



HGV
LEVY



Department
for Transport



HGV Levy Driver/Operator Supplementary Guidance



HGV LEVY FEATURES

1. **What is the HGV Road User Levy?**

The HGV levy is a time-based charge that all HGVs at or above 12,000kg must pay for using UK roads¹.

2. **Who can pay the levy?**

For foreign HGVs, the levy can be paid by the operator, driver, or a booking agent.

3. **What is classed as a foreign HGV?**

Any HGV not registered in the UK. This includes HGVs registered on the Isle of Man and the Channel Islands.

4. **Who is liable for paying the levy for foreign HGVs?**

For HGVs not registered in the UK, the driver and operator are jointly liable. The levy must be paid before the vehicle uses UK roads.

5. **When do I have to start paying the levy?**

The levy will apply to all HGVs at or above 12 tonnes using UK roads from 1 April 2014. An online payment portal will be available before this date, so you can pay in advance.

¹ There are a limited number of exceptions including showmans vehicles and vehicles being used for driver instruction.



6. **At what point of the trip should I pay the levy?**

You must have a valid HGV levy for your vehicle **before** it uses UK roads. A valid levy is needed for every day the vehicle operates in the UK. The levy cannot be paid retrospectively (like the London Congestion Charge). If you use an HGV in the UK without the correct levy you are committing a criminal offence.

7. **When does a day start and finish?**

The levy is a time-based charge, which must be paid by the day or multiples of days (by the week, month or year). For payment purposes, a day runs from midnight (00:00:00) to one second before midnight (23:59:59).

8. **Does the rate per day that I pay reduce if my HGV visits the UK frequently, or stays in the UK for more than a few days?**

Yes. There are discounted rates for longer levy payment.

9. **How will I know the cheapest way to buy the levy for the period I want to specify?**

The foreign operator payment system will identify this for you automatically as part of the payment process.



10. If I buy an annual levy, when is the money transferred?

You pay the full amount in advance².

11. Does the levy apply for a calendar week, month or year?

No, it applies for a rolling period running from midnight on the day the levy begins to one second before midnight on the day the levy expires.

12. How is the levy rate that my vehicle pays calculated?

The levy is set in bands and reflects the type of HGV, the number of axles and its maximum weight.

13. What band is my HGV in, and how much will I have to pay?

You can check the amount you need to pay online, through the payment portal and at www.hgvlevy-info.org.uk

14. Do I pay VAT on the levy?

No, the HGV Levy is a user charge and therefore not subject to VAT.

² Some payment channels such as bank transfer require up to 8 days clearance



15. What if different trailers are towed whilst the HGV is in the UK?

If the vehicle is going to tow different trailers during the duration of the levy, it's important to enter the maximum weight of the heavier combination into the payment portal.

16. What registration number should I enter?

The levy applies to the registration number of the rigid vehicle or tractor unit; the registration number of the trailer is not used.

17. Do I get a receipt?

When you pay using the website, you'll receive a confirmation email or text message with a unique payment reference number. This will be sent to whoever pays the levy.

If you pay at a point-of-sale agent, you'll get a printed receipt.

18. Do I get a disc to display in my vehicle?

No, there will be no physical sign of payment, such as a paper disc or sticker to display in the vehicle. Instead, the levy is recorded in a publicly available database, using the vehicle registration as the unique identifier.



19. How do I check that the vehicle has a valid levy and that the correct amount has been paid?

The registration of the vehicle, its nationality, the levy band purchased, and the start and end date of the levy will be available on an on-line Public Register which can be used to check the levy status of a vehicle by entering its registration.



PAYING THE HGV LEVY

20. How do I pay the levy?

You can create an account through the payment portal, and pay for vehicles specified on the account using a credit or debit card; prefunded account Paypal or some fuel cards. In some cases, you can also pay by bank transfer.

Alternatively, you can 'Pay and Go' whereby a payment is made at a point-of-sale agent, using your credit or debit card, or cash. 'Pay and Go' is more suited to one-off trips to the UK.

You can also pay by phone, using a credit or debit card.

21. Can I set up an account?

You will be able to register and set up an account through the payment portal. If you have a fleet of 50 or more HGVs, we can bulk upload the details for you ahead of the HGV levy introduction of 1 April 2014. You will be able to register for this service from the 1st February. The cut-off date for receiving the data to allow this bulk loading is 28th February 2014.



22. What are the benefits of an account?

If you have an account, basic details of your HGVs and payment details will be retained by the system. You can manage your account as your operations change to make the process of paying the Levy straight-forward. By contrast you have to re-enter all the vehicle and payment details each time you use 'Pay and Go'. Through your account, you are able to:

- make payments for multiple vehicles
- receive refunds on outstanding months of levy that are unused (refunds are not available for 'pay and go')
- receive a reminder when the levy for a particular vehicle is about to expire.
- change the dates on a levy if the vehicle is covered by an account, as long as you make the changes by 9pm GMT the day before the levy starts (if you 'pay and go', you would lose the levy paid).

