MANITOBA
PUBLIC INSURANCE

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Manitoba Provincial Towing & Storage

Master Services Agreement Rate Card

Manitoba Public Insurance
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MANITOBA PROVINCIAL TOWING & STORAGE
Master Service Agreement Rate Schedule

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Towing Related Costs

Invoice Requirements	The following documentation is required to support all towing and/or storage related invoices when submitting a request for payment.
	▪ Claim number and/or stock number when available;
	▪ Vehicle information including:
	  ▪ Plate Number;
	  ▪ VIN;
	  ▪ Year;
	  ▪ Make;
	  ▪ Model; and
	▪ Tow completed date(s);
	▪ Vehicle received at Storage Yard and Claim Vehicle exited Storage Yard dates; and
	▪ Clear photos and other supporting documentation as required.

Invoices Submitted within 90 Days	All invoices related to towing and/or storage shall be submitted no later than 90 days after: ▪ The final tow completed date or; ▪ The date the vehicle left the compound; whichever is deemed latest. Any invoices submitted to MPI after 90 days may not be considered for compensation.

Towing Related Costs Vehicle Descriptions	Towing related costs will apply to all Light Duty and Medium Duty Vehicles.
	
	Light Duty Vehicle
	Claim Vehicles with a gross vehicle weight rating ("**GVWR**") of 4,500 kilograms or less. This category includes, but is not limited to:
	▪ Passenger cars;
	▪ Vans / Minivans;
	▪ SUVS;
	▪ Motorcycles;
	▪ ORVs; and
	▪ Pickup trucks (Quarter ton and half ton).
	
	Medium Duty Vehicle
	Claim Vehicles with a GVWR greater than 4,500 kilograms up to and including 9,000 kilograms. This category includes, but is not limited to:
	▪ Fifth wheels;
	▪ Cube vans;
	▪ Small buses;
	▪ RVs and motorhomes;
	▪ Ambulances;
	▪ Small dump trucks;
	▪ Box trucks;
	▪ Delivery vans;
	▪ Pickup trucks such as:
	  ▪ GM and Dodge 2500 / 3500; and
	  ▪ Ford F250 / F350 / F450 / F Series Super Duty; and
	▪ 2500-series diesel trucks.

Towing Related Services – Light Duty			
Service Description	Southern Rate	Northern Rate	Expectations
Basic Tow	$73.00	$81.00	Rate includes, but is not limited to: ▪ Entering all applicable information into the Tow App (including QuickAssign); ▪ Hooking up and attaching a Claim Vehicle to the tow truck; ▪ Use of straps, j hooks, tie downs, and/or safety chains; ▪ Hooking up tow lights; ▪ Site clean up (first 15 minutes) and use of 2 four-litre containers of absorbal and disposal; and ▪ Reasonable preventative measures to reduce Claim Vehicle damage from exposure to elements.
Winching & Recovery (per hour)	$65.00	$83.00	When required to provide access for hooking up a vehicle: ▪ Clear documentation including pictures must be included to support payment; and ▪ Charged by half hour increments.
Kilometre (KM) Charge	$3.00 / km	$3.95 / km	Only applies while loaded or towing a Claim Vehicle. ▪ Unloaded kilometres may only apply in Sublet Tow and Direct Tow scenarios
Dolly / Deck Charge	$30.00	$30.00	Where required by the manufacturer or circumstances that may include flat tires or damaged wheels. ▪ Clear documentation including pictures must be included to support payment; and ▪ Use of jack and winching onto deck included. Circumstances which do not require a deck truck and a deck truck is used will not be compensated for.
Standby Fee (per vehicle, per hour)	$35.00	$35.00	When the operator is required to remain on scene to wait or support first responders. ▪ Charged by half hour increments
Extra Labour (per person, per hour)	$35.00	$35.00	Additional labour required to complete a task and/or procedure at the scene. ▪ Applies to qualified personnel only and does not include ride-alongs; and ▪ Charged by half hour increments.
Site Cleanup (per person, per hour)	$35.00	$35.00	Additional clean up where more than 15 minutes is required. ▪ Any products used and/or disposed of including disposal fees will be included in this hourly rate; ▪ Clear documentation including pictures must be included to support payment; and ▪ Charged by half hour increments.
Additional Vehicle Support (2nd Tow Truck)	$3.00 / km	$3.95 / km	In circumstances where a second tow unit is required to complete recovery operations at the scene, such as the extraction of a severely damaged or inaccessible vehicle, or the towing of a loaded trailer following a rollover, payment for one-way mileage for the additional tow unit will be provided. Justification must be supported by scene photographs and a written explanation detailing the necessity of the second unit.
Drive Shaft Removal	N/A	N/A	Not required for Light Duty Vehicles and will not be approved.

