



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 ¹ must pay for using UK roads. This includes roads in Northern Ireland.

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 applies to all HGVs at or above 12 tonnes using UK roads from 1 April 2014.

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

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

Congestion Charge). If you use an HGV in the UK without the correct levy you are committing a criminal offence.

7. Do I have to pay the levy on my rest days, when I am parked up?

The Levy must be paid for each day that the HGV is used or kept on UK roads, including Saturdays and Sundays. Specific guidance on the status of a particular parking location cannot be provided. However, the guiding principle is that if the vehicle is parked on a public road, it will need to pay the levy.

To avoid the potential for unintentional non-compliance, you may wish to buy a levy for a longer period and benefit from a discounted rate compared to the daily levy payment.

8. 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).

9. 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?

If your vehicles are regularly visiting the UK, you can purchase a levy for a longer period (weekly, monthly, annually) and benefit from a discounted rate.

If you do not buy levies covering a longer period (and for example only buy daily levies), the levy rate is the same, irrespective of how frequently you buy a levy for a vehicle.

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

The HGV Levy payment system will identify this for you automatically as part of the payment process.

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

You pay the full amount in advance².

12. 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.

13. 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. From 1 February 2019, the rate also varies by the Euro emission standard of the vehicle.

14. 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 Service at www.gov.uk/hgv-levy

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

15. My six-axle articulated vehicle operates at over 44 tonnes gw elsewhere in Europe, what levy band should I pay?

For most non-UK registered vehicles, you should use the maximum operating weight of the rigid or tractive unit – as shown on the vehicle registration document – to decide the HGV levy band. If you don't have a registration document, refer to the manufacturer's plate. However for some vehicles, such as a six axled articulated vehicle, you also need to be aware of the maximum permitted operating weight of a given vehicle combination in the UK. For a three-axle tractive unit with a three-axle semi-trailer, in general circulation in the UK, the maximum permitted operating weight is 44 tonnes. Such a vehicle would pay levy band E.

16. My HGV is not being used in the UK for commercial reasons. Do I pay the Levy?

If your vehicle is taxed as a commercial HGV, then it should still pay the Levy (even if on the occasion it is making a journey in the UK, the trip is not connected with trade or business).

17. Do I take into account whether lift axles on are up or down when selecting a levy band?

No. The Levy band should be based on the total number of axles on the vehicle.

18. 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.

19. Do I pay VAT on the levy?

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

20. 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.

21. 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.

22. Can I get a duplicate payment reference number or receipt?

You are able to create bespoke payment reports at transaction level if you have a registered account.

If you 'pay and go', it is not possible to request a duplicate receipt or transaction reference number. When you purchased the levy, this will have been recorded on the HGV levy payment database. If your vehicle is stopped as part of roadside e activities, details of the payment will be evident to the officer when a levy status check is made against your vehicle registration number.

23. 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.

24. 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

25. 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. Where you choose to set up a pre-funded account, you can also pay by bank transfer.

Alternatively, you can 'Pay and Go' whereby a payment is made

- on-line,
- at a point-of-sale agent, using your credit or debit card, or cash, or over .
- by phoning the HGV levy call centre on +44 33 0101 3725, using a credit or debit card (maximum one day levy)

'Pay and Go' is more suited to one-off trips to the UK.

26. Is there a limit to the levy purchases I can make using a fuel card?

To help prevent fraud, some fuel card providers have set a daily limit on the amount you can spend on the HGV levy on a single fuel card. This varies depending on the provider – for example, one has set a limit of £1,000 per day. You need to check with your fuel card provider what limits apply to your card if you intend to make multiple levy purchases on a single fuel card.

27. Can I use more than one fuel card to pay for levies?

If you make many transactions using several fuel cards, you increase the risk of keying in an incorrect number – which means the card could be rejected.

28. Are there any minimum transaction value restrictions when using bank transfers to top up my pre-funded account?

If you want to top up your HGV levy pre-funded account by bank transfer, there is a minimum transaction value of £600. If you try to transfer an amount below this, the system will not progress the funds transfer.

29. Are there any bank charges associated with bank transfer payments?

When you pay for the levy by bank transfer, your bank may charge a fee. You must make sure this is added to the levy amount your bank transfers over, otherwise we will not receive the full payment and this may prevent you activating a levy until you pay the shortfall.

