



Criminal Tariff Invoicing Guide

Version 3.0: April 2024



Disclaimer:

Please be advised that this Tariff Handbook for criminal roster lawyers does NOT override the Tariff or any associated LAA policy or Rules.

The purpose of this document is to provide assistance in understanding how the Tariff operates and to address common confusions regarding invoicing under the Tariff.

This Handbook is also intended to provide up to date information on processing and requirements for Additional Hour requests.

*****This Handbook is subject to change.** An updated and current version will always be found on the [Roster Resources - Legal Aid Alberta](#) ***

LAA's Modernized Tariff

Unlike the previous LAA Tariff which required interpretation and clarification outside of the Tariff document itself, the modernized Tariff includes all the necessary direction regarding proper invoicing in the document itself.

You will notice that the Criminal Tariff in Section 11 is lengthier than in previous versions because of the expanded Tariff Explanations which provide comprehensive guidance for invoicing under the Tariff depending on the proceedings or outcome completed on the certificate.

For example, the Tariff Item for “Non-Trial Resolution” 11.07 provides guidance on which situations can be invoiced in addition to the usual Guilty Plea outcome, such as stays of proceedings, withdrawal of charges, Peace Bonds and non-contested CSO hearings.

Block Fees & Extra Hours

In the Tariff, the Block Fees are representative of actual hours and meant to include both preparation and attendance, at a fixed rate, for substantive steps taken to bring a certificate to conclusion. It is recommended that timesheets be kept on all criminal certificates by roster counsel tracking actual time spent working on the file inclusive from the start of the certificate to the conclusion.

This simplified billing process will allow for greater administrative efficiency for Legal Aid Alberta (LAA) as an organization, but also for our valued roster counsel and their support staff. Further, a more transparent billing structure will allow our clients to understand more easily exactly what they are being invoiced for and why.

All Criminal Certificates will be invoiced according to the Block Fee System in the Tariff unless roster counsel applies and is approved for the Hourly Case Management Stream (HCM Stream). Each Tariff item invoiced as a Block Fee, and its applicable included hours, can be added up to provide an overall total of actual hours that can be charged to the file.

If, at the conclusion of the certificate, roster counsel's timesheets show that the total hours spent were greater than the hours billable per the Block Fees, the Extra Hours Block (Tariff 11.19) is presumptively available on certificates to be charged as actual time up to a maximum and can be invoiced *only* with attached timesheets.

There is no ability to request Additional Hours on criminal certificates above and beyond the Extra Hours Block on standard criminal certificates. If roster counsel believes that the criminal certificate will take an extraordinary amount of hours, they can apply to be case managed by the hour in collaboration with the LAA Assessment Team through the Hourly Case Management Stream (HCM Stream).

1. Table 1: Block Fee Overview

Tariff Item	Description	Condition	Admin	Summary	Indictable	Major	
11.01	Court of Justice Fee	Once per Information <i>(except Admin is once per Certificate)</i>	\$250.00 (2.0 hrs)	\$312.50 (2.5 hrs)	\$375.00 (3.0 hrs)	\$500.00 (4.0 hrs)	
11.02	King's Bench Fee	Once per Information			\$750.00 (6.0 hrs)	\$1000.00 (8.0 hrs)	
11.03	Visiting Clients in Custody	Once per Certificate	\$250.00 (2.0 hrs)				
11.04	Court of Justice Bail	Once per half day per client	\$250.00 (2.0 hrs)	\$312.50 (2.5 hrs)	\$375.00 (3.0 hrs)	\$500.00 (4.0 hrs)	
11.05	King's Bench Bail or Review	Once per half day per client	\$375.00 (3.0 hrs)	\$500.00 (4.0 hrs)	\$625.00 (5.0 hrs)	\$750.00 (6.0 hrs)	
11.06	Contested Fitness Hearing	Once per Certificate	\$750.00 (6.0 hrs)				
11.07	Non-trial Resolution	Once per Information	\$375.00 (3.0 hrs)	\$500.00 (4.0 hrs)	\$750.00 (6.0 hrs)	\$1000.00 (8.0 hrs)	
11.08	Multiple Information Resolution	Once per Information	\$125.00 (1.0 hrs)	\$187.50 (1.5 hrs)	\$250.00 (2.0 hrs)	\$375.00 (3.0 hrs)	
11.09	Sentencing	Once per half day	\$187.50 (1.5 hrs)	\$250.00 (2.0 hrs)	\$312.50 (2.5 hrs)	\$375.00 (3.0 hrs)	
11.10	Gladue/IRCA Report Fee	Once per Certificate	\$375.00 (3.0 hrs)				
11.11	Pre-Trial Conference	Once per Certificate	\$250.00 (2.0 hrs)	\$500.00 (4.0 hrs)	\$625.00 (5.0 hrs)	\$750.00 (6.0 hrs)	
11.12	Preliminary Hearing (1 st & 2 nd Half Day Each)	Once per Information			\$1250.00 (10.0 hrs)	\$2000.00 (16.0 hrs)	
11.13	Prelim – Further Half Days	Once per Information			\$625.00 (5.0 hrs)	\$1000.00 (8.0 hrs)	
11.14	Trial (1 st & 2 nd Half Day Each)	Once per half day	\$500.00 (4.0 hrs)	\$1000.00 (8.0 hrs)	\$2000.00 (16.0 hrs)	\$3000.00 (24.0 hrs)	
11.15	Trial – Further Half Days	Once per half day	\$250.00 (2.0 hrs)	\$500.00 (4.0 hrs)	\$1000.00 (8.0 hrs)	\$1500.00 (12.0 hrs)	
11.16	Mental Health Court Fee	Once per Certificate	\$500.00 (4.0 hrs)				
11.17	Indigenous Court Fee	Once per Certificate	\$500.00 (4.0 hrs)				
11.18	Isolated Court Fee	Once per Certificate	\$500.00 (4.0 hrs)				
11.19	Extra Hours Block	Once per Certificate			Up to 5.0 hrs	Up to 10.0 hrs	Up to 20.0 hrs

