

Clean Air Zones



Information Pack for Business Users



Updates on Clean Air Zone (CAZ) Progress for Fleets and Businesses

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Introduction

A key focus for us is ensuring that vehicle owners know that the Bath and Birmingham Clean Air Zones will be launching soon, and helping businesses take action to prepare. We are working closely with local authorities on their communications packages which will cover how to check vehicles, access support for upgrading vehicles and use the payment service for non-compliant vehicles. Before charging begins, early notice letters will be sent to the registered keepers of vehicles which drