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November 16, 2021

Attn: All Glass Suppliers

**RE: Provincial Glass Operations and policy & procedure updates effective November 16, 2021**

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Dear business partners,

I would like to provide an update on our Provincial Glass Operations contact and some updates and clarifications to our policy and procedures, effective **November 16, 2021**

**Provincial Glass Operations (PGO) contact email:**

We want to make it easy for you to receive support or guidance, so we are adding another way for you to reach us.

As an alternative for shops needing to call PGO, we have added a new email address for inquiries. Effective immediately, please use the address [ProvincialGlassSupport@icbc.com](mailto:ProvincialGlassSupport@icbc.com). Please include the claim number, shop name, contact information and details of the enquiry and we will be happy to assist.

**Policy & Procedure updates – Effective November 16, 2021**

1. [Attached part allowances for antennae and dash camera - for glass \(icbc.com\)](#): For customers with dash cameras that have wiring to be re-installed after a windshield replacement, we have extended the use of the remote starter allowance to also be applicable for dash cameras re-installs.
2. [Glass freight allowances \(icbc.com\)](#): In cases where the customer has a replacement cost policy, we have added the option for shops to add freight for OEM dealer supplied glass, when applicable.
3. [Policy on advanced driver assistance systems calibrations for collision and glass claims \(icbc.com\)](#): We have made a few adjustments to this policy:
  - a. Documentation requirements for ADAS Calibrations have been updated. If successful calibration results are on file, then the documentation showing the “calibration requirement (OEM or aftermarket calibration procedures)” is no longer required.
  - b. We have added some clarifying language on expectations and documentation for glass facilities when a calibration is not being preformed at the time of a windshield replacement.
  - c. We have added clarifying language for vehicles that “auto calibrate”.

Please ensure you review the policies in full for all applicable details.

If you have questions related to this communication, please contact your Account Service Representative.

Regards,

Kevin Walsh  
Manager MD Programs - Glass/Rental/Parts