Isolated Court Fee

This once per certificate block fee can be charged if the service location (court location) on the certificate matches to one of the following:

- Chateh
- Fahler
- Fairview
- Fort Vermilion
- High Level
- High Prairie
- Peace River
- Red Earth Creek
- Slave Lake
- Wabasca-Desmarais

This list is subject to change per LAA discretion and may include updated locations.

Mental Health Court Fee

This once per certificate block fee can be charged if the certificate is proceeding through one of the following designated Mental Health Courts:

- Edmonton Mental Health

This list is (1) based off the AB Provincial Court Calendar and (2) subject to change as Mental Health Courts are created.

Indigenous Court Fee

This once per certificate block fee can be charged if the certificate is proceeding through one of the following designated Indigenous Courts:

- Edmonton Indigenous Courts
- Calgary Indigenous Courts
- Alexis Nakota Sioux Nation
- Siksika Nation
- Tsuu T'ina First Nation Court

This list is (1) based off the AB Court of Justice Calendar and (2) subject to change as Indigenous Courts are created.



Categorization of Certificates

Criminal Certificates are now categorized by the highest level of legal issue on an Information based on Crown election. From the Tariff Document itself:

- **Administrative Charges**

Consists of allegations of breaches, administration of justice offences, and offences charged under a provincial statute.

- **Summary Charges**

Consists of allegations in which the prosecution has proceeded summarily, the proceeding is hybrid and no Crown election has been made, or where the Criminal Code codifies that there is no election, and the matter is summary.

- **Indictable Charges**

Consists of allegations in which the prosecution has proceeded by Indictment or where the Criminal Code codifies that there is no election, and the matter is Indictable.

Major Charges

These are matters LAA considers the following offences as “Major”:

- a. Any offence where the accused is charged as an Accessory to a Section 469 offence of the Criminal Code.
- b. Any offence where the accused is charged to have attempted to Commit any offence under 469 of the Criminal Code.
- c. Any offence where the accused is charged with a Conspiracy to Commit any offence under 469 of the Criminal Code.
- d. An offence under Section 119 of the Criminal Code.
- e. Any offence charged under Part II.1 (Terrorism) of the Criminal Code.
- f. Any stand-alone applications or proceedings under Part XXIV of the Criminal Code (Dangerous Offenders and Long-term Offenders).
- g. Any offence charged under the *Crimes Against Humanity and War Crimes Act*; or
- h. Any offence charged under the Criminal Code or Federal Statute that, in LAA’s sole discretion, is determined to be complex and serious enough to warrant application of the Major Level of Charges for billing purposes.

Crown Re-Election

If the Crown re-elects “up”, you can submit an Authorization Request – “Add Legal Issue” - to make the higher fee available on the certificate (as the lower fee will be appearing on the invoicing system).

If the Crown re-elects “down” – for example, from Indictable to Summary, you get the benefit of the higher fee and can invoice at the Indictable (higher) rate.



