



Towing and Storage Rate Payment Schedule

Effective on all ICBC authorized claims with towing/storage services on or after January 1, 2016.

ICBC pays all applicable GST.

Towing Categories

Applicable Tow, Distance and Category Hourly Rates are based on the GVWR of the towed vehicle. Tow company is responsible for using an appropriate tow vehicle.	Category I (Light Duty)		Category II (Medium Duty)		Category III (Heavy Duty)		Category IV (Heavy Duty)	
	Towed vehicle up to 2,999 Kgs GVWR Towing & Recovery Plus (T&R+)		Towed vehicle 3,000 Kgs to 6,300 Kgs GVWR Towing & Recovery Plus (T&R+)		Towed vehicle 6,301 Kgs to 9,072 Kgs GVWR Towing & Recovery Plus (T&R+)		Towed vehicle 9,073 Kgs GVWR and over Towing & Recovery Plus (T&R+)	
	Base	T&R+	Base	T&R+	Base	T&R+	Base	T&R+
Claim Required (1st Tow) Rates Up to 6.0 km's	\$67.57	\$77.46	\$78.85	\$81.80	\$125.00	\$129.67	\$166.26	\$172.47
Claim Required (2nd & Additional Tow) Rates Up to 6.0 km's	\$48.06	\$56.16	\$78.85	\$81.80	\$88.91	\$92.23	\$150.96	\$156.60
a) 6.1 to 16.0 km (Add per km)	\$2.59	\$2.64	\$3.00	\$3.05	\$3.65	\$3.72	\$7.69	\$7.83
b) 16.1 to 32.0 km (Add per km)	\$2.19	\$2.23	\$2.74	\$2.79	\$3.09	\$3.15	\$6.59	\$6.71
c) 32.1 km and over (Add per km)	\$1.90	\$1.93	\$2.24	\$2.28	\$2.49	\$2.53	\$4.73	\$4.82
Category Hourly Rate for Additional Services (Items I, II, III, IV, VI, VII, IX, XI, XIII)	\$67.57	\$70.09	\$78.85	\$81.80	\$125.00	\$129.67	\$166.26	\$172.47

For details on procedure, policy and supplier requirements refer to Chapter 10, *Towing*, and Chapter 13, *Supplier Requirements*, of the ICBC *Material Damage Procedures Manual*.

Towing Rate Definitions for Heavy Duty Tow Equipment (Towed vehicle 9,073 Kgs GVWR and over)

The Category IV Hydraulic 1st, 2nd & Additional Tow Rates apply to heavy duty tow trucks with tandem drive rear axles, a hydraulic extendable boom and a hydraulic under-lift or wheel-lift.

The Category IV Hydraulic 2nd & Additional Tow Rate applies to all tows completed by:

- a heavy duty multi rear axle sliding deck trailer and tractor
- a heavy duty tandem drive rear axle roll-back carrier tow truck (flat deck)
- distance charges for Category III & IV towed vehicles taken directly from the accident/recovery location to a repair facility are based on the distance from the initial tow truck dispatch location to the accident/recovery location or the distance to the repair facility whichever is greater.

Heavy Duty Rotator & Tri-Drive in service rates start when a tow company dispatches the tow truck, includes the travel time to the scene, and ends after the tow truck completes providing assistance at the scene and if applicable, returns to their normal service area/yard. The appropriate in service rate applies in ½ hour increments with a 1 hour minimum. Provide GPS tracking statement if possible to assist in reconciling invoices.

- a heavy duty rotator in service rate of \$335.00 applies to a heavy duty tow truck with minimum tandem drive rear axles, a rotating hydraulic extendable boom with a lifting capacity of a minimum of 35 tons and a hydraulic under-lift or wheel lift.
- a heavy duty tri-drive in service rate of \$275.00 applies to a heavy duty tow truck with tri-drive rear axles, hydraulic extendable boom with a lifting capacity of 50+ tons and a hydraulic under-lift or wheel lift.

Claim Required Additional Services

Note: When initially or subsequently dispatched to a difficult accident/recovery situation; submitting scene photos is encouraged to assist in reconciling additional service charges.

Note: Category III, IV, Rotator and Tri-Drive invoices that include Additional Service charges, require a minimum of four scene photographs to assist in reconciling the accident/recovery services provided. In urgent recovery situations or in low visibility conditions, it may not be possible to provide photos.

I Recovery

- Recovery charges are paid at the applicable Category Hourly Rate in ½ hour increments, with a ½ hour minimum

Note: Occasionally, circumstances require a tow truck with a higher capacity than the GVWR category hourly rate of the towed vehicle in order to complete a recovery. Under such circumstances, scene photos and a detailed written description of the services are required for invoice reconciliation.

II Recovery with Service Truck

- The applicable Category I 2nd & Additional Tow Rate applies from when the tow company dispatches the service vehicle(s), including the travel time to the scene, and ends after the additional truck driver completes providing assistance at the scene and returns to their place of departure prior to callout with a ½ hour minimum.

III Additional Tow Truck(s) required

- The appropriate Category Hourly Rate applies in ½ hour increments, with a 1 hour minimum.

IV Loading and Securing Vehicles

- Loading and securing charges apply if loading and securing the vehicle for transport takes more than 10 minutes due to the extent of damage; i.e. vehicle broken into pieces, major add on attachments are separated from vehicle or a burnt vehicle that requires tarping to prevent spreading of debris.
- Loading and securing charges are paid at the applicable Category Hourly Rate, in ½ hour increments with a ½ hour minimum.

