rights in this situation but they didn't really have any answers for me other than to contact the tow company again. I left the police station and went right to the tow company's shop, we went inside the office and rang the bell, waited around for a minute, no one came out, so I called the number no answer, I called again and a man answered and said they were closed but he would not charge me an overnight fee because his secretary told us they were open till 7 pm, he told me to call back at 8 am. So with that we just went home.</p> <p>Today Thursday June 13th, I got a call around 8:15 am it was the tow company, he said he spoke with [REDACTED] and they don't want to pay the fees even though it was a mistake. He said I'd have to be paying over 300 dollars for everything I told him I don't have any money so I need to call [REDACTED] again.</p> <p>When I got on the phone with the woman [REDACTED] (from the [REDACTED] office) she told me that it wasn't up to them to pay for it and that I need to figure it out with them, I explained to her that my car is 100% legal and has the "permitted parking sticker" she said it doesn't matter the car was illegal, but I have proof that my car is 100% legal. I asked [REDACTED] if I could speak to the manager [REDACTED] and she said [REDACTED] was busy, I said I'd hold while you ask if she can speak to me, I was on hold for less than a minute and she said [REDACTED] is very busy you'll have to call another time or tomorrow when she isn't busy. I just want to get my car back, it shouldn't have even been taken to begin with.</p>
2019-04541	<p>Consumer's car broke down and AAA towed their car. Since they had premium coverage, they were told they were entitled to a car rental. They weren't told that AAA only covered up to \$40.</p>
2019-02734	<p>Consumer was in a car accident and [REDACTED] [REDACTED]. The car was towed to a lot and the lot fees are extremely high (over 1,000), and the car was towed to this lot at the direction of the police. The towing fees are roughly 400.00 dollars. The consumer said he would try a few different avenues in trying to pay the lot fees before filing a complaint but wanted the information on how to do that regardless.</p>

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2019-13015	11/12/2019	Ashley, Kimberly (Northpoint Chrysler Dodge Jeep Ram) CAP	39T - Towing/Storage	\$100.00	REF - Referral	RES - Resolved	Calais
2019-05242	6/13/2019	Schmidt, Jazmynn (Action Towing) CAP	39T - Towing/Storage	\$600.00	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution	
2019-04541	5/23/2019	Francois, Emmett (AAA Northern New England) CAP	39T - Towing/Storage	\$38.46	REG - Complaint sent to business for a response	RES - Resolved	
2019-02734	4/1/2019	Rosenzweig, Noah (Fay's Wrecker and Repair) CAP	39T - Towing/Storage	\$1,000.00	REG - Complaint sent to business for a response	PEN - Pending	

Matter #	Matter Summary
2019-00485	Consumer and small business mediation requested. Consumer believes they were overcharged by towing service and are requesting a refund of \$400.
2019-00064	Towing service - charged our insurance company \$3700 for pulling out, treating water and towing from Westford to Essex Jct. We have inquired from 2 different towing services in the area and they both confirm the towing service to be between \$500 - \$750, however it could go as high as \$1500. I would like to see the cost negotiated down from \$3700 to, I will go higher, \$2000. I would like our insurance company to be paid back the other \$1700 that I feel they were over charged. My husband and I will be the ones to suffer with a premium increase if this does not get resolved reasonably.
2019-00056	Consumer's car was towed a few times and he claims there is now damage to the vehicle.
2018-06558	<p>Consumer was charged for towing and now cannot get vehicle back from shop.</p> <p>Company took my vehicle from a residency after telling me and texting me that they refunded my credit card payment of 300 dollars for services and I will have to look somewhere else for the towing service. After terminating my contract, they proceeded to load my vehicle on their wrecker and took it to their facility. They initially quoted me a price for the tow of about 6 miles and a loading service on to my transporter's truck of 300 dollars. I gave him my card number and he did charge my account. After charging my card and having it approved, I said to him that "that is a lot of money" He got angry and said for me to call around and find another company. I told him just to get my transporter loaded ASAP.</p> <p>He hung up the phone on me and I didn't call him back. He did text me a short while later and claimed that he refunded my money so" I won't accuse him of taking advantage of me."</p> <p>Even though he texted me and wrote that my credit card was refunded and he told me to call around for someone else, he after those facts proceeded to pick up my vehicle from the residency and bring it to his service and towing companies location. He held my car and refused to release it to my transporter unless I paid him 400 dollars. He told me that unless I pay 400, he won't take the car off his wrecker. I was left with no option but to let the transporter leave without my car. Costing me money that is non refundable for the transport. The vehicle is now at their facility and they texted me stating that my bill is 460 dollars and they are going to charge me 65 dollars a day storage fees. The man, [REDACTED] said that he will also not allow me to pay with the credit card that he initially charged 300 dollars on in the morning. He says that I am only able to pay in certified funds.</p> <p>I am at an extreme loss already and now that he is creating a whole set of rules just for me, I feel that I am being discriminated against. I also feel that storage costs may be inflated just for me. I also feel that his charging me 150 dollars an hour after he quoted and ran my card for 300 total for this service, seems like some type of extortion.</p> <p>We have a voided contract made by this business. Then they proceed to take my car after a terminated contract and raise their fees so they can make themselves more money for the exact same service.</p>
2018-00044	Consumer's wife's car was supposed to be towed to Lamoille Valley Collision. Instead business towed it to their property without permission of consumer. Business will not release car and is now charging consumer "storage" fee.
2017-08168	Consumer indicates that after an car accident, consumers car was towed by the business. Consumer states that towing service was unreasonable.
2017-07233	Caused damage to my truck and property in the process of towing it without my consent. Vermont State Police [REDACTED] explained to me that she did not give authorization for the truck to be removed and that they did not have an order by the court.



