



June 28, 2022

Attn: All Tow Suppliers

RE: Towing update: rate payment schedule and digital invoice pilot

Good afternoon,

I'm pleased to share details about the new Towing and Storage Rate Payment Schedule (RPS) and to provide an update on how we're working with our Towing Liaison Committee members and the ARA to modernize our towing program.

Towing and Storage Rate Payment (RPS) Schedule effective July 1

In May, we announced a multi-year rate increase for towers, which includes a 6.7% rate increase in the first year.

The new rates apply to services provided on or after July 1. The new RPS will be posted on the [Towing Business Partners page](#) under "Rate payment schedule & reference table". I have attached a copy to this email for your reference in the meantime.

The new RPS clarifies how towing and storage services are invoiced to ICBC and is structured to show the service performed, the corresponding rate and a clear definition on when to invoice for the service. The result will be an increase in accuracy for invoices paid, reduction in invoice disputes and improved payment cycle times.

Key changes include:

- A single tow rate for all claim required tows
- A standard towing mileage rate
- Dolly charges are now listed as a specific service item
- Each service is individually billed with clear service definitions

Towing fuel surcharge also effective July 1

The new towing fuel surcharge and quick reference towing distance guides are now posted on ICBC's [Towing Business Partners page](#) under "July 2022". The fuel surcharge allowance is for tow companies with active ICBC supplier numbers.

The fuel surcharge will increase to 26% and is effective on all claims with a date of towing service on or after July 1.

The fuel surcharge amount must be entered in the OTHER, EXPLAIN CHARGES area on the CL14C, Towing Invoice. Include the amount of the fuel surcharge in the "Total Towing Charges" box. Or alternatively in the Fuel Surcharge Percentage box on the CL14CA, Electronic Towing Invoice.

If you have any questions, please contact Supplier Programs & Administration at 604-777-4513 or toll-free at 1-877-921-3311 or via email at supplierprograms@icbc.com.





Digital Towing Invoice Pilot (Phase 1)

As part of our commitment to modernize our towing program, we're simplifying the billing and invoicing process and phasing out paper-based documentation – two factors you indicated were essential for you to grow as a facility.

In the coming weeks, we'll be asking some tow suppliers from the Towing Liaison Committee to provide input and feedback on the design and use of a new digital invoice. These items focus on clear billing requirements, streamlined submissions, faster payment processes, improved validations and reduced touchpoints.

Once we've gathered feedback and made applicable changes, we'll roll-out the new electronic invoice to all tow suppliers. Details will be shared closer to launch date in the fall.

Future Phases (Phase 2 onwards)

Continuing on our modernization journey, we'll continue to work to improve the way we do business together. Some of the highlights include:

- The creation of a formal Towing Program and Program Guide
- Automate invoice submission and payments under phase 2 of the Digital Towing Invoice Project
- Towing dispatch process improvements

We'll continue to share updates as they become available.

If you have questions, we're here to help. Please reach out to towingprograms@icbc.com.

We value you, our business partners, and thank you for your commitment to providing our mutual customers with safe, quality services.

Regards,

Alden Li
Director, Claims Customer & MD Strategy