

Towing and Storage Safety and Enforcement Act, 2021 - **Maximum Rate Schedule Guidance (2025 Update)**

Ministry of Transportation

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Maximum Rate Schedule Guidance

This document is for general information and guidance only. It is not a legal document and should not be used as or considered legal advice. To determine your obligations under the *Towing and Storage Safety and Enforcement Act, 2021* (TSSEA) and its regulations, please refer to the legislation or contact your legal counsel.

The Maximum Rate Schedule Form sets out the towing services and vehicle storage services that may be included on a maximum rate schedule. This guidance document provides information to support tow and vehicle storage operators with making and using their maximum rate schedules. This guidance document does not replace or modify the Form. In the event of any conflict or inconsistency between this guidance document and the Form, the Form prevails.

This guidance document is applicable to maximum rate schedules as of December 1, 2025.

Operators can use this guidance to help them understand the different service categories:

- [Towing Services](#)
 - [Basic towing services](#)
 - [Intermediate towing services](#)
 - [Advanced towing services](#)
 - [Additional Billing Items](#)
- [Vehicle Storage Services](#)

This document is for reference only. Operators must use the [online portal](#) to submit maximum rates for each service that they provide.

Maximum Rate Schedules

A maximum rate is the highest amount that an operator can charge for a particular service. The Director of Towing and Vehicle Storage Standards publishes all maximum rates [online](#) for customers to see. Operators can charge an amount up to the published amount. Operators may charge less than their published maximum rate. The maximum rate schedule does not set a fixed price for a service.

Maximum rate schedules have been structured to create transparency for customers. Operators are encouraged to submit maximum rates which reflect what a customer will be charged for towing and vehicle storage services.

Operators may not charge for any towing or vehicle storage service, or any ancillary service, unless they have submitted a maximum rate for it on their maximum rate schedule.

A tow operator or vehicle storage operator can charge for necessary services only.

Please note that the publishing of an operator's maximum rate schedule on the ministry's website does not guarantee payment of invoices. There are no provisions in the TSSEA to guarantee payment for providing towing or vehicle storage services.

Learn more at Ontario.ca/TowStorageRates

Towing Services

There are three categories for towing services that can be included on an operator's maximum rate schedule:

1. Basic towing service
2. Intermediate towing service
3. Advanced towing service

The applicable category depends on specific criteria, based on the position of the vehicle and the scene. Each towing service provided may fall under one category only, for example when basic towing rates apply, rates under intermediate or advanced do not.

Additional billing items can also be included in an operator's schedule. These items are listed separately to create transparency for customers and allow tow operators to recover costs for necessary work. Some additional billing items are only permitted to be charged to a customer under particular towing categories – this information is detailed under each towing category. **The [Additional Billing Items](#) section of this document provides detailed descriptions of each additional billing item.**

Basic Towing Service

A basic towing service includes situations where all the following conditions are met:

1. The vehicle being towed is **upright** and **located on a surface normally used or designed for use by motor vehicles**.
2. Only **one tow truck** is necessary to provide the towing service, and **no additional specialized vehicles, equipment or labour** are needed.
3. The vehicle being towed is **not disabled as a result of a collision**.
4. The total time required for mechanical preparation, securing and covering the vehicle before towing and clearing debris, fallen cargo or spilled material from a highway is equal to or **less than 30 minutes**.
5. The vehicle is **not being towed at the direction of a police officer or an inspector**. Note that by-law officer directed tows are NOT considered to be directed by a police officer or an inspector.

There are three types of "basic tow" services based on the Gross Vehicle Weight Rating (GVWR) of the towed motor vehicle. When determining maximum rates for these services, operators may want to keep in mind that the flat rates for a basic tow include:

- 10 kilometres of the tow truck's travel to the motor vehicle to be towed;
- Any time spent preparing and securing the motor vehicle, and clearing debris; and
- Use of the required tow truck and its equipment.