FAQ from Training Sessions

Question: Where do I charge adjournments on the new Tariff?

The new Court of Justice or King's Bench Fees are meant to be inclusive of routine administrative and procedure steps required to move a client's matter forward towards conclusion. Therefore, any and all adjournments required to move a file forward are now covered under the applicable block fee (Court of Justice or King's Bench Court Fee) which also varies by the level of the certificate.

There is no date field for the Court of Justice Fee (11.01) or the King's Bench Court Fee (11.02) so, to streamline invoicing, you do not have to enter every adjournment date into the invoice anymore.

In the case that a certificate requires procedural and administrative time that is extraordinary or not covered by the Block Fee, additional preparation time for appearances can be tracked and, if applicable, the Extra Hours Block under Tariff 11.19 can be utilized to compensate for actual time spent above and beyond the hours included in the Block Fees.

Question: Can I still charge for Waiting Time as a Tariff Item?

The "Waiting Time" Tariff Item has been removed. In terms of providing legal services for LAA clients, Roster Counsel are expected to reasonably manage and prioritize their own time between appearances and files and LAA takes the position that waiting time should not be charged against any LAA client's certificate.


Charging for "Actual time spent", as would take place under the Extra Hours Block, is intended to capture active work on the file. If "waiting time" is on timesheets which are used for the basis of claiming Extra Hours under 11.19, any time entries related to waiting time or travel time will be deleted as "non-chargeable" and may invalidate the invoicing of the Extra Hours Block (causing your invoice to be rejected).

The preparation and attendance hours now included in the Block Fees generally are enough to reasonably cover your actual time spent on delivering legal services on a certificate— and in some cases, the combination of block fees may actually pay you for more hours than were "actually spent" per your timekeeping.

Question: Can I still charge Multiple Charges?

The former Tariff 1.37 has been replaced with the new Multiple *Information* Resolution Tariff Item 11.08. Effectively it works the same way – when multiple Informations are being resolved for a client on the same half day, the primary outcome tariff (Non-Trial Resolution) will be charged once (at the highest rate applicable) and then 11.08 can be charged per additional Information resolved.

When invoicing 11.07 as a Tariff item, please select all resolved Informations from the drop-down list. When adding 11.08 to the invoice, you will notice that the "highest level Information" has disappeared from the drop-down list so select the additional resolved Informations from the list as well and the system will auto-calculate the applicable total under Tariff Item 11.08 for you.



Question: If the trial collapses on the morning of trial, do I charge non-trial resolution (11.07) or do I charge for the first half day of trial (11.14A)?

Per the expanded Tariff Explanation contained in the new Tariff, the Trial Tariff (11.14A) for the first half day can be charged in the following situations (related to trial collapse):

- If after the trial has begun, a guilty plea or stay is entered.
- No Evidence Called
 - This tariff item is billable when the prosecution calls no evidence, resulting in the dismissal of charges.
- Withdrawal or Stay of Charges on Day of Trial

So, if the Trial collapses on the first half day of the scheduled trial date – charge the Tariff Item 11.14A and select the appropriate Information from the drop down list when invoicing.

If the Trial collapses before the start of the trial, then Non-Trial Resolution Tariff (11.07) applies in the following circumstances:

- Guilty Plea
- Peace Bond
- Stay of Proceedings
 - This tariff item is billable when a stay is entered on all charges on an Information, and at least one appearance has been made and/or communications have taken place between counsel and the prosecution, resulting in the stay.
- Withdrawal of Charges
 - This tariff item is billable when the prosecution withdraws on all charges on an Information, and at least one appearance has been made and/or communications have taken place between counsel and the prosecution, resulting in the stay.
- Change of Counsel/Fail to Appear
 - This tariff item is billable when the solicitor/client relationship concludes due to the client failing to appear or a successful change of counsel application. This must occur within 60 days of the start date of a scheduled trial or preliminary hearing.

All in all, the former structure of collapse fees being calculated per Administrative Policy 5 are overridden by the presumption that being able to charge the first half day of the outcome block fee will be sufficient to compensate for trial collapse (particularly for trials under 5 days). In other circumstances, such as cases in the hourly case management stream, the discretionary collapse fee sections can be used at LAA discretion.

Question: When do I bill for Sentencing as a separate Tariff item?

Tariff 11.09 (Sentencing) can be charged on a separate half day than the non-trial resolution, trial or preliminary hearing tariffs. In many circumstances, a guilty plea may be entered but sentencing, contested or not, may occur on another day in the future to allow for sentencing reports and other documentation gathering.