30. 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:

- You can buy a levy for more than a month
- You can register vehicles as they come onto your fleet and manage vehicles already on your account
- With details of your HGVs and payments on the system, you can make levy purchases much faster. (Whereas if you simply use Pay and Go, you'll need to re-enter all the vehicle and payment details every time you buy a levy)
- You can buy annual levies (at a discount of 72% on the equivalent of 365 daily levies)
- You can view a history of all your levy purchases
- You can register just those vehicles that will enter the UK – not your entire fleet – and you don't have to buy levies until you plan your trips.
- You get refunds on purchased whole unused months of levy remaining. (This isn't available for Pay and Go)
- You can change the start date of a levy, as long as you do it by 9pm GMT the day before the levy starts

- You receive a reminder when the levy for a particular vehicle is about to expire

31. Who can administer an account?

You can create 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.

32. What account management information will I have?

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

33. What do I need to do to purchase an annual levy?

You'll need to open a registered account – this is the only way you can pay for an annual levy. You can do this through the HGV Levy payment portal at <https://www.gov.uk/hgv-levy>. For HGVs not registered with us, the maximum length of levy you can purchase is one month.

34. What happens if I enter the wrong vehicle registration number when paying for the Levy?

If the levy you have purchased is for more than one month, you will need to get a refund on unused months of levy, and purchase a new levy for the correct vehicle registration.

Once purchased an HGV Levy cannot be cancelled, transferred or refunded where the duration of the outstanding levy is a month or less. However, if you 'Pay and Go' at a point of sale or using the contact centre, you have 15 minutes after you've paid the levy to check and amend any details. Unfortunately, after this, mistakes cannot be

rectified. This grace period is not available for on-line 'pay and go' levy purchases

35. What happens if the date of my HGV's entry into the UK is put back after I have paid the Levy?

If the Levy has been purchased using a registered account, you are able to change the start date up until 2100 GMT before the start of the Levy.

You have a 15 minute grace period to change the start date of the Levy if you 'Pay and Go' at a point of sale or using the telephone. If the incorrect information is input as part of a 'Pay and Go' on-line purchase, there is no grace period.

36. 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.

37. 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.

38. How is a refund calculated?

A Refund is calculated by the following formula:

Annual Rate - (Rate annual/10) x months used (total or partial month).

For example, if you purchased an annual rate for a truck of 40 tons for £ 1000, and was used for 6 months before selling your vehicle, the refund amount to £ 400.

39. 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.

40. Can I buy two concurrent levies of different bands for the same vehicle?

Yes. This facility could help you if:

- You have a 3 axle articulated tractive unit that normally runs in UK with a 3 axle semitrailer (you therefore buy an annual levy at Band E), but occasionally run the tractive unit with a 2 axle semi-trailer (Levy Band G purchased on those days when the higher levy band combination is used).
- You buy a levy for a month or less for a lower amount than is required and want to buy one for the correct amount. Although you cannot get a refund for the incorrect levy purchase, you can still buy the Levy appropriate for your vehicle.

41. 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.

42. Where are the points of sale 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.

43. What facilities are 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.

44. Does 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 – even if you are buying a levy will follows on from a levy already in place (for example if you journey in the UK is unexpectedly extended).

45. Is there 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.

46. 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 or kept on UK roads.

47. 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 are a very small number of points of sale in the UK where the driver you can top-up the levy.

48. 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.

49. Is there a call centre I can call to make a payment or top-up?

Yes. The call centre number is +44 33 0101 3725 and is available 6am – 6pm 7 days per week.

50. Do 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.

51. Do I need documentation to prove I have a Euro VI vehicle?

Yes. To qualify for the lower levy rates from 1 February 2019, you need to have documents demonstrating that the vehicle meets the Euro VI standard. If not, you will have to pay the higher rate for Euro V vehicles. If you pay the lower rate but do not have documentation, then you could face a £300 fixed penalty.

ENFORCEMENT OF THE LEVY

52. 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 correct levy. HGVs will be stopped and the driver issued with a £300 fixed penalty which will be taken at the roadside.

53. What if I pay a lower band of levy than I should?

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.

54. If I buy a levy before the 1 February 2019 rate changes, will I still be compliant after that date?

Yes.

55. 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.

56. 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.

57. **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.

58. **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.