The following [additional billing items](#) may be applicable to basic towing services:

- Kilometres travelled
- International border crossing
- Tolls and permits
- Time of day premium

Type	Service	Rate Structure
Basic tow	Towed vehicle up to 4,536 kg GVWR	Flat rate
Basic tow	Towed vehicle from 4,536.1 - 11,793 kg GVWR	Flat rate
Basic tow	Towed vehicle more than 11,793 kg GVWR	Flat rate
Additional billing item	Kilometres travelled, towed vehicle up to 4,536 kg GVWR	/km
Additional billing item	Kilometres travelled, towed vehicle from 4,536.1 kg to 11,793 kg GVWR	/km

Type	Service	Rate Structure
Additional billing item	Kilometres travelled, towed vehicle more than 11,793 kg GVWR	/km
Additional billing item	International border crossing	/hour
Additional billing item	Tolls and permits	Percentage of cost
Additional billing item	Time of day premium	/event

Intermediate Towing Services

An intermediate towing service includes situations where all the following conditions are met:

1. The vehicle being towed is **upright and located on a surface normally used or designed for use by motor vehicles**.
2. Only **one tow truck** is necessary to provide the towing service, and **no additional specialized vehicles, equipment or labour** are needed.
3. One or more of the following criteria apply:
 - a. The vehicle being towed is **disabled as a result of a collision**.
 - b. The vehicle is being towed at the **direction of a police officer or an inspector**. Note that by-law officer directed tows are NOT considered to be directed by a police officer or inspector.
 - c. The **total time** required to complete the following activities **exceeds 30 minutes**:

- i. **Clearing debris, fallen cargo or spilled material** from a highway, where necessary (e.g., if requested by the customer or directed by police), **and**
- ii. **Mechanical preparation, securing or covering** of the vehicle before towing.

There are three types of "intermediate tow" services based on the GVWR of the towed motor vehicle. When determining maximum rates for these services, operators may want to keep in mind that the flat rates for an intermediate tow include:

- 10 kilometres of the tow truck's travel to the motor vehicle to be towed;
- 30 minutes of preparing and securing the motor vehicle, and clearing debris; and
- Use of the required tow truck and its equipment.

The following [additional billing items](#) may be applicable to intermediate towing services:

- Consumables
- Clearing debris or safe loading and securement
- Stand-by time
- Kilometres travelled
- International border crossing
- Tolls and permits
- Time of day premium

Type	Service	Rate Structure
Intermediate tow	Towed vehicle up to 4,536 kg GVWR	Flat rate
Intermediate tow	Towed vehicle from 4,536.1 - 11,793 kg GVWR	Flat rate
Intermediate tow	Towed vehicle more than 11,793 kg GVWR	Flat rate
Additional billing item	Consumables	Percentage of cost
Additional billing item	Clearing debris or safe loading and securement	/hour
Additional billing item	Stand-by time	/hour
Additional billing item	Kilometres travelled, towed vehicle up to 4,536 kg GVWR	*/km
Additional billing item	Kilometres travelled, towed vehicle from 4,536.1 kg to 11,793 kg GVWR	*/km
Additional billing item	Kilometres travelled, towed vehicle more than 11,793 kg GVWR	*/km
Additional billing item	International border crossing	*/hour
Additional billing item	Tolls and permits	*Percentage of cost
Additional billing item	Time of day premium	*/event

*Indicates this item must be same maximum rate as under basic towing services.

Advanced Towing Services

An advanced towing service includes situations where any of the following criteria are met:

1. The vehicle being towed is **not upright**.
2. The vehicle is **not located on a surface normally used or designed for vehicle use**.
3. The towing service **requires more than one tow truck**.
4. The towing service **requires specialized vehicles, equipment, or labour**.

There are many types of advanced towing services based on the type of tow truck, equipment, specialized vehicle or labour necessary to provide the towing services.

The following [additional billing items](#) may be applicable to advanced towing services:

- Third party services
- Kilometres travelled
- Tolls and permits
- Time of day premium
- Consumables

Type	Service	Rate Structure
Advanced tow	Tow trucks: Rotator boom, 75 tons or higher	/hour
Advanced tow	Tow trucks: Rotator boom, 70 tons	/hour
Advanced tow	Tow trucks: Rotator boom, 65 tons	/hour
Advanced tow	Tow trucks: Rotator boom, 60 tons	/hour