Where the guilty plea and sentencing are done in the same sitting (same half day), only the Non-Trial Resolution should be charged (and any applicable additional block fees that may apply such as the Gladue/IRCA report fee).



Hourly Case Management

The Hourly Case Management (“HCM Stream”) is a new process to accompany the Modernized Tariff and the Block Fees for criminal certificates. As mentioned above, presumptively all criminal certificates will invoice under the Block Fees in Table 1 based on the category of legal issue for the Information.

If Counsel holds a certificate with highest level of either “Indictable” or “Major” and meets the additional criteria necessary to qualify for the HCM Stream, Counsel may apply to the HCM stream and “opt out” of the block fees for that certificate. More information can be requested through certificatemanagement@legalaid.ab.ca.

Timesheets

Best Practices in Timekeeping:

Time tracking is essential to proper record keeping and maintenance of a LAA certificate.

Always keep this in mind: If you were rendering an account to a private retainer client, how much detail would you include to avoid having the Assessment and Review Officer at the courthouse review your time and reduce the total amount charged?

- Timesheets should include client name, matter or file reference and time records submitted should be provided from a time entry program such as PC Law or Esi-Law. At the very least, they must be typed, and identify date, task, and amount of time.
- Timesheets should be detailed and specific (what type of disclosure was reviewed? What type of research or submissions were prepared?)
- Timesheets need to be made contemporaneously as the file evolves – not created or re-created after the fact. That means “immediately enter the time spent.”
- Avoid block time entries for multiple tasks. Ex. 3.0 hours to emails with client, call to counsel, draft written submissions.
 - Use a separate time entry for each task.
 - BUT: If you receive an email from the client and immediately send a reply, the time should be recorded as one entry for the **actual** time. That is, a 0.10-time entry is 1-6 minutes of time. If reading and responding to the email took less than 7 minutes, do not record it as a .20, and do not record it as a .10 to read the email, and another .10 to reply.
- If you want to keep track of all time on the file, even though it is “nonbillable” as per LAA guidelines, ensure that the non-billable time is appropriately identified and excluded
- If you have recorded time for research, be sure the time entry describes what research was done and how it relates to the client’s matter.

Non-billable Time

- Waiting Time
- Travel Time

Examples of Timekeeping for Extra Hours

Example 1

Certificate containing a single Summary Information that is resolved in Docket after a bail hearing and a visit to the client in custody.

Counsel would bill the following under the Tariff:

Tariff	Description	Amount	Hours
11.01	Court of Justice Fee	312.50	2.5
11.03	Visiting Client in Custody	250.00	2.0
11.04	Bail in Court of Justice	312.50	2.5
11.07	Non-trial Resolution	500.00	4.0
	TOTAL		11.0

The lawyer's timesheet may look like this:

Date/Time	Work Performed	Time Spent
May 1/2023 – Morning	Opened file, called client in custody (message that they got picked up at 3:00am).	0.7
May 1/2023 - Afternoon	Went to Remand to work out a bail plan for tomorrow with client.	1.8
May 1/2023 – Evening	Called client's landlord and boss to confirm employment and residence.	0.4
May 1/2023 – Evening	Called client's mom to see if she would be a potential surety and explained that she would need independent legal advice. Gave her a referral for this.	0.4
May 3/2023 – Morning	Appeared in court in Sherwood Park for bail hearing, but had to wait until other matters were called, as Crown was not consenting (non-billable wait time). Got client released. Requested disclosure and an offer from the Crown.	1.5
May 22/2023 – Afternoon	Had client in to review disclosure and the offer. The disclosure is bad, but the offer is good. Client wants to take the deal. 606ed him.	1.2
May 31/2023 – Morning	Assisted client in a joint submission for probation in Sherwood Park.	2.0
	TOTAL	8.0

Result:

The total number of time spent on the entire file is still under the 11.0 hours that the block fees account for, so extra hours under 11.19 are not available.

Having said that, this lawyer is still ahead, and will be paid the 11.0 hours that the blocks allow for, despite having only spent 8.0 hours total working on this file.



Example 2

Certificate containing two dockets, an Indictable Information and a Summary Information that were resolved in Docket after a bail hearing, and a visit to the client in custody.

