



## NOTICE TO CONSUMERS

This Tow Service Provider is contracted with the Massachusetts State Police to provide involuntary towing and related services for Category I operations (light duty, passenger vehicles under 10,000 pound GVWR) to the general public. As such, they are governed by Contractual Language, Department of Public Utilities Regulations, Massachusetts General Laws and by the Code of Massachusetts Regulations, 220 CMR 272.00.

**MAXIMUM CHARGES** For most common services. Charges not listed below must be detailed, in writing, by the Tow Service Provider.

|   |                  |
|---|------------------|
| ➤ MSP ordered tow (includes 5 miles of travel and 1 hour service/waiting time) 272.03(1)  | \$108.00         |
| ➤ Additional Service vehicles, per vehicle 272.03(3)  | \$108.00         |
| ➤ Service/Waiting time in excess of 1 hour, (billed in ¼ hour increments) 272.03(2)   | \$42.00          |
| ➤ Additional labor (per hour) 272.03(5)   | \$38.40          |
| ➤ Mileage charge (over 5 miles, billed per mile) 272.03(4)  | \$3.60           |
| ➤ Toll charges 272.03(10); MSP Contract   | Actual Cost      |
| ➤ One-time-use supplies MSP Contract  | Actual Cost +15% |
| ➤ Storage Fees (billed in 24 hour increments) MGL Chapter 159B Section 6B   | \$35.00          |
| ➤ Fuel Price Surcharge (computed using formula based on average price of fuel, set Monthly by Transportation Oversight Division) 272.05 | VARIES           |

**NOTE:** The above fees ONLY apply to the INVOLUNTARY portion of the services rendered. If the consumer opts to enter into an agreement with the provider for additional services, the provider's rates shall then apply.

**FEEDBACK:** To ensure that Consumers are receiving quality service from our Tow Service Providers, the Massachusetts State Police has established several points of contact for feedback.

Please submit any Compliments, Comments or Complaints utilizing Massachusetts State Police form **SP358**. Detailed instructions for form submission are included on form SP358. This form may be acquired by:

- Online at <https://www.mass.gov/orgs/massachusetts-state-police>
- Request at any Massachusetts State Police facility
- Request by email: [Towingresponsereports@psl.state.ma.us](mailto:Towingresponsereports@psl.state.ma.us)
- Request by telephone 508-988-7018

**TOW SERVICE PROVIDER:** Per contract SP20-TOW-X81, and in accordance with Section 1.2.17, which states "The Tow Service Provider shall conspicuously post therein (of their business location) a reference to 220 CMR 272 as well as maximum rates, charges, and fees associated with involuntary police towing and recovery. Additionally, the Tow Service Provider shall conspicuously post the MSP contact information for filing a towing response. A written copy of both the towing rates and the MSP contact information shall be provided to consumers contemporaneous with the settlement of all outstanding charges, before entering into any private agreements for services, or at any time upon request." Any variance from this requirement will be subject to sanctions under Section 4.2.3.

SP357A