Type	Service	Rate Structure
Advanced tow	Tow trucks: Rotator boom, 55 tons	/hour
Advanced tow	Tow trucks: Rotator boom, 50 tons	/hour
Advanced tow	Tow trucks: Rotator boom, 45 tons	/hour
Advanced tow	Tow trucks: Rotator boom, 40 tons	/hour
Advanced tow	Tow trucks: Fixed boom, 50 tons or higher	/hour
Advanced tow	Tow trucks: Fixed boom, 45 tons	/hour
Advanced tow	Tow trucks: Fixed boom, 40 tons	/hour
Advanced tow	Tow trucks: Fixed boom, 35 tons	/hour
Advanced tow	Tow trucks: Fixed boom, 30 tons	/hour
Advanced tow	Tow trucks: Fixed boom, 25 tons	/hour
Advanced tow	Tow trucks: Fixed boom, 20 tons	/hour
Advanced tow	Tow trucks: Fixed boom, 15 tons	/hour
Advanced tow	Tow trucks: Fixed boom, 10 tons	/hour
Advanced tow	Tow trucks: Tow Truck - no certified capacity, boom capacity less than 10 tons, or flat bed that can tilt to load	/hour
Advanced tow	Equipment: Air cushions	/event
Advanced tow	Equipment: Lighting/light stand	/event
Advanced tow	Equipment: Roll-off bin	/event
Advanced tow	Specialized vehicles: Backhoe loader	/hour
Advanced tow	Specialized vehicles: Front-end loader	/hour
Advanced tow	Specialized vehicles: Fork-lift	/hour
Advanced tow	Specialized vehicles: Skid steer	/hour

Type	Service	Rate Structure
Advanced tow	Specialized vehicles: Underground extraction vehicle	/hour
Advanced tow	Specialized vehicles: Dump truck	/hour
Advanced tow	Specialized vehicles: Truck tractor	/hour
Advanced tow	Specialized vehicles: Flatbed trailer	/hour
Advanced tow	Specialized vehicles: Float trailer	/hour
Advanced tow	Specialized vehicles: Van trailer	/hour
Advanced tow	Specialized vehicles: Incident response vehicle with tools and materials	/hour
Advanced tow	Specialized vehicles: Response vehicle with 360° beacon/lamp	/hour
Advanced tow	Labour: Casual labour	/hour
Advanced tow	Labour: Specialized labour, scene supervisor, recovery coordinator, health and safety coordinator	/hour
Advanced tow	Labour: Specialized labour, mechanic	/hour
Advanced tow	Labour: Specialized labour, rigger	/hour
Additional billing item	Third party services	Percentage of cost
Additional billing item	Kilometres travelled, towed vehicle up to 4,536 kg GVWR	*/km
Additional billing item	Kilometres travelled, towed vehicle from 4,536.1 kg to 11,793 kg GVWR	*/km

Type	Service	Rate Structure
Additional billing item	Kilometres travelled, towed vehicle more than 11,793 kg GVWR	*/km
Additional billing item	Tolls and permits	*Percentage of cost
Additional billing item	Time of day premium	*/event
Additional billing item	Consumables	**Percentage of cost

*Indicates this item must be same maximum rate as under basic towing services.

**Indicates this item must be same maximum rate as under intermediate towing services.

Description

Advanced Tow - Tow Trucks: Time required for a tow truck driver to provide advanced towing services. The applicable rate is determined by the closest certified capacity of the tow truck and includes the use of the tow truck and its equipment. Billing includes the amount of time the tow truck driver spends travelling from, and returning to, its dispatch location, time spent towing the subject motor vehicle, and time required at a scene to clear debris and prepare the vehicle for towing. This charge is based on a one-hour minimum for the first hour. This rate includes time spent on stand-by. This charge is calculated for each 30-minute period or part thereof..

Advanced Tow – Equipment: The air cushions rate applies to the necessary use of air cushions at a scene; the roll-off bin rate applies to the necessary delivery and removal of a roll-off bin or similar waste container; the lighting or light stand rate applies to the

use of equipment required to illuminate the scene. These rates include all related equipment and labour.

Advanced Tow - Specialized Vehicles: Time required for the operator of a specialized vehicle to provide advanced towing services, based on the type of vehicle. Rates include the use of the specialized vehicle and any necessary attachments. Billing includes the amount of time the operator spends travelling from, and returning to, its dispatch location, and if applicable, any time spent transporting the subject motor vehicle, based on a one-hour minimum for the first hour. This rate includes time spent on stand-by. This charge is calculated for each 30-minute period or part thereof.

