



ICBC Towing & Storage Rate Payment Schedule - Light & Medium Duty

ICBC's Towing and Storage Rate Payment Schedule is structured specifically for towing & storage services provided on all ICBC authorized claims on or after July 1, 2024.

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](#).

Service Performed	Light Duty (0 - 2999 Kg GVWR) Category 1	Medium Duty (3000 – 6300 Kg GVWR) Category 2	Definition
Claim Required Tow (inc's 1 st 6 km)	\$82.17 (T&R+)	\$86.78 (T&R+)	This service applies when a vehicle requires towing. The claim required tow rate includes: <ul style="list-style-type: none"> • Basic Loading and Securing vehicle for transport with first 10 minutes including: <ul style="list-style-type: none"> ○ Use of straps, j hooks and/or tie downs/safety chains ○ hook up tow lights ○ Minor clean up (e.g. gathering loose parts, sweeping up of debris, etc) with the first 5 minutes included
	\$71.69 (Base)	\$83.66 (Base)	
Tow Truck Mileage	\$2.48 (T&R+)	\$3.11 (T&R+)	Mileage rates are applicable when the vehicle is loaded for transport after the 1 st 6 km have been travelled. Applies to loaded kilometres only and invoiced in 1.0 km (full) increments. Distance charges for Category 1 & 2 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
	\$2.44 (Base)	\$3.05 (Base)	
Additional Truck(s) Required (Rate per hour)	\$82.17 (T&R+)	\$86.78 (T&R+)	This service applies when an additional truck(s) are required to assist at the site of the recovery and includes 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. This service can be invoiced with a 1 hour minimum and in ½ hour increments thereafter.
	\$71.69 (Base)	\$83.66 (Base)	
Four Wheel Drive Tow Truck Required (Rate per hour)			This services applies when a four wheel drive tow truck is required to recovery and tow the vehicle. The in service rates start when a tow company dispatches the tow truck, includes the travel time to the scene, recovery time and ends after the tow truck 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 Distance charges are not applicable during the time the four-wheel drive hourly rate is applied.
Dollies	\$36.05 (T&R+)	\$36.05 (T&R+)	This item applies when there is a requirement to prevent mechanical damage to the vehicle if the towed vehicles wheels were in motion including: <ul style="list-style-type: none"> • all wheel drive vehicles • all Electric Vehicles including those with regenerative braking • electric e-brakes • lowered vehicles • flat tires • damaged or missing wheel(s) • damaged or missing suspension • Inaccessible drive wheels • Motorcycle dolly or trailer use Photos may be requested in circumstances where dollies are used and not specified by the manufacturer as a requirement.
	\$30.90 (Base)	\$30.90 (Base)	



