

Notice to all Towing and Storage Vendors

Non-Contract Light Vehicle Towing Update

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As announced in the communication dated [March 28, 2022](#), MPI increased the [basic tow rate](#) (including second tow) to \$67.00 in the South and \$74.00 in the North, along with centralizing towing payments to a newly formed unit called Towing Services.

Since April 1st, 2022, Towing Services has paid over 1000 towing invoices. We thank you for your patience and support with the new invoicing process and are committed to improving procedures as we move forward.

To gain consistency with the payment process and to ensure Towing Services can meet the five-day turnaround time commitment, please consider the following:

- Submit towing and storage invoices within 30 days from when the service was provided.
 - You may submit two invoices: one invoice for the initial tow and initial services (including pictures), and a secondary invoice for storage and the tow out (if applicable).
- The invoice must clearly indicate a plate number and/or claim number, along with vehicle year, make and model, where possible.
 - If a plate number or claim number is unavailable, provide the vehicle identification number (VIN).
- Invoices must include all service dates, storage dates, and release date, categorized by the service being charged.

New Towing Services Tab on Partners

A dedicated **Towing Services** tab has been added to [MPI Partners](#). 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, FAQs, and further updates.

New Frequently Asked Questions (FAQs) Reference Document

Towing Services has created an FAQ reference document to help address some common questions and concerns. The FAQ reference document can be found [here](#). We will continue to update the document as we move forward.

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