



Category	Unit	Maximum Rate
Towing: Basic tow, towed vehicle up to 4,536 kg GVWR	Base Rate	\$594.00
Towing: Basic tow, towed vehicle from 4,536.1 - 11,793 kg GVWR	Base Rate	\$834.00
Towing: Basic Tow, towed vehicle more than 11,793 kg GVWR	Base Rate	\$2,995.00
Towing: Extended Tow, towed vehicle up to 4,536 kg GVWR	Per KM	\$5.00
Towing: Extended Tow, towed vehicle between 4,536.1 - 11,793 kg GVWR	Per KM	\$6.00
Towing: Extended Tow, towed vehicle more than 11,793 kg GVWR	Per KM	\$7.50
Towing: Standing-by, tow driver	Per Hour	\$1,150.00
Towing: En route travel	Per KM	\$7.50
Recovery – Tow Trucks: Tow truck - no certified capacity, boom capacity less than 10 tons, or flatbed that can tilt to load	Per Hour	\$350.00
Category	Unit	Maximum Rate
Recovery – Specialized vehicles: Flatbed trailer	Per Hour	\$400.00
Recovery – Specialized vehicles: Float trailer	Per Hour	\$400.00
Recovery – Support vehicles: Incident response vehicle with tools and materials	Per Hour	\$400.00
Recovery – Support vehicles: Response vehicle with 360 degrees beacon/lamp	Per Hour	\$235.00
Recovery – Labour: Casual Labour	Per Hour	\$200.00
Recovery – Labour: Specialized Labour, mechanic	Per Hour	\$350.00
Category	Unit	Maximum Rate
After-hours access	Per Event	\$125.00
Indoor storage, vehicle length more than 12.5m	Per Day	\$1,200.00
Indoor storage, vehicle length from 6.51m to 12.5m	Per Day	\$960.00
Indoor storage, vehicle length up to 6.5m	Per Day	\$480.00
Outdoor storage, vehicle length more than 12.5m	Per Day	\$600.00
Outdoor storage, vehicle length from 6.51m to 12.5m	Per Day	\$480.00
Outdoor storage, vehicle length up to 6.5m	Per Day	\$240.00

About the fees

Fees will be as per the "Base Rate" column. Per-hour base rate.

Services with a per-hour base rate are based on a one-hour minimum for the first hour.

After the first hour, the rates are calculated in 15-minute increments. The 15-minute increments will be rounded up and prorated according to the base rate.

Inclusions

For fees related to vehicles and/or equipment, the Base Rate includes driver and operator charges.

Per hour Base Rate is based on one hour minimum for the first hour and 15 minute increments (rounded up), prorated on the Base Rate, for time beyond the first hour.

The hourly rate starts when the tow truck departs to respond to an incident and ends when the involved vehicle is unhooked, disconnected, or unloaded.

For fees related to disablements and impoundments (heavy Excluded), the base rate shall include preparatory work, hook-up and 10 kilometers of towing.

Storage

The storage Base Rate is based on a calendar day starting at the time of arrival of the vehicle, equipment, or load at the storage site. A partial day shall count as a full day.

An after-hours fee of \$125 is applicable to customers who require access to the Storage Site when it is not open for regular business.

Additional Fees

A 3% reimbursement charge for credit cards (applied to total)

A 15% Markup fee for any non-towing subcontracted services

Customer Bill Of Rights

SCHEDULE 1

CODE OF CONDUCT

1. Every tow operator, tow truck driver and vehicle storage operator shall act with professionalism, integrity, courtesy, good faith and fairness toward the public and each other.
2. Every tow operator, tow truck driver and vehicle storage operator must meet the standards of learning, competence and conduct that are appropriate for the services they provide and only undertake work that they are competent to perform by virtue of their knowledge and experience.
3. Every tow operator, tow truck driver and vehicle storage operator shall regard his or her duty to public safety as paramount.
4. Every tow operator, tow truck driver and vehicle storage operator shall comply with all applicable laws where they provide their services.
5. Every tow operator, tow truck driver and vehicle storage operator shall honestly and accurately represent and advertise their services.
6. Every tow operator, tow truck driver and vehicle storage operator shall adhere to this code and advise the Director of any act or omission of anyone that he or she believes to be contrary to this code.

SCHEDULE 2

WORDING TO BE PROVIDED RE CONSENT

1. Tow operators and tow truck drivers must follow the requirements of the Towing and Storage Safety and Enforcement Act, 2021. The Act sets out responsibilities for the operation of a tow truck, conduct toward the public and at the scene of an accident, and the rates that can be charged for towing a motor vehicle. The Act also sets out rights you have when requesting or receiving towing services.
2. You have the right to,
 - (a) decide who can tow your vehicle and where your vehicle will be towed to;
 - (b) receive and review the Consent to Tow form and Maximum Rate Schedule before towing begins; do not sign a blank form;
 - (c) receive an unaltered copy of the signed Consent to Tow form;
 - (d) receive an itemized invoice before paying and get a receipt when you pay;
 - (e) choose the payment method; and
 - (f) contact the Ministry of Transportation if you have any concerns about the towing services you receive or the conduct of the tow truck driver or tow operator.
3. Tow truck drivers and tow operators must,
 - (a) notify you if your vehicle is taken to a location that is different from the location you identified;
 - (b) not charge more than the rates published on the Government of Ontario's website on the Towing and Storage Safety and Enforcement Act, 2021;
 - (c) accept multiple forms of payment;
 - (d) not solicit you to consent to other services, including vehicle storage services;
 - (e) not refer you to any medical or legal services and can only refer you to another towing, vehicle storage or vehicle repair business if you request it; and
 - (f) disclose any interest they have or benefit they may receive from the referral at the time of making the referral.
4. Tow truck drivers and tow operators are identified by name and certificate number on the Consent to Tow form and on the tow truck. Make sure the tow operator's name and certificate number on the tow truck matches the documentation.
5. Tow truck drivers and tow operators are subject to a Code of Conduct. See the Government of Ontario's website on the Towing and Storage Safety and Enforcement Act, 2021.