Advanced Tow – Labour: Casual and specialized labour rates are not applicable to tow truck drivers, operators of specialized vehicles, or labour required for air cushions, roll-off bins, or lighting equipment at the scene. These rates are applicable to time necessary for casual or specialized labour at an advanced towing scene to assist a tow truck driver or an operator of a specialized vehicle, or to restore the condition of the roadway at the direction of police, including the application of cleaning materials, and the use of hand tools and portable power tools. Billing is determined by the amount of time the person performing the labour spends travelling from, providing towing services on scene, and returning to, their dispatch location, and if applicable, is based on a one-hour minimum for the first hour. This rate includes time spent on stand-by. This charge is calculated for each 30-minute period or part thereof.

Additional Billing Items

Depending on the category of towing services, operators may charge for additional billing items where necessary to provide the towing service. The chart in Appendix 2 summarizes which additional billing items are permitted under each category of towing services.

Although additional billing items may be charged under several categories of towing services, only one rate may be submitted for each item. For example, if an operator submits \$3.50/km as the maximum rate for 'kilometres travelled, towed vehicle up to 4,536 kg GVWR' under the basic towing services category, they must enter \$3.50/km for the same additional billing item under the intermediate and advanced towing services categories.

Description

Clearing debris and safe loading and securement: Applicable to intermediate towing services when the total time required to clear debris and perform safe loading and securement work exceeds 30 minutes.

- Clearing debris means labour necessary to restore the condition of the roadway, including the application of cleaning materials, and the use of hand tools and portable power tools, if requested by the customer or directed by police.
- Safe loading and securement refer to activities necessary to repair, adjust or reposition the motor vehicle (such as drive shaft removal or battery disconnection), and securing or covering of the motor vehicle before towing.

The initial 30 minutes for these combined activities are **not** chargeable. Operators may charge for each 15-minute period or part thereof, after the initial 30 minutes.

NOTE: Tow operators must keep copies of photographs which clearly, accurately and fully show the scene around the vehicle, including the position of the motor vehicle before the towing services were commenced.

Consumables: Applicable to intermediate or advanced towing services, when single-use materials, products or devices are required to clear the highway, make the towing

scene visible to drivers or to secure the motor vehicle and its contents in preparation for towing.

Tow operators may charge up to 1.15 times the cost paid for consumables used to provide the towing service. The rate structure for consumables is based on a percentage of the actual cost. For example, if an operator would like to charge the cost plus 15 per cent, they should submit "115" on their maximum rate schedule.

NOTE: Tow operators must keep a copy of the invoice setting out the tow operator's cost of acquiring each single-use material, product or device, and must keep copies of photographs which clearly, accurately and fully show the scene around the vehicle, including the position of the motor vehicle before the towing services were commenced.

International border crossing: Applicable to basic and intermediate towing services when required to wait at an international border crossing while performing towing services. This charge is calculated based on each 15-minute period or part thereof.

Kilometres travelled, based on towed vehicle GVWR: Applicable to basic, intermediate and advanced towing services, to the distance the tow truck that tows the motor vehicle (the "Primary Tow Truck") must travel to: (a) reach the motor vehicle requiring towing, in excess of 10km; and (b) tow the motor vehicle to its destination. This charge is calculated based on each kilometre or part. The first 10 km travelled by the Primary Tow Truck to the motor vehicle requiring towing is **not** chargeable. This rate does **not** apply to distance travelled by any other tow trucks, specialized vehicles, equipment, or people who provide labour at the scene.

Stand-by time: Applicable to intermediate towing services when a tow truck driver is instructed to stand-by for more than 15 consecutive minutes:

- At the scene of a collision or other incident by emergency personnel,

- At a collision reporting centre by emergency personnel or an employee or representative of the collision reporting centre; or
- At any location by a police officer or inspector.

This charge is calculated based on each 15-minute period or part thereof.

Stand-by time does not include time during which the tow truck driver or the tow truck itself is the subject of inspection, enforcement, or related activity, including time spent in triage or in queue.

