

## **What to do if your vehicle needs to be towed in Eau Claire County:**

- ✓ Make sure your vehicle is in a safe location to await a tow service.
- ✓ Call the Eau Claire County (ECC) Communication Center at 715-839-4972 to give them your location and request a tow. If there is an emergency call 911.
- ✓ If possible, have a phone number for a predetermined tow company you would like to utilize. This will decrease the amount of time you will spend on the side of the road and may save you money.
- ✓ If you need to leave your vehicle, please place a note on the dashboard with your name and phone number. Also indicate if you have already arranged a tow, or if not, what preferred company you would like contacted to tow your vehicle.
- ✓ The Sheriff's Office will not recommend a specific company to tow your vehicle. If you do not suggest a predetermined company, or cannot locate one on your own, the Sheriff's Office utilizes a Towing Association to contact local tow companies on a rotation basis to tow your vehicle. This process is generally more expensive than if you choose your own company.

- ✓ When your vehicle is towed, it will be stored by the company that towed it. Storage charges are assessed by each calendar day. The sooner you pay and pick up your car, the less the charge.
- ✓ If the Sheriff's Office has requested a tow of your vehicle and were unable to contact you, with proof of vehicle ownership, you can have one trip through the vehicle to remove items that are not bolted into the vehicle. This is true unless the vehicle is impounded due to suspicion of criminal activity.
- ✓ If you think you were treated unfairly by a towing company, call the Communication Center at 715-839-4972. The Communication Center will contact the Towing Association president, who will contact you.