

I have just submitted testimony on a House Bill which would limit the amount a tow company can charge a person for a tow in which the person did not ask for. Much of this is a repetition of my testimony on the House Bill.

MY 18 year old grandson took a turn too wide and hit the curb on the passenger side bending the passenger side tire and making the car inoperable. This happened in Eugene on 11-15-2020. Although he called for police assistance and AAA it was to no avail because AAA could not respond for over an hour. The officer called AE towing who towed the car to their yard. The tow took approximately one hour start to finish. AE towing was a member of AAA but they charged a non AAA rate. They also had a contract with Eugene police, but they neglected to follow that also. In addition they refused my grandson permission to enter the vehicle the next day to get his prescription medication which he needed on a daily basis saying he needed a valid ODL. A replacement ODL was in the mail from DMV, but was delayed for over a month due to covid related shutdown. The fee for the tow and storage escalated from an AAA tow to \$520, mainly because they would not take his credit card or mine and when I wired the money to him it was not enough because they illegally charged him the first night storage (violation of contract with EPD). They refused to refund the overcharges incurred when they failed to follow the EPD contract. I have complained to the EPD, the Oregon Department of Justice, AAA, and the Lane County District Attorney. So far I have received \$45.00 refund which AE said was an accounting mistake. I am fully supportive of Towing Board or some regulatory body to handle consumer towing complaints. Often, the consumer is taken advantage of. The tow company has all the rights at present and can charge whatever they want. Storage fees keep adding up and a \$1000 auto could cost thousands to reclaim it and if you just give it up, the auto is auctioned and the deficit is turned over to collections. Your credit is affected if you don't pay. The consumer needs protection and if consumer rights are violated, there must be an agency dedicated to resolve these complaints. I fully support the creation of a Towing Board.

Sincerely,

Leonard J. Leis