Time of day premium: Applicable to basic, intermediate, or advanced towing services, when the initial dispatch occurs:

- On a holiday, or Sunday
- Before 8 a.m. or after 6 p.m., on Monday to Friday, or
- Before 9 a.m. or after 12 p.m. on Saturday

This premium depends on the time of dispatch and may only be charged once per vehicle towed, even if the towing service requires additional days, personnel, tow trucks or equipment. Where multiple vehicles are dispatched to provide towing services, the time of dispatch will be based on when the first tow truck or vehicle is dispatched to the scene, even if that tow truck or vehicle does not tow the motor vehicle.

Tolls and permits: Applicable to basic, intermediate, or advanced towing services, when required to pay bridge, ferry or road tolls, or to purchase a permit specific to the towing of the motor vehicle. This rate applies to tolls and permits required for all tow trucks and equipment required to provide the towing service. Tow operators may charge up to the actual cost paid for tolls and permits. The rate structure for tolls and permits is based on the percentage of the actual cost. For example, if an operator would like to charge the full cost of the toll or permit to the customer, they should submit "100" on their maximum rate schedule.

NOTE: Tow operators must keep a copy of the invoice setting out the tow operator's cost of paying the toll or acquiring the permit.

Third party services: Applicable to advanced towing services when any of the following are necessary and purchased from a third party by the operator:

- additional tow trucks,

- specialized vehicles, equipment or labour,
- services to prepare the motor vehicle for towing,
- additional labour, or
- any other services or equipment requested by emergency personnel.

The tow operator may charge up to 1.15 times the cost paid by the operator for these services (cost + 15%). The rate structure for third party services is based on a percentage of the actual cost. For example, if an operator would like to charge the cost plus 15 per cent, they should submit "115" on their maximum rate schedule.

NOTE: Third party services do not include services provided by the tow operator or any company that is related to or affiliated with the tow operator. Tow operators must also provide the customer with a copy of the third party's invoice to the operator setting out the costs for those services.

Vehicle Storage Services

There are two categories of vehicle storage services that can be included on an operator's maximum rate schedule: outdoor or indoor. Services under these categories include standard charges for storage, as well as charges for damaged electric vehicles and for after-hours access.

Vehicle storage operators can specify different maximum rates for each of their registered storage locations on the maximum rate schedule. This allows for differing regional or geographical operating costs to be considered in determining appropriate rates.

Vehicle storage services are chargeable using the following rate structures, based on the length of the stored motor vehicle. When determining maximum rates for these

services, operators may want to keep in mind that the daily rates for vehicle storage services include:

- Receiving and holding of a motor vehicle.
- Allowing the owner or representative to have access to their vehicle while the storage yard facility is open for business or during regular business hours (as defined under TSSEA).
- Retrieving and releasing the motor vehicle.

Charges for vehicle storage services are calculated based on a prorated hourly rate for the first day, and then at the daily rate for each subsequent day or part.

Outdoor Vehicle Storage

This rate applies to the storage of a vehicle outdoors, including an electric vehicle.

Type	Service	Rate structure
Outdoor storage	Outdoor storage, up to 6.5m	/day
Outdoor storage	Outdoor storage, vehicle length from 6.51m to 12.5m	/day
Outdoor storage	Outdoor storage, vehicle length more than 12.5m	/day
Outdoor storage	Damaged electric vehicle storage up to 6.5m	/day
Outdoor storage	Damaged electric vehicle length from 6.51m to 12.5m	/day
Outdoor storage	Damaged electric vehicle length more than 12.5m	/day
Vehicle Storage	After-hours access	/event

Indoor Vehicle Storage

This rate applies to the storage of a vehicle indoors, including an electric vehicle.

Type	Service	Rate structure
Indoor Storage	Indoor storage, vehicle length up to 6.5m	/day
Indoor Storage	Indoor storage, vehicle length from 6.51m to 12.5m	/day
Indoor Storage	Indoor storage, vehicle length more than 12.5m	/day
Indoor Storage	Damaged electric vehicle, length up to 6.5m	/day
Indoor Storage	Damaged electric vehicle, length 6.51 to 12.5m	/day
Indoor Storage	Damaged electric vehicle, length more than 12.5m	/day
Vehicle Storage	After-hours access	/event

Descriptions

Damaged Electric Vehicle Storage: Is applicable when storing an electric vehicle with a damaged battery pack or related system that requires the operator to take measures to prevent further damage, such as from thermal runaway. Where applicable, this rate applies instead of any other vehicle storage services rate for indoor or outdoor storage.