Matter #	Received Date	Matter Name	Subtrade Code	Claimed Losses	Process Code	Status Code	Town
2019-00485	1/15/2019	Fortin, Kelly (Ace's Towing & Repair) CAP	39T - Towing/Storage	\$400.00	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No	
2019-00064	12/18/2018	Broe, Vicky (Bushey Auto Repair) CAP	39T - Towing/Storage	\$1,700.00	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution	
2019-00056	12/17/2018	Verchereau, Anthony (Handy Service Center) CAP	39T - Towing/Storage	\$0.00	REG - Complaint sent to business for a response	NPR - No Person Response	
2018-06558	8/18/2018	Druk Classic Auto by Daniel Druk (Keeler Bay Service and Sales) CAP	39T - Towing/Storage	\$14,700.00	REG - Complaint sent to business for a response	PEN - Pending	
2018-00044	12/26/2017	Brochu, Joseph (Polar Bear Towing) CAP	39T - Towing/Storage	\$0.00	REG - Complaint sent to business for a response	NBR - No Business Response After Repeated	
2017-08168	11/14/2017	Allen, Julie (Central Towing) CAP	39T - Towing/Storage	\$0.00	REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No	
2017-07233	10/11/2017	Barreda, Gregory (Loadmaster Sales & Services) CAP	39T - Towing/Storage	\$5,325.00	REG - Complaint sent to business for a response	PEN - Pending	

Matter #	Matter Summary
2017-03876	<p>Consumer states that business is refusing to release his car until the original tow is paid for. Previous agreement was to refund consumer \$6,000 and allow AAA to tow vehicle back to his residence. Consumer says he never gave permission for Polar Bear to take his car.</p> <p>"Jim Grover of Poar Bear Towing and ██████ Hudsons Autobody are guilty of a criminal act under VT State law. Title 13 Chapter 081 subsection 3833</p> <p>Authorizing to take and taking the property of another without authorization.</p> <p>On May 15, 2017 at approximately 11 am I spoke with ██████ and on Friday prior to ██████ about having the body work on my truck done where I live. I asked if anyone would be hurt by my doing that and was told absolutely not. They agreed to refund my deposit of 2000 dollars and give my truck only to AAA towing and no other specifically. ██████ agreed. When i sent AAA over there, i was told he was giving the truck to the driver who was to be paid 600 dollars for the original tow. i was going to pay him and get my truck home. They are now holding my truck and will not speak to me my insurance rep, nor apparently corporals ██████ of the Morrisville Police. He told me he would contact polar Bear that day, i was still willing to pay the 600 dollars. He will not return my calls. He was the officer who was at the scene of the original accident and it seemed like these three may have some close relationship the should be investigated. I called the police to have the taking of my truck stopped before it happened and ██████ refused to help or act in anyway, except to tell me to have my insurance agent contact the towing co. Which i did and Jim Grover refused to speak with him or give him information even though he would not speak to me and told too have a third party speak to him just before hanging up on me. He also said "you called the police!" As though he is now punishing me for exercising my legal right in doing so."</p>
2017-03611	<p>My car was towed by this company. It was towed off of the roadside on Shelburne road, to their location on shelburne road. They charged \$160 for the car to be towed less then 2 miles and to be on their lot for less then an hour. When the car was towed it had over 3/4 of a tank of gas in it. When I picked it up the fuel light was on. I called and asked about this, spoke to 3 different people, all of which denied taking my gas. One man was yelling at me and said "What can you do about it?" This experience was not only financially consuming, but it was emotionally stressful on myself ██████</p>