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Motorcycles		\$86.78 (T&R+)	This service applies when a motorcycle requires towing and applies to: <ul style="list-style-type: none"> all size motorcycles dirt bikes scooters 3-wheel sport bikes
		\$83.66 (Base)	The claim required tow rate includes: <ul style="list-style-type: none"> Basic Loading Securing vehicle for transport <ul style="list-style-type: none"> First 10 minutes included Use of straps and/or tie downs Minor clean up (e.g. gathering loose parts, sweeping up of debris, etc) <ul style="list-style-type: none"> First 5 minutes included
Additional services (Rate per hour)	\$77.85 (T&R+)	\$86.78 (T&R+)	This service applies when dollies are not used and there is a requirement to prevent mechanical damage to the vehicle if the towed vehicles wheels were in motion including: <ul style="list-style-type: none"> drive shaft removal in lieu of dollies.
	\$71.69 (Base)	\$83.66 (Base)	This service can be invoiced with a ½ hour minimum and in ½ hour increments thereafter.
Loading & Securing Vehicle (Rate per hour)	\$77.85 (T&R+)	\$86.78 (T&R+)	This service applies when loading and/or securing the vehicle safely for transportation and/or storage takes more than 10 minutes and includes additional total time to: <ul style="list-style-type: none"> securing a door(s) or loose parts for transport load a vehicle with missing wheels/tires load a burnt vehicle apply protective covering, wrap or a tarp disconnect the 12V battery, fuse or quick connect (on EV vehicles) when safe to do so
	\$71.69 (Base)	\$83.66 (Base)	This service can be invoiced with a ½ hour minimum (after the included first 10 minutes) and in ½ hour increments thereafter.
Clean up – from towed vehicle (Rate per hour)	\$77.85 (T&R+)	\$86.78 (T&R+)	This service applies when additional time is required to clean up debris, parts, fluids, etc. as a result of the loss and/or extent of damage from the vehicle and takes more than 5 minutes. Examples include: <ul style="list-style-type: none"> apply and collect absorbent material gather detached parts at the scene for transport sweep and clean up loose debris at the scene
	\$71.69 (Base)	\$83.66 (Base)	NOTE: Contaminated material must be placed in proper disposal bags. Detached vehicle parts must be gathered on scene, and delivered with the vehicle. Damaged parts should not be placed inside the vehicle due to risk of interior damage. One time use products used at accident recoveries can be invoiced under Consumable Products. This service can be invoiced with a ½ hour minimum (after the included first 5 minutes) and in ½ hour increments thereafter. Scene photos may be requested to assist in reconciling additional cleanup service charges.
Recovery (Rate per hour)	\$77.85 (T&R+)	\$86.78 (T&R+)	This service applies when the vehicle requires relocation prior to access for hooking up. Examples include: <ul style="list-style-type: none"> Winch vehicle X feet from ditch or embankment Pulling a vehicle away from pole Removing a vehicle from lawn/yard/field Turning the vehicle around
	\$71.69 (Base)	\$83.66 (Base)	NOTE: A description of the recovery operation is required when invoicing for this service This service can be invoiced with a ½ hour minimum and in ½ hour increments thereafter.



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Standby (Rate per hour)	\$77.85 (T&R+)	\$86.78 (T&R+)	<p>This service applies when a tow and/or additional truck and its operator, while in the process of towing the vehicle, are instructed to wait by:</p> <ul style="list-style-type: none"> • emergency personnel at the accident scene until the scene is safe to allow recovery or towing to commence, or • ICBC staff at a Claims, Salvage or repair facility while an on-the-hook assessment can be completed. • Customers wanting to remove personal items from their vehicle at the accident scene prior to tow <p>Note: This service does not apply for personal items to be removed while in the possession of the tow company in their lot.</p> <p>This service can be invoiced with a ½ hour minimum and in ½ hour increments thereafter.</p>
	\$71.69 (Base)	\$83.66 (Base)	
Unusually difficult road conditions (Rate per hour)	\$82.17 (T&R+)	\$86.78 (T&R+)	<p>This service applies to situations when poor road conditions slow the speed of travel to and from an accident/recovery scene to the extent that substantial additional time is required.</p> <p>Tow Truck Mileage (Per Loaded KM) is not applicable during the time this service rate is applied. Examples of difficult road conditions:</p> <ul style="list-style-type: none"> • unplowed with deep snow • untraveled with ice • deeply mudded • flooded • deeply rutted, and • washed out. <p>Note: Difficult road conditions do not include:</p> <ul style="list-style-type: none"> • traffic congestion <p>This service can be invoiced with a ½ hour minimum and in ½ hour increments thereafter.</p>
	\$71.69 (Base)	\$83.66 (Base)	
Extra Person (Rate per hour)	\$38.93 (T&R+)	\$38.93 (T&R+)	<p>This service applies when additional personnel/labour is required to assist with completing the task/procedure at the scene. (Per Person)</p> <p>This service can be invoiced with a 1 hour minimum and in ½ hour increments thereafter.</p>
	\$35.84 (Base)	\$35.84 (Base)	
Vehicle Triage Photos (Rate per hour)	\$77.85 (T&R+)	\$77.85 (T&R+)	<p>This service applies when ICBC requests photos to be provided by the tow supplier of the towed vehicle for claim investigation and/or estimating purposes.</p> <p>NOTE: When requested by ICBC, the tow company provides a specified number of clear, legible digital images of the towed vehicle to assist with triaging and estimating the vehicle. All image requirements will follow the Remote Photo Checklist. Vehicle documentation may also be included in this request.</p> <p>This service can be invoiced with a ½ hour minimum and in ½ hour increments thereafter.</p>
	\$71.69 (Base)	\$71.69 (Base)	