Towing Related Services – Medium Duty			
Service Description	Southern Rate	Northern Rate	Expectations
Basic Tow	$89.00	$99.00	Rate includes, but is not limited to: ▪ Entering all applicable information into the Tow App (including QuickAssign); ▪ Hooking up and attaching a Claim Vehicle to the tow truck; ▪ Use of straps, j hooks, tie downs, and/or safety chains ▪ Hooking up tow lights; ▪ Site clean up (first 15 minutes) and use of 2 four-litre containers of absorbal and disposal; and ▪ Reasonable preventative measures to reduce Claim Vehicle damage from exposure to elements.
Winching & Recovery (per hour)	$75.00	$96.00	When required to provide access for hooking up a Claim Vehicle. ▪ Clear documentation including pictures must be included to support payment; and ▪ Charged by half hour increments.
Kilometre (KM) Charge	$3.25 / km	$4.25 / km	Only applies while loaded or towing a Claim Vehicle. ▪ Unloaded kilometres may only apply in Sublet Tow and Direct Tow scenarios
Dolly / Deck Charge	$30.00	$30.00	Where required by the manufacturer or circumstances that may include flat tires or damaged wheels. ▪ Clear documentation including pictures must be included to support payment; and ▪ Use of jack and winching onto deck included. Circumstances which do not require a deck truck and a deck truck is used will not be compensated for.
Standby Fee (per vehicle, per hour)	$35.00	$35.00	When the operator is required to remain on scene to wait or support first responders. ▪ Charged by half hour increments.
Extra Labour (per person, per hour)	$35.00	$35.00	Additional labour required to complete a task and/or procedure at the scene. ▪ Applies to qualified personnel only and does not include ride-alongs; and ▪ Charged by half hour increments.
Site Cleanup (per person, per hour)	$35.00	$35.00	Additional clean up where more than 15 minutes is required. ▪ Any products used and/or disposed of including disposal fees will be included in this hourly rate; ▪ Clear documentation including pictures must be included to support payment; and ▪ Charged by half hour increments.
Additional Vehicle Support (2nd Tow Truck)	$3.25 / km	$4.25 / km	In circumstances where a second tow unit is required to complete recovery operations at the scene, such as the extraction of a severely damaged or inaccessible vehicle, or the towing of a loaded trailer following a rollover, payment for one-way mileage for the additional tow unit will be provided. Justification must be supported by scene photographs and a written explanation detailing the necessity of the second unit.
Drive Shaft Removal	$50.00	$50.00	Flat Fee. Required based on manufacturer's recommendation. Applies when the drive shaft must be removed from the Claim Vehicle to enable safe towing or prevent drivetrain damage.

Vehicle Storage Related Services			
Service Description	Open Lot	Secure Lot	Expectations
Standard Vehicle	$4.00 / day	$7.00 / day	Standard Claim Vehicle size: ▪ Defined as Claim Vehicle measuring up to 9 feet in width and up to 25 feet in length ▪ Open Storage Lot max: $360.00 / Secure Storage Lot max: $630.00
Oversize Vehicle (1)	$8.00 / day	$14.00 / day	Oversize Claim Vehicle (1) size: ▪ Defined as Claim Vehicle measuring up to 9 feet in width and up to 25 - 45 feet in length ▪ Open Storage Lot max: $720.00 / Secure Storage Lot max: $1,260.00
Oversize Vehicle (2)	$12.00 / day	$21.00 / day	Standard Claim Vehicle size: ▪ Defined as Claim Vehicle measuring up to 9 feet in width and up to 45+ feet in length ▪ Open Storage Lot max: $1,080.00 / Secure Storage Lot max: $1,890.00
Indoor Storage Rate	$100.00 Flat Fee		When a law enforcement agency (Police or RCMP) requests that a Claim Vehicle be stored indoors for investigative purposes (e.g., fingerprinting, forensic examination), a flat fee of $100 per Claim Vehicle will apply. This fee is inclusive and replaces any daily storage charges that may otherwise be billed in conjunction with the indoor storage. The flat fee also includes towing the Claim Vehicle into and out of the building for the investigation. To qualify for this fee, you must provide: ▪ Written and signed documentation from the requesting law enforcement agency confirming the indoor storage requirement, including the name and badge number of the requesting personnel; and ▪ Specific dates the Claim Vehicle was stored indoors.
Damage Mitigation Materials	$5.00 / opening		When keys are present, you must attempt to roll up or close windows and openings. However, if damage prevents securing the opening, materials such as plastic wrap may be used to mitigate further damage and are billable per opening, with supporting photos and justification required.
Vehicle Image Requests	$25.00 / request		Upon MPI request, you must capture all required images of Claim Vehicles stored on-site within 48 hours for: Guided Image Capture Link Request: ▪ Using hyperlink as provided by MPI. Marketing Photos / Remote Condition Report (requests ▪ Includes removal of personal identifiers; and ▪ Confirming whether the keys are available and if the Claim Vehicle runs/starts.