23. Who can administer an account?

There will be user-defined security levels, which means you can choose whether to allow your drivers to buy the levy themselves. If a driver is authorised to buy the levy, the system cannot control which levies they buy. But if you allocate each of them a unique user identifier, you'll have a full audit trail of who made which purchases.

24. What account management information will I have?

If you have an account, you can access details of transactions and payment history.



25. Can I get a refund if I don't have an account?

No, you can only get a refund if you have a registered account as a payment trail is needed to the person who originally purchased the levy.

If you pay as you go, you cannot change the dates on the levy once you have purchased it.

26. If I've paid annually for the levy, and I then sell the HGV, or it's off the roads outside the UK, can I get a refund?

If you've bought an annual levy through an account, and the HGV is then off the road or sold, you can apply for a refund.

27. How is a refund calculated?

A refund is calculated using the following formula:

$(\text{annual levy}/10) \times \text{months used (whole or part month)}$.

For example, if you've bought an annual levy for a 40-tonne HGV at £1,000, and you've used 6 months before you sell the HGV, the refund would be £400.

28. Can I transfer a levy between vehicles?

No, you cannot transfer a levy between vehicles. If you are replacing a vehicle you would have to get a refund for the unused part of the levy for the original vehicle, and purchase a new levy for the replacement vehicle.



29. **What account management functions are available if I have a registered account?**

You can add or delete vehicle details, set payment access authorisations and specify the payment channel you wish to use.

If you dispose of a vehicle, you should delete its registration from the database, to avoid the possibility of duplications which you risk continuing to pay for.

30. **Where will the points of sale be if my HGV is entering UK from mainland Europe?**

There will be a limited number of secure truck stops where payment can be made. Point of sale facilities will also exist on some cross channel ferries.

31. **What facilities will be available for me to pay the levy in the UK?**

You must pay the levy before using UK roads. There will be a limited number of truck stops in the UK where you can buy a levy for your next trip and top-up a current levy if you are staying for longer than originally planned.

32. **Will the payment portal remember my vehicle details from a previous trip to the UK?**

If you register on the payment portal, the system will retain basic vehicle information such as the registration number, levy band and country of origin. But if you pay as you go, you'll need to repeat the process.



33. Will there be a limit on the number of times a credit card can be used to pay for levies in a week?

No, unlike the Eurovignette there is no limit.

34. If I break down in the UK, do I still have to pay for the days the vehicle is not moving?

The levy has to be paid for all days that an HGV is operating in the UK.

35. Am I liable for the levy if the vehicle stays in the UK for longer than originally planned?

The levy has to be paid for all additional days that the vehicle operates in the UK. If the driver is unsure whether the vehicle is covered for additional days, he can check the Public Register. If additional days are needed, the driver or the operator can top-up on-line or by phone. There will also be a very small number of points of sale in the UK where the driver you can top-up the levy. These locations are still to be confirmed.

36. What happens if I don't have internet access and or a company mobile phone?

You'll need to use a personal or public phone or a public internet point.

37. Will there be a call centre I can call to make a payment or top-up?

Yes.



38. Will I have to pay the Congestion Charge, M6 Toll and other tolls in the UK if I've paid my levy?

Yes. These tolls and charges will continue to apply to HGVs.



ENFORCEMENT OF THE LEVY

39. **How would the enforcement agencies know if I haven't paid my levy?**

All enforcement agencies will be automatically alerted when an HGV enters the UK road network without paying the levy. HGVs will be stopped and the driver issued with a £300 fixed penalty which will be taken at the roadside.

40. **What if I pay a lower band of levy than I should, based on the vehicle overall combination weight?**

Your vehicle will be flagged as of interest to the enforcement authorities and will be stopped if detected on UK roads and issued with a £300 fine.

41. **Will it be possible to let operators know if any of their HGVs hasn't paid the levy?**

No. It is the operator's and driver's responsibility to ensure that the levy has been paid.

42. **What if I haven't paid the levy - and I have no means of paying the £300 fixed penalty when I am stopped?**

Your HGV will be immobilised and impounded until payment of the fine is made. Additional immobilisation and storage costs will also be charged.



43. Do I have to pay the HGV levy as well as the Fixed Penalty Notice?

If you pay the fixed penalty, but fail to pay the levy for that day, you risk being stopped again and facing another fine.

44. Can I appeal against the Fixed Penalty Notice?

Yes. Details of the appeals process are set out on the reverse of the fixed penalty notice.