Counsel would bill the following under the Tariff:

Tariff	Description	Amount	Hours
11.01	Court of Justice Fee	687.50	5.5
11.03	Visiting Client in Custody	250.00	2.0
11.04	Bail in Court of Justice	375.00	3.0
11.07	Non-trial Resolution	750.00	6
11.08	Multiple Information Resolution	187.50	1.5
	TOTAL		18.0

The lawyer's timesheet may look like this:

Date/Time	Work Performed	Time Spent
25Apr23 AM	Opened file, called client in custody (message that they got picked up at 3:00am).	1.0
25Apr23 PM	Went to Remand to work out a bail plan for tomorrow with client.	2.0
25Apr23 PM	Called client's landlord and boss to confirm employment and residence.	0.5
25Apr23 PM	Called client's mom to see if she would be a potential surety and explained that she would need independent legal advice. Gave her a referral for this.	1.5
01May23 AM	Appeared in court in SP for bail hearing, but had to wait until other matters were called, as Crown was not consenting (non-billable wait time). Got client released. Requested disclosure and an offer from the Crown.	2.5
8May23 AM	Appeared in court in SP for election and plea, but had to wait until other others were called, ending up adjourning matter as client failed to appear	2.0
8May23 PM	Called client	0.5
10May23 PM	Had client in to review disclosure and the offer. Disclosure review involved playing back video a few times to determine if identity would be an issue. The disclosure is bad, but the offer is good. Client wants to take the deal. 606ed him.	4.0
12May23 PM	Researched case law on similar offences regarding sentencing, as this is a new offence.	3.0
15May23 AM	Assisted client in a joint submission for probation in SP	3.0
	TOTAL	20.0

Result:

With a timesheet showing 20 hours, but the blocks billed only accounting for 18.0 hours of this, counsel can now claim 2.0 hours under item 11.19 with their timesheet attached.



Disbursements

For both ordinary and special disbursements under the Tariff, a lawyer must keep and provide to LAA upon invoicing:

- (a) any invoices, records, receipts, or reports associated with those disbursements that must include:
 - (i) the date;
 - (ii) an identifiable service provider and contact information for the service provider;
 - (iii) an itemized list of services provided;
 - (iv) the total dollar amount of the disbursement; and
 - (v) if GST is applicable, the GST registration number.

Common Disbursement Questions

Transcripts (17.12 and 18.07)

All transcripts which are not expedited (ordered on a 30 day turn around) can be charged under 17.12, as well as any expedited bail transcripts under 17.11 without prior approval.

Prior approval is required for a transcript ordered on a less than 30 day turn around. This is done by submitting an Authorization Request for “Add Tariff Item” - Tariff 18.07. An explanation is required as to why the transcript needs to be expedited (even if it is clearly apparent). Examples of acceptable reasons would be:

- ordering trial transcripts on an expedited basis to assist with closing argument;
- ordering a transcript from Questioning for a pending Chambers Application.
- decision of the judge on an expedited basis to confirm terms of the Court Order;
- transcripts from other proceedings (related trials, etc.) that are needed on an expedited basis.
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Medical Reports (17.14)

This includes medical chart notes from a medical practitioner, and paternal DNA testing which can be ordered up to a maximum of \$250.00 per certificate. If additional funding is required for Medical Reports, Maps, Models or other forms of Records and Statements, prior approval should be sought through submitting an Authorization Request under Special Disbursement 18.06.

Experts (18.01 and 18.02)

Prior approval is required for ALL Expert Costs, whether for report writing or testimony fees. This is obtained by submitting an Authorization Request for Experts. An explanation is required as to



why the Expert is necessary and an estimate of the number of hours (at the allowable hourly rate) which will be needed to complete the task.

Expert / Professional	Amount / Rate
Registered Psychologists	up to \$155.00 per hour
Physicians – General Practitioners	up to \$180.00 per hour
Other Physicians, Including Psychiatrists	up to \$200.00 per hour
Other Experts, Professionals, or Investigators	up to \$115.00 per hour

Note: Watch out for GST! Our system automatically adds GST on top of the invoice line amount UNLESS you click the “GST exempt” button.

FAQ from Training Sessions

Question: *Can I still charge parking?*

No, parking has been removed as a specific ordinary disbursement as, in most cases, cost of parking may be divided amongst clients when working on multiple cases and becomes an administrative overhead cost of the lawyer’s practice.

Other ordinary disbursements that used to exist have also been removed (like postage, fax charges, computer law searches) and the cost of these types of items has been rolled up in to an Administrative Block Fee Ordinary Disbursement under Tariff item 17.01 of \$50.00 which is chargeable on any full representation certificates.