Other Billable Items					
Service Description	Southern Rate		Northern Rate		Expectations
Skid Steer / Tractor & Attachments	Flat Fee Hourly Rate Trailer Mileage	$115.00 $125.00 / hour $1.50 / km	Flat Fee Hourly Rate Trailer Mileage	$115.00 $125.00 / hour $1.50 / km	Use of a skid steer, tractor or equivalent, including operator and standard attachments (ie. bucket, forks, sweeper), shall be billable at an hourly rate only when actively engaged in removal, clean-up, loading, or unloading activities (not including transportation). ▪ Charged by half hour increments. Scene photos and written justification must be provided to substantiate the use of such equipment. One-way mileage for the tow unit transporting the skid steer/tractor shall be billed at the applicable rate, plus trailer mileage at $1.50/km one-way per incident if required. A one-time trailer/deck truck flat fee may be billed per accident scene, regardless of the number of Claim Vehicles involved. Hours of skid steer usage must be allocated proportionally to the recovery of each Claim Vehicle and reflected on the corresponding invoice.
ORV Rate	Flat Fee Hourly Rate Trailer Mileage	$55.00 $60.00 / hour $1.50 / km	Flat Fee Hourly Rate Trailer Mileage	$55.00 $60.00 / hour $1.50 / km	Use of an ORV (including operator and standard attachments) shall be billable at an hourly rate only when actively engaged in recovery, removal, clean-up, loading, or unloading activities (not including transportation). ▪ Charged in half-hour increments. Scene photos and written justification must be provided to substantiate use of such equipment. One-way mileage for the tow unit transporting the ORV shall be billed at the applicable rate, plus trailer mileage at $1.50/km one-way per incident if required. A one-time trailer/deck truck flat fee may be billed per accident scene, regardless of the number of Claim Vehicles involved. Hours of ORV usage must be allocated proportionally to the recovery of each Claim Vehicle and reflected on the corresponding invoice.
Dump or Incident Trailer	Flat Fee Trailer Mileage	$115.00 $1.50 / km	Flat Fee Trailer Mileage	$125.00 $1.50 / km	Use of a dump or incident trailer is billable only when required for recovery operations. The fee includes trailer hook-up, operator, and use of onboard equipment (e.g., chop saws, chain saws, recovery tools, consumables). You must exercise due diligence in confirming necessity based on scene conditions or customer-provided information. Scene photos and written justification must be provided to substantiate use of equipment. One-way mileage for the tow unit transporting the trailer shall be billed at the applicable rate of $1.50/km. The incident trailer flat fee is a one-time charge per accident scene, regardless of the number of Claim Vehicles involved. Time and usage must be allocated to the appropriate Claim Vehicle invoice. Disposal of dump trailer contents should be billed according to Disposal Fee listed below.
Remote Recovery	Flat Fee	$115.00	Flat Fee	$125.00	A flat fee is applicable when a unit is required for remote recovery operations. This charge includes the use of the unit and its operator. In exceptional circumstances, a second unit may be authorized; however, justification must be supported by scene photographs and a written explanation detailing the recovery conditions that necessitated the additional equipment.
Disposal Fee	Invoice Required		Invoice Required		Applicable when you are required to clean up and dispose of debris, vehicle parts, or other materials resulting from a recovery or accident scene. Disposal must occur at a licensed facility or designated waste

			container located at the your premises. Documentation including invoices and photos must be provided to substantiate the cleanup and disposal activity.
Additional Absorbal	Invoice Required	Invoice Required	Applicable when you are required to use additional absorbal or equivalent product to clean spills and/or messes. Documentation including invoices and photos must be provided to substantiate the amount of absorbent required.