The rate is determined by the overall length of the stored motor vehicle.

After-hours access: Applies when access to or release of a stored motor vehicle is provided when the storage facility is closed for business and it is outside of regular business hours (as defined under TSSEA).

The after-hours access rate reflects each event or occasion when an authorized party has requested after-hours access to, or retrieval of, the stored motor vehicle, *and* the storage operator has responded to provide that access or retrieval.

After-hours access charges are permitted when access to or release of the stored motor vehicle occurs outside of a storage yard facility's open hours, and:

- On a holiday, or Sunday
- Before 8 a.m. or after 6 p.m., on Monday to Friday, or
- Before 9 a.m. or after 12 p.m. on Saturday

Appendix 1: Sample Scenarios and Customer Charges

The following sample scenarios are intended to help operators understand how they could calculate charges using their maximum rate schedule.

Sample Scenario #1

A tow truck operated by a car dealership is dispatched at 9:00PM on a Monday to retrieve a disabled car with the consent of its owner.

- The tow truck travels 6.5 kilometres to the disabled vehicle located on the shoulder of the highway.
- The tow truck driver attaches dollies to the car and then hooks it for towing.
- The tow truck driver tows the car 6.5 kilometres back to the dealership.

Invoiced Items

Quantity	Service	Unit Price	Total
1	Basic Tow, towed vehicle up to 4,536 kg GVWR	250.00	250.00
7	Kilometres travelled, towed vehicle up to 4,536 kg GVWR	4.00 / km	28.00
1	Time of day premium	40	40
n/a	<i>Subtotal (applicable taxes are not represented)</i>	n/a	\$318.00

How charges were calculated:

- The vehicle was not in a collision, and is on a surface designated for vehicles, there is no police/inspector direction, and only one tow truck is required, so this falls under basic towing services.

- The first 10 kilometres travelled to the vehicle requiring a tow is included in the flat rate for "Basic Tow", so no charge is permitted for the 6.5kms travelled by the tow truck to reach the disabled car.
- The use of dollies is included in the "Basic Tow" flat rate.
- The operator may charge for kilometres travelled by the tow truck transporting the disabled motor vehicle to its destination. Kilometres travelled are calculated by rounding up to the nearest kilometre, from 6.5km to 7km.
- The tow truck driver was dispatched to the scene at 9:00PM on a Monday, this time falls outside of 8am – 6pm, the operator may charge for the additional billing item "time of day premium".

Sample Scenario #2

A tow truck is dispatched by police to attend a single vehicle collision. A cube van collided with roadside utility fixtures, causing significant damage to the underside of the van leaving the driveshaft partially detached and touching the ground. The cube van came to a stop, upright, on the shoulder of the roadway. It is necessary that the driveshaft be removed or properly secured to the van before towing can be performed. Police direct that the cab of the cube van be tarped to completely cover its windshield and windows. Police direct the tow truck driver to clear nearby debris and tow the cube van to a nearby impound facility.

- The tow truck travels 5 kilometres to the collision scene located on the shoulder of the highway.
- The tow truck driver detaches the driveshaft and secures it to the bed of the tilt-to-load tow truck. The tow truck driver winches the vehicle onto the tow truck and secures it for towing. Clearing debris and preparation, loading and securement of the motor vehicle takes 40 minutes.

- The tow truck driver tows the cube van 2.3 kilometres to the impound facility.

Invoiced Items

Quantity	Service	Unit Price	Total
1	Intermediate Tow, towed vehicle from 4,536.1 - 11,793 kg GVWR	400.00	400.00
0.25	Clearing debris safe loading and securement	125.00	31.25
3	Kilometres, towed vehicle from 4,536.1 - 11,793 kg GVWR	4.50 / km	13.50
1	Consumables (tarp)	115% of Cost	20.70
n/a	<i>Subtotal (applicable taxes are not represented)</i>	n/a	\$465.45

How charges were calculated:

- The motor vehicle was disabled as a result of a collision and the vehicle is upright on a surface intended for vehicles, so this falls under intermediate towing services.
- The first 10 kilometres travelled to the vehicle requiring a tow is included in the flat rate for "Intermediate Tow", so no charge is permitted for the 5km travelled to the scene.
- The total time required to prepare and secure the motor vehicle and clear debris was 40 minutes.
 - The first 30 minutes is included in the flat rate for an "Intermediate Tow".
 - 40 minutes – 30 minutes = 10 minutes
 - The rate structure for this item is based on an hourly rate, calculated in 15-minute increments (0.25 hours), rounded up to the nearest 15 minutes.