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Recovery Scene Coordinator (Rate per hour)		\$86.78 (T&R+)	<p>This Service applies when a Recovery Scene Coordinator (RSC) is specifically required for complex recoveries that meet WorkSafeBC requirements.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Travel time to/and if applicable from the scene • Scene assessment and completion of a safety plan • Site management at scene during recovery • Safety protocols being followed at scene during recovery <p>This does not include:</p> <ul style="list-style-type: none"> • Performing any other duties/functions at the recovery site i.e assisting with recovery, operating any equipment, performing traffic control, assisting with loading the vehicle or clean up, etc. <p>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:</p>
		\$83.66 (Base)	<ul style="list-style-type: none"> • 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. <p>Note: Invoices submitted with a Recovery Scene Coordinator that does not include one or more of these definitions listed will be removed and the invoice adjusted accordingly.</p> <p>This service can be invoiced with a 1 hour minimum and in ½ hour increments thereafter.</p>
Sublet Fees			<p>This billing item applies when a 3rd party company provides assistance at the site with the recovery, scene management and/or transport of a vehicle and are paid at product cost subject to a 15% markup. Examples include:</p> <ul style="list-style-type: none"> • certified traffic control • diving team • environmental services/bio hazard cleanup • engineers • specialized heavy equipment/excavator • ferry <p>Note: The markup costs are not applied when a trade discount has been provided.</p>
Consumable Products			<p>This billing item applies when one time use products used at accident recoveries are used and are paid at product cost subject to a 15% markup which includes items such as:</p> <ul style="list-style-type: none"> • flares • absorbent material • protective covers/tarps/wraps <p>Note: The markup costs are not applied when a purchase discount has been provided</p>



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Fuel Surcharge	Variable Percentage	Variable Percentage	<p>The Fuel Surcharge is a mechanism applied in the towing industry that helps balance the fluctuations in the cost of fuel. The Fuel Surcharge applies to all services outlined in this schedule other than:</p> <ul style="list-style-type: none"> • Extra Person • Consumable Products • Storage Rates • Storage Facility Access • Vehicle Triage Photos • Recovery Scene Coordinator • All sublet services or charges
Storage Facility Access	\$23.69 (T&R+)	\$23.69 (T&R+)	This service applies when access by ICBC personnel is granted for estimating and/or investigating purposes by the tow company to the vehicle while in their possession.
	\$20.60 (Base)	\$20.60 (Base)	
Storage			<p>The daily storage rate applies to:</p> <ul style="list-style-type: none"> • 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 must be pre-approved by ICBC, and is charged at double the daily storage rate • Electric Vehicles (EV's) with extensive damage that has compromised the EV battery casing (not the 12V battery) and/or with a high risk of thermal runaway are paid at triple the daily storage rate. <p>NOTE: The invoicing requirements for triple the EV storage rate would need to meet any of the following criteria:</p> <ul style="list-style-type: none"> • Did the EV battery catch fire at the scene (if so there is a high likelihood it can re-emerge) • Was the EV vehicle submerged in water • Is the EV battery making any popping or hissing sounds (a sign of thermal runaway) • Was there sufficient damage to the vehicle structure such that it carries a high risk of a damaged EV battery

Storage Zones	Zone 1	Zone 2	Zone 3	Zone 4
T&R + Rate (per day)	\$24.70	\$23.58	\$21.33	\$16.84
Base Rate (per day)	\$20.95	\$19.85	\$16.54	\$12.12

* [City Zone Reference Table](#) is available on the Business Partner's Page under "Towing".