Matter #	Received Date	Matter Name	Subtrade Code	Claimed Losses	Process Code	Status Code	Town
2017-03876	6/1/2017	Hall, Clifford (Polar Bear Towing) CAP	39T - Towing/Storage	\$0.00	REG - Complaint sent to business for a response	PEN - Pending	
2017-03611	5/17/2017	Riipel, Katie (Tailhook Towing) CAP	39T - Towing/Storage	\$195.00	REG - Complaint sent to business for a response	PEN - Pending	

Matter #	Matter Summary
2017-02611	<p>I recently had a car accident. While at the scene, the police officer did not allow me to call my own towing company but instead they called this Hillside road service in Springfield Vermont. It was a Sunday night at about 11pm. So, they came and towed my car to their shop which is 3.3 miles away from the location of accident. They also cleaned some leakage on the road which was clearly from the other driver\'s car and not from my car. They were at the scene for about 15-20 mins for my car towing. Immediately next day I called them to tow my car to one of my friend\'s auto repair shop which is about 4 miles away. First of all, I appreciate their help at the scene and they did do a great job in terms of towing and cleaning. When I received the tow bill, it was 766 dollars in total. The charges are super super high comparing to all the local towing companies that I called later the second day. I spoke to the Police officer who was at the accident scene too, he was also a little bit shocked how much they charge. So I called this business asking about the details of the charges. And here are the details:</p> <p>They charged me 185 dollars per hour per service time.</p> <p>According to our conversation as our initial resolution to the problem, they began to charge me when they received the phone call from Police while they were at home. And ended when they arrived home after the towing, which they said it was 2 hours. From any standpoint , who to confirm it was 2 hours, and from what bylaw that towing company can charge someone this rate beginning at the time when they are still home. You may have different rate for a weekend night, but 185 dollars seem extremely unreasonably high.</p> <p>They charged me 55 dollars for CALL OUT fee which means, they are called and I need to pay for that. Which for me this is 100% double charge.</p> <p>They charged me 36 dollars for milage of towing. which according to them, regular fee is 4.5 per mile, but the distance was only 6-7 miles back and forth, so they overcharged me.</p> <p>They charged me 100 dollars for storage fee. When I asked them why, they say they charge 50 dollars per 10 hour shift. I was shocked. But I kinda accept the charge.</p> <p>They also charged me 88 dollars plus 22 dollars for some spray they used at the accident scene. Which was way higher than national average and local average.</p> <p>The second towing I mentioned, they sent my car to the auto repair shop which was 4-5 miles away by GPS, they charged me 95 dollars for that. SO the total came in as 766 dollars.</p> <p>I spoke with many many friends who worked in towing field or even some friends who had accident like this before, might night , weekend night,,none of them get a bill like this , like not even close. After I spoke to them, they only stated that every single charges they bill are legitimate.</p> <p>I tried to call better business Bureau but they could not do anything for it then I called State of Vermont, Department of finance, which I am still waiting for a response. Now, I am writing this letter to you hoping that I can hear back from you.</p>
2017-01849	Consumer feels his girlfriend was overcharged for a tow after an accident. Charges include storage of the vehicle and special equipment.
2017-00583	Consumer purchased a 2015 Ford Flatbed F650 in February of 2015 from business. Truck has had numerous problems and business has not been able to offer a resolution. Consumer states this is affecting his business.

Matter #	Received Date	Matter Name	Subtrade Code	Claimed Losses	Process Code	Status Code	Town
2017-02611	4/10/2017	Hu, Xiangtian (Hillside Auto Sales & Services) CAP	39T - Towing/Storage		REG - Complaint sent to business for a response	CUR - Closed, Unable To Resolve/No Resolution	
2017-01849	3/9/2017	Bright, Kevin (Green Mountain Towing) CAP	39T - Towing/Storage	\$315.00	REG - Complaint sent to business for a response	RES - Resolved	
2017-00583	1/21/2017	Mitch's Used Cars and Towing Recovery (G Stone Commercial) CAP	39T - Towing/Storage	\$0.00	REF - Referral	REF - Referral	