

Notice to all Towing and Storage Vendors

Non-Contract Light Vehicle Towing Rate Increase and Centralized Towing Administration

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MPI conducted a [Towing and Storage Provider Survey in December 2021](#). As a result of the feedback, MPI will be taking a phased approach to implementing improvements including centralized towing administration services, updated technology, and revised rates.

As a first step, MPI will be making the following changes:

Rate Increase to Basic Light Vehicle Tow and Elimination of Second Tow Rate

The following rate increases to the basic tow and the elimination of the second tow rate will come into effect **April 1, 2022**:

- Southern rate – increase from \$56.10 to \$67.00
- Northern rate – increase from \$61.70 to \$74.00
- Increase of second tow rate from \$32.50 to \$67.00 for Southern tows and from \$36.75 to \$74.00 for Northern tows
 - To match the basic tow rate, all charges will now be billed under the basic tow rate

At this time, heavy towing rates will remain unchanged.

Centralized Towing Administration Services

Effective **April 1, 2022**, towing and storage vendors will be able to submit their invoices to a centralized towing administration unit at towingservices@mpi.mb.ca. As this email address will be monitored daily, any questions, concerns, or issues can be directed here as well.

Centralized towing administration supports the entire province and was formed to provide towing and storage vendors a dedicated channel for customer service and to improve processing consistency. Submitted invoices will be paid within five (5) business days from last date of communication with the towing/storage vendors.

New Towing Tab in Partners

A dedicated Towing tab will be added to [MPI Partners](#) in the coming weeks. This reflects our commitment to provide better communication with towing and storage vendors moving forward.

Information such as towing rates and rate changes will be included, along with additional information regarding policies, procedures, and further updates.

Information on Next Steps Coming in June 2022

More information will be provided to towing and storage vendors on the introduction of a Master Services Agreement (MSA) later this summer. The MSA will provide a framework for how we work together, how we manage disputes, and how the introduction of technology will improve communication and processing.

Next steps in developing the MSA will include:

- Further revision of towing and storage rates (including the basic tow rate and other categories such as kilometers, winching, and storage)
- Implementation of new technology – a Mobile Tow Application that will be supported by MPI and can be used to receive tow requests and capture photos. This application will be free to download from the Android and IOS app stores

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