Question: *Has travel changed?*

The way travel is authorized for certificates has not fundamentally changed – although the categorization of certificates as level 1, 2, 2.5 and 3 has changed. Generally speaking, travel will be authorized for preferred counsel on all certificates categorized as Indictable. Invoicing for travel, kilometrage or otherwise, remains the same on the Lawyer Portal and “to” and “from” locations will need to be entered as well as the date of the travel.

If there are exceptional circumstances where travel has been authorized on the certificate but travel costs of some nature are not included in the ordinary disbursement tariff items, then special approval can be sought through an Authorization Request under Tariff 18.03.

Question: *What happened to the Miscellaneous Disbursement item?*

As above, the Administrative Block Fee under 17.01 of \$50.00 is also intended to cover “odds and ends” charges that may commonly occur on a certificate. Court Searches now have their own Disbursement item under Tariff 17.15 separate from the Medical Reports. If any maximum is reached on an Ordinary Disbursement Item, there can be additional funds requested under the corresponding Special Disbursement item.

2. Table 2: Disbursements

Type	Tariff Item	Description	Amount	Receipt Required	Comment
Ordinary	17.01	Administrative File Fee	\$50.00	No	Available on full-representation certificates only to cover miscellaneous file management costs
Ordinary	17.02	Kilometrage	Actual Cost	No	\$0.75/km and subject to LAA Policy
Ordinary	17.03	Meal: Breakfast	\$9.20	No	Once per day
Ordinary	17.04	Meal: Lunch	\$11.60	No	Once per day
Ordinary	17.05	Meal: Dinner	\$20.75	No	Once per day
Ordinary	17.06	Accommodation	Actual Cost	Yes	Once per day
Ordinary	17.07	Airfare and Other Transportation	Actual Cost	Yes	
Ordinary	17.08	Process Servers	Actual Cost	Yes	\$500.00 max; can request additional
Ordinary	17.09	Conduct Money for Ordinary Witnesses	Actual Cost	Yes	
Ordinary	17.10	Appeal Books	Actual Cost	Yes	
Ordinary	17.11	Transcripts for Bail, including expedited ordering	Actual Cost	Yes	
Ordinary	17.12	Transcripts – Other (non-bail, non-expedited)	Actual Cost	Yes	Request expedited transcripts under 18.07
Ordinary	17.13A	Photocopies per page	\$0.10 per page	No	
Ordinary	17.13B	Photocopies done by Outside Agency	Actual Cost	Yes	
Ordinary	17.14	Medical Reports	Actual Cost	Yes	\$250.00 max; request additional under 18.06
Ordinary	17.15	Court Searches	Actual Cost	Yes	\$150.00 max; request additional under 18.06
Ordinary	17.16	Courier and Runner Services	Actual Cost	Yes	
Ordinary	17.17	Translation and Interpretation Expenses	Actual Cost	Yes	\$150.00 max per cert; \$2000 max per immigration cert
Special	18.01	Experts	Per Hourly Rate	Yes	Requires Advance Approval by LAA
Special	18.02	Expert Witness Fees	Per Hourly Rate	Yes	
Special	18.03	Extraordinary Travel Expenses	Actual Cost	Yes	
Special	18.04	Agent Outside of Alberta	Actual Cost	Yes	
Special	18.05	Conduct Money for Extraordinary Witnesses	Actual Cost	Yes	
Special	18.06	Maps, Models, Records or Statements	Actual Cost	Yes	
Special	18.07	Expedited Transcripts and Transcription Services	Actual Cost	Yes	
Special	18.08	Translation and Interpretation Services	Actual Cost	Yes	
Special	18.09	Other	Actual Cost	Yes	

Contact Information

What do you need help with?

Billing

Invoicing, Tariff questions, payments

taxation@legalaid.ab.ca

Duty Counsel

DC certificates, Shiftboard

dutycounsel@legalaid.ab.ca

Certificates

LAA certificates, certificate, and tariff officer requests

certificatemanagement@legalaid.ab.ca

Lawyer Portal

Technical help, account troubleshooting, reset password, report an issue

lawyerportal@legalaid.ab.ca

Client Gateway

Technical help, account troubleshooting, reset password, report an issue

clientgateway@legalaid.ab.ca

Roster Relations

Questions, comments or concerns about Legal Aid Policies, Rules and/or Agreements

rosterrelations@legalaid.ab.ca

Modernized Tariff Questions

Questions, comments or concerns about the Modernized Tariff

tariff@legalaid.ab.ca

General LAA Feedback

Comments, content suggestions, website feedback

communications@legalaid.ab.ca



Legal Aid Alberta