Unloaded Mileage

"**Unloaded mileage**" means the distance traveled from your place of business (or the nearest practical location) to the pick-up site prior to loading the Claim Vehicle. Mileage after attending the pick-up location (e.g., return to your facility) is not billable as Unloaded Mileage. The Unloaded Mileage rate shall be equal to the loaded mileage rate. You may bill unloaded kilometers only for Sublet Tows, Direct Tows, or situations where customers alter the original tow arrangements. Invoices must include:

(a) Starting point and destination for Unloaded Mileage;
(b) Total kilometers traveled; and
(c) Clear indication that the tow qualifies as a Sublet Tow or Direct Tow.

Sublet Fee

When you hire a third-party service provider to complete a claim towing operation, such as the use of a tractor, skid steer, picker truck, or equivalent equipment, MPI will allow a sublet fee of 20% of the third-party invoice, up to a maximum of $1,000.00 per sublet invoice. Billing conditions include:

(a) The sublet fee applies only to recovery-related services that you are unable to perform directly;
(b) A copy of the third-party invoice must be submitted with your billing; and
(c) Scene photos and a written justification may be requested to support the necessity of the sublet.

MPI reserves the right to review and approve sublet charges on a case-by-case basis. Invoices submitted without proper documentation may be denied.

Pre-Approved Fees

Unless explicitly stated otherwise in this Agreement, MPI shall reimburse you for reasonable out-of-pocket expenses relating to the provision of the Services if:

(a) such expenses were reasonably required for the performance of the Services;
(b) prior written permission to incur such expenses was first obtained from MPI;
(c) you use the most economical methods possible for the expenses;
(d) you provide receipts, photos and/or supporting documents to the satisfaction of MPI, unless it is agreed that submission of receipts for certain categories of expenses is not required (for example. a per diem approach); and,
(e) reimbursement to you for out-of-pocket expenses shall be in accordance with the amounts and guidelines set out in the MPI's Corporate Directives.

MPI shall not be responsible for payment of any other expenses you incur in the performance of this Agreement.

Non-Accredited Towing & Storage Rates			
Service Description	Southern Rate	Northern Rate	Expectations
Basic Tow	$67.00	$74.00	Rate includes, but is not limited to: ▪ Entering all applicable information into the Tow App (including QuickAssign); ▪ Hooking up and attaching a Claim Vehicle to the tow truck; ▪ Use of straps, j hooks, tie downs, and/or or safety chains; ▪ Hooking up tow lights; ▪ Site clean up and use of 2 four-litre containers of absorbal and disposal; and ▪ Reasonable preventative measures to reduce Claim Vehicle damage from exposure to elements.
Winching & Recovery (per hour)	$61.20	$77.90	When required to provide access for hooking up a Claim Vehicle. ▪ Clear documentation including pictures must be included to support payment; and ▪ Charged by half hour increments.
Kilometre (KM) Charge	$2.45 / km	$3.30 / km	MPI will not compensate for mileage in any situation for a tow completed by a Non-Accredited vendor.
Dolly / Deck Charge	$0.40 / km	$0.45 / km	Where required by the manufacturer or circumstances that may include flat tires or damaged wheels. ▪ Clear documentation including pictures must be included to support payment; and ▪ Use of jack and winching onto deck included. Circumstances which do not require a deck truck and a deck truck is used will not be compensated for.
Standby Fee (per vehicle, per hour)	N/A	N/A	MPI will not compensate for Standby Fees in any situation for a tow completed by a Non-Accredited vendor.
Extra Labour (per person, per hour)	$28.50	$28.50	Additional labour required to complete a task and/or procedure at the scene. ▪ Applies to qualified personnel only and does not include ride-alongs; and Charged by half hour increments.
Site Cleanup (per person, per hour)	N/A	N/A	MPI will not compensate for cleanup in any situation for a tow completed by a Non-Accredited vendor.
Additional Vehicle Support (2nd Tow Truck)	$0.00 / km	$0.00 / km	MPI will not compensate for mileage in any situation for a tow completed by a Non-Accredited vendor.
Heavy Duty Rotator Fee (per hour)	N/A	N/A	Not required for Light Duty Vehicles and will not be approved.
Drive Shaft Removal	N/A	N/A	Not required for Light Duty Vehicles and will not be approved.

MPI will not compensate for Vehicle Storage Related Services or Other Billable Items in any situation unless it has been pre-approved by MPI. Non-accredited vendors must comply with all environmental, safety, and required rules and regulations.