



Light & Medium Duty Towing and Storage Rate Payment Schedule

Effective for all ICBC authorized claims with towing/storage services on or after March 1, 2020

ICBC pays all applicable GST.

For details on policies, procedures and supplier requirements refer to our Material Damage Claims (Towing & Storage) procedures on ICBC.com under the [Business Partners page](#)

Towing Categories and Rates

Applicable Tow, Distance and Category Hourly Rates are based on the GVWR of the towed vehicle. Tow company is responsible for using an appropriate towvehicle.	Category 1 (Light Duty)		Category 2 (Medium 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+)	
	Base	T&R+	Base	T&R+
Claim Required (1st Tow) Rates Includes Up to 6.0 km's	\$67.57	\$77.46	\$78.85	\$81.80
Claim Required (2nd & Additional Tow) Rates Up to 6.0 km's	\$48.06	\$56.16	\$78.85	\$81.80
a) 6.1 to 16.0 km (Add per km)	\$2.59	\$2.64	\$3.00	\$3.05
b) 16.1 to 32.0 km (Add per km)	\$2.19	\$2.23	\$2.74	\$2.79
c) 32.1 km and over (Add per km)	\$1.90	\$1.93	\$2.24	\$2.28
Category Hourly Rate for Additional Services	\$67.57	\$70.09	\$78.85	\$81.80

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

Claim Required Additional Services

Unless otherwise stated, items listed below are paid in ½ hour increments, with a ½ hour minimum at the applicable category hourly rate.

1. Recovery

- When required, recovery is to relocate the vehicle to provide access for hooking up.

Note: When 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, scene photos and a detailed written description of the services are required.

2. Recovery with service truck

- The Category 1 Hourly Rate for Additional Services applies from when the tow company dispatches the service vehicle(s) or tow truck(s), including the travel time to the scene, and ends after the additional truck driver completes the required assistance at the scene and returns to their place of departure prior to call-out.

3. Additional Tow Trucks Required

- The applicable Category hourly rate applies in ½ hour increments with a 1 hour minimum

4. Loading and securing vehicles

- These charges apply if loading and/or securing the vehicle safely for transport takes more than 10 minutes i.e Vehicle parts damaged in collision that require securing, a vehicle that requires tarping or covering to prevent further damage while being towed.

Note: Scene photos and a detailed written description of the additional services provided are required.

5. Clean up – from vehicle being towed

- Detached vehicle parts should be gathered on scene, and delivered with the vehicle, based on the following categories:
- useable parts, such as an undamaged grill emblem attached to a broken grill assembly, and
- all parts from vehicles involved in a hit and run.

Note: Vehicle parts should be stored within the vehicle **only** if they are small enough not to damage the interior. Vehicle parts that do not easily fit within the vehicle should be safely secured to, and transported with the tow vehicle.

- Fluid spills - Use and disposal of absorbent material (Absorb-All) for fluid spills can be invoiced as a consumable. All absorbent material must be disposed of in an environmentally safe manner.

6. Standby time

- Standby charges are paid at the applicable Category Hourly Rate

7. Special Services pertaining to vehicles having a GVWR of over 3,000 kgs

- Charges for any one or a combination of services such as release airbrakes, removal of axles, drive shaft removal.

8. Traffic Control Vehicle

- Applicable Category 2 Hourly Rate applies to a tow company owned and/or leased traffic control vehicle, including one certified flag person who is a company employee.

9. Extra person/Flag Person

- Is paid at ½ of the applicable Category 1 Hourly Rate

10. Vehicle triage photo request

The applicable Category 1 Additional Services Hourly Rate applies for providing digital triage photos for vehicles in Category 1 & 2. Indicate applicable charge on the invoice with the notation "Fee for Digital Photos".

Note: ICBC's system only accepts 25 MB of data per e-mail.

11. Unusually difficult road conditions

The Unusually Difficult Road Conditions rate is applied to situations when road conditions slow the speed of travel to and from an accident/recovery scene to the extent that substantial additional time is required and the distance charge-out rate is not appropriate. Mileage charges are not applicable during the time this rate is applied.

Examples of difficult road conditions:

- unplowed with deep snow
- untraveled with ice
- deeply mudded
- flooded
- deeply rutted, and
- washed out.

Note: Difficult road conditions do not include traffic congestion.

12. 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 1 1st Tow Rate based on the GVWR of the vehicle being towed. Category 1, 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.

Note: Proper documentation must be provided and/or photos.

13. Additional service rates applicable to vehicles in Category 1 and Category 2

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 2 Hourly Rate plus an additional 25% of the applicable Category 2 Hourly Rate. Distance charges are not applicable during the time the four-wheel drive hourly rate is applied.

14. Motorcycles (applicable only to Light and Medium Duty towing)

- Applicable Category 2 Hourly Tow Rates apply to all size motorcycles, dirt bikes, scooters & 3-wheel sport bikes

15. Recovery scene coordinator

The use of a recovery scene coordinator is specifically required for complex recoveries that meet WorkSafeBC requirements and is paid at the applicable **Category 2** additional services hourly rate.

This includes:

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

NOTE: A complex tow (vehicle recovery) is a recovery operation that requires measures above the standard recovery process, and can involve one and/or more of the following:

- use of heavy tow truck in a mountainous, deep valley and/or with narrow road geography
- assistance of an off-road heavy equipment vehicle or specialized piece of equipment, such as a crane
- use of an extension to the winch line from the line available on the tow vehicle, due to the distance of the vehicle from the roadway
- recovery of a vehicle where the location presents a hazard (such as a lake, river, or ravine)
- recovery of a vehicle carrying or containing high risk cargo, which can pose environmental or safety issues if accidentally released.

Note: Invoices submitted with a Recovery scene coordinator that do not include one or more of these definitions listed will be removed and the invoice adjusted accordingly.

16. Fuel Surcharge

Applies to all fees outlined in this schedule other than:

- Extra Person
- Flares and Consumable Products
- Storage Rates
- Recovery Scene Coordinator
- all sublet services or charges
- MD Triage Photos

17. Flares and Consumable Products

- Products required at accident recoveries are paid at product cost subject to ICBC’s markup policy.

18. 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 Fee (SFA) is for estimating purposes by ICBC employees and is charged at one applicable daily storage rate.