- 10 minutes -> rounds up to 15 minutes = 0.25hrs
- The operator may charge for kilometres travelled to transport the disabled motor vehicle to its destination. This charge is calculated by rounding up to the nearest kilometre, from 2.3km to 3km.
- Consumables - the operator paid \$18 for the tarp, and their schedule indicates the maximum rate is 115% of the cost.
 - $\$18 \times 1.15 = \20.70

Sample Scenario #3

A customer arranges for a tow truck to retrieve their car from the edge of an orchard on a Thursday morning – the driver lost control during a snowstorm, crossed a shallow ditch, and hit a small tree. The customer directs the car to be towed to their mechanic.

- The tow truck leaves the yard at 10:00AM and travels 11 kilometres to the car.
- The tow truck driver winches the vehicle onto the roadway.
- The tow truck driver loads the car on to a tilt-to-load flatbed tow truck.
- The tow truck driver tows the car for 22 kilometres to the customer's mechanic.
- The tow truck driver unloads the car at 1:40PM.
- The tow truck driver travels back to their storage yard, arriving at the yard at 2:15 PM.

Invoiced Items

Quantity	Service	Unit Price	Total
4.5	Advanced Tow – Tow Truck	250.00 / hr	1,125
23	Kilometres travelled, towed vehicle up to 4,536 kg GVWR	4.00 / km	92
n/a	<i>Subtotal (applicable taxes are not represented)</i>	n/a	\$1217

How charges were calculated:

- The vehicle is not on a surface designed for vehicles, so this falls under advanced towing services.

- Services for an "Advanced Tow – tow trucks" are charged at an hourly rate for the time the tow truck spends travelling from, providing towing services, and returning to its dispatch location. Charges for this service are calculated in 30-minute increments (0.5hrs), rounded up to the nearest 30 min.
 - 10:00AM to 2:15PM = 4 hrs and 15 minutes
 - Rounded up to the nearest 30 minutes = 4.5 hrs
- The first 10 kilometres to get to the vehicle requiring a tow is included in the "Advanced Tow – tow truck" hourly rate.
 - Chargeable kilometres travelled to scene = 11-10 = 1 kilometre
- The operator may also charge for kilometres travelled to transport the disabled motor vehicle to its destination.
 - Kilometres travelled = 22 km in tow + 1 km to scene = 23 km
- Note, the operator may not charge for kilometres travelled back to their yard.

Sample Scenario #4

Police requested a tow truck attend to recover and tow a tandem-axle delivery truck positioned alongside a highway. The rear of the delivery truck rested on the incline of a steep deep ditch situated behind a guard rail. A front wheel of the truck was hooked on the guard rail, preventing it from sliding to the bottom of the ditch.

The initial police call requested a heavy tow truck with sufficient capacity to recover the delivery truck. On-scene assessment by the tow truck driver determined that a second tow truck would be required to safely manoeuvre the delivery truck from its resting place on the guardrail to a position on the roadway. A second truck and a rigger were necessary to attend the scene to assist with coordinating the recovery work.

Prior to commencing a coordinated recovery, police directed all units to stand by for approximately half an hour.

When the delivery truck had been recovered and was positioned on the road, it leaked fluid from the front of the vehicle. The tow truck driver was requested to clear the fluid from the roadway.

Police directed the delivery truck to be taken to their impound facility.

- The tow truck, a 20-ton fixed boom unit, leaves the yard at 11:00AM and travels 78 kilometres to the scene.
- The second unit is requested, and at 12:00PM a 40-ton rotator unit and a rigger leave the yard.
- At 1:00PM the rotator and rigger arrive on scene.
- The delivery truck is positioned on the road and ready to be towed; the leaked fluid is cleaned up using absorbent.
- At 2:00PM the rigger leaves the scene with the rotator unit; they return to the yard at 3:00PM.
- At 2:00PM the fixed boom unit hooks and tows the delivery truck 52 kilometres to the impound facility.
- At 4:30PM the fixed boom arrives at back at the yard.