V Motorcycles (applicable only to Light and Medium Duty)

- Applicable Category II Tow Rates apply to all motorcycle tows with an engine displacement of 400cc and over.
- Applicable Category I 1st Tow Rate applies to all motorcycle tows with an engine displacement under 400cc.

VI Standby Time

- Standby charges are paid at the applicable Category Hourly Rate in ½ hour increments, with a ½ hour minimum.

VII Vehicles with No Wheels or Tires (applicable only to Light and Medium Duty)

- First tow for vehicles with two or more wheels and tires missing on different axles are paid at the applicable Category I 1st Tow Rate based on the GVWR of the vehicle being towed. Category I, 2nd & additional tows are paid at the applicable 2nd & Additional Tow Rate.
- A one-half hour loading and securing charge at the applicable category hourly rate also applies to each tow due to the extra care and time required to load and unload these vehicles.
- This additional service charge may also apply to tows for vehicles with two or more flats on different axles for lowered vehicles or on burnt vehicles. Proper documentation must be provided and/or photos.

VIII Additional Service Rates Pertaining To Vehicles in Category I and Category II (applicable only to Light and Medium Duty)

- Mileage for use of dollies when the distance traveled exceeds 32.0 km while on a:
 - Paved highway - \$0.43 per km for every km in excess of the 32nd km.
 - Gravel or dirt road - \$0.63 per km for every km in excess of the 32nd km.
- When required, four-wheel drive tow trucks are invoiced at the applicable Category II Hourly Rate plus an additional 25% of the applicable Category II Hourly Rate. Distance charges are not applicable during the time the four-wheel drive hourly rate is applied.

IX Unusually Difficult Road Conditions

- Unusually Difficult Road Conditions charges are paid at the applicable Category Hourly Rate in ½ hour increments, with a ½ hour minimum. Distance charges are not applicable during the time the unusually difficult road condition rate is applied.

X Extra Person/Flag Person

- ½ of the applicable Category I Hourly Rate/hour.
- ½ hour increments, with a ½ hour minimum.

XI Special services pertaining to vehicles having a GVWR of over 3,000 kgs

- Charges for any one or a combination of services such as removal of driveshafts, release airbrakes, removal of axles, loading, etc. are paid at the applicable category hourly rate in ½ hour increments, with a ½ hour minimum.

XII Fuel Surcharge

- This applies to all fees outlined in this schedule other than item:
 - X Extra Person / Flag Person,
 - XV Flares and Consumable Products,
 - XVI Storage Rates,
 - XVII Recovery Scene Coordinator, and all sublets.
 - XVIII MD Triage Photos

XIII Clean Up

- 1st Tow Rates include minor clean-up (up to 5 minutes to remove any damaged vehicle part(s), not including fluids.
- Additional clean-up time, including any fluid spills, is to be charged in ½ hour increments at the applicable Category Hourly Rates.

XIV Traffic Control Vehicle

- Applicable Category II Hourly Rate applies to a tow company owned and/or leased traffic control vehicle, including one certified flag person who is a company employee.

XV Flares and Consumable Products

- Products required at accident recoveries are paid at product cost subject to mark up policy.

XVI Storage Rates (subject to Towing Service Time Schedule for a Non-Priority Tow)

Zone Areas: (see City Zone Reference Table)*	Zone 1	Zone 2	Zone 3	Zone 4
Base Storage Rate	\$19.75 / day	\$18.71 / day	\$15.59 / day	\$11.43 / day
T & R+ Storage Rate	\$23.28 / day	\$22.22 / day	\$20.11 / day	\$15.87 / day

*City Zone Reference Table is available under Claims Portal/Work Tools or on the Business Partner's Page under "Towing".

- The daily storage rate applies for vehicles up to 20 feet in length (6.1 metres).
- Vehicles longer than 20 feet in length (6.1 metres) and up to 35 feet (10.7 metres) will be charged at double the daily rate.
- Vehicles over 35 feet in length (10.7 metres) will be charged at triple the daily rate.
- Motorcycles will be charged at ½ the daily rate.
- When required, indoor storage to protect a vehicle (from weather due to claim related damage or uniqueness of the vehicle model) **must be pre-approved by ICBC**, and is charged at double the daily storage rate.
- Storage Facility Access (SFA) for estimating purposes is charged at one applicable daily storage rate.

XVII Recovery Scene Coordinator

A recovery scene coordinator is paid at the applicable Category II additional services hourly rate for complex recovery definitions that meet the WorkSafeBC requirements. This includes:

- Travel time to/and if applicable from the scene.
- Scene assessment and completion of safety plan.
- Time on scene during recovery.

XVIII MD Triage Photos Request

The applicable Category I Additional Services Hourly Rate applies to all vehicle categories and is paid in ½ hour increments, with a ½ hour minimum for providing digital triage photos for vehicles in Category I & II and a 1 hour minimum for vehicles in Cat III & IV. Indicate applicable charge on the CL14C tow invoice with the notation "Fee for Digital Photos" or enter the applicable amount on the CL14H Heavy Duty Towing & Storage Invoice. Heavy Equipment Photo Requirements are posted in the Towing section of the MD Business Partners Page and are to be completed within 24 hours. **Note:** ICBC's system only accepts 25 MB of data per e-mail.