

Notice to all Towing and Storage Vendors

Update on Master Service Agreement (MSA) for Towing and Storage Facilities

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As MPI continues to move forward with the development and implementation of the Master Service Agreement (MSA) for all towing and storage facilities within Manitoba, we wanted to take this opportunity to provide more information on the agreement and what it will entail.

An MSA is an agreement that details the responsibilities and obligations of two parties to each other. This agreement includes detailed rates, services, and terms for each party. The anticipated MSA implementation date is September 1, 2022.

The MSA will include the following topics:

- Responsibilities and expectations for both MPI and the towing and storage vendors
- Fair towing and storage distribution with the use of MPI's Towing and Storage Tool
- Revisions of towing and storage rates
 - Including a new rate card with a commitment to review rates every three years
- Storage compound requirements
 - Including safety expectations while operating within MPI's Physical Damage Compound
- Safety and Workers Compensation Board requirements
- Tow App technology and process, including submission of photos
- Invoice and payment process for towing and storage, along with applicable service levels
- Clearly outlined dispute process
- Salvage handling support and expectations

To support the implementation of the MSA, information and training sessions will be available either in person or in a virtual setting. Reference and training material will also be available. More details around these sessions, along with implementation plans will be shared in July.

If you have any questions about this notice, please contact towingservices@mpi.mb.ca.