



GLASS REPAIR NETWORK JULY TIP OF THE MONTH



Subject **Understanding Glass Pricing and Billing**

Policy Please refer to the ICBC MD partners procedures [Glass pricing and billing \(icbc.com\)](#) and [National Auto Glass Specifications Glass pricing \(icbc.com\)](#) located on the Business Partners page under [Glass repair program](#).



Understanding Glass Pricing and Billing

To help ensure claims are processed smoothly and payments are not delayed, here are a few important reminders about ICBC glass pricing requirements.



When NAGS Pricing Applies

When a NAGS price is available through either the current or a past NAGS calculator or Glass Web Express (GWE), that price is the maximum amount that can be billed—regardless of where the glass is sourced.

Important: Your shop remains free to choose its preferred glass supplier. ICBC does not prescribe a specific supplier or manufacturer. The policy applies to pricing only.

You may install:

- OEM glass
- Aftermarket glass

No pre-approval from Provincial Glass Operations (PGO) is required when billing at the applicable NAGS price





Replacement Cost and NVR+ Policies

If a customer carries either:

- Replacement Cost Endorsement (APV286A), or
- New Vehicle Replacement Plus (NVR+),

the vehicle must be repaired using **OEM glass**, and the claim should be billed at the OEM list price.

If the Customer Declines OEM Glass

Customers may choose an aftermarket alternative. In these situations:

- Aftermarket glass may be installed.
- Billing must be based on the applicable NAGS price.
- The NAGS price billed cannot exceed the OEM retail price.

Taking a moment to verify policy coverage before ordering glass can help avoid billing adjustments later in the claims process. For more information, please refer to the ICBC MD partners procedures [Glass pricing and billing \(icbc.com\)](https://www.icbc.com/glass-pricing-and-billing) located on the Business Partners page under [Glass repair program](#).

By following these guidelines, shops can help ensure accurate billing, faster claim processing, and a smoother experience for customers.



We Value Your Feedback

Has a member of the Provincial Glass Operations team provided exceptional service? Do you have feedback that could help us improve?

We would love to hear from you.

Please contact **Laura May** directly at Laura.May@icbc.com to share feedback, suggestions, or recognition for PGO team members.



Glass Repair Program Network Contacts

Effective August 4, 2026, there are changes to the PGO leadership team and the following members will support the Glass Repair Program:

- Tom Maple - Senior Manager, Claims MD
- Alex Jansen - Operations Manager, Programs and Claims
- Vincent Varona - Business Process Advisor
- Laura May - Manager, Estimating Services
- Derek Mills - MD Account Representative

Thank you for your continued partnership with ICBC's Glass Repair Program