Invoiced Items

Quantity	Description	Unit Price	Total
5.50	Advanced Tow – tow trucks fixed boom, 20 tons	400.00/hr	2200.00
3	Advanced Tow- tow trucks rotator boom, 40 tons	700.00 / hr	2100.00
3	Advanced Tow - Specialized labour, Rigger	175.00 / hr	525.00
120	Kilometres, towed vehicle more than 11,793 kg GVWR	6.50 / km	780.00
4	Consumables (bags of oil absorbent)	115% of Cost	115.00
n/a	<i>Subtotal (applicable taxes are not represented)</i>	n/a	\$5720.00

How charges were calculated:

- The vehicle is not on a surface designed for vehicles, so this falls under advanced towing services.
- Services for an "Advanced Tow – tow trucks" are charged at an hourly rate for the time the tow truck spends travelling from, providing towing services, and returning to its dispatch location. Charges for this service are calculated in 30-minute increments (0.5hrs), rounded up to the nearest 30 min.
 - Fixed boom 20 tons: 11:00AM to 4:30PM = 5.5 hrs
 - Rotator boom 40 tons: 12:00PM to 3:00PM = 3hrs
- Specialized labour, rigger – labour is charged at an hourly rate for the time the person performing the labour spends travelling from, and returning to, their dispatch location, and the time to perform services on scene, charges for this

service are calculated in 30 minute increments (0.5hrs), rounded up to the nearest 30 minutes.

- 12:00PM to 3:00PM = 3 hrs
- The charge for kilometres travelled is only applicable to the tow truck which tows the motor vehicle. The first 10 km travelled to the motor vehicle requiring towing is not chargeable.
 - 20-ton fixed boom kilometres travelled = 120 kilometres
 - Chargeable kilometres travelled to scene = $78 - 10 = 68$ kilometres
 - Chargeable kilometres in tow = 52 kilometres
- Consumables - the operator paid \$100 for the four 4 bags of oil absorbent, and their schedule indicates their maximum rate is 115%.
 - $\$100 \times 1.15 = \115

Sample Scenario #5

A customer consents to have their car towed to a vehicle storage yard facility. It arrives at 7 p.m. on the first day and is released the following day at 9:30 p.m.

- The car is 5 metres long.
- The car is stored in a secured, outdoor, facility.
- The facility is open from 9 a.m. until 10 p.m. every day.

Invoiced Items

Quantity	Description	Unit Price	Total
1.21	Vehicle Storage, Outdoor storage, vehicle length up to 6.5m	80.00/day	96.67

n/a	<i>Subtotal (applicable taxes are not represented)</i>	n/a	\$96.67
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How charges were calculated:

Services for storing a vehicle are calculated based on a prorated hourly rate for the first calendar day, and then at the daily rate for each subsequent day or part thereof.

- The stored vehicle is less than 6.5m in length.
- On Day 1, the operator stored the vehicle for five hours (7 pm to midnight).
 - The maximum charge for Day 1 is calculated as $(5 \text{ hrs} / 24 \text{ hrs}) = 0.21 \text{ days}$.
- For Day 2, the operator can round up to the nearest day for 1 day.
- The total chargeable time is $0.21 \text{ days} + 1 \text{ day} = 1.21 \text{ days}$
- The car was retrieved during business hours and after-hours charges are not applicable.

Appendix 2: Summary of Additional Billing Items

Item	Permitted under Basic Towing Services	Permitted under Intermediate Towing Services	Permitted under Advanced Towing Services
Clearing debris or safe loading and securement	No	Yes	No
Stand-by time	No	Yes	No
Consumables	No	Yes	Yes
Kilometres travelled, towed vehicle up to 4,536 kg GVWR	Yes	Yes	Yes
Kilometres travelled, towed vehicle from 4,536.1 kg to 11,793 kg GVWR	Yes	Yes	Yes
Kilometres travelled, towed vehicle more than 11,793 kg GVWR	Yes	Yes	Yes
International border crossing	Yes	Yes	No
Tolls and permits	Yes	Yes	Yes
Time of day premium	Yes	Yes	Yes
Third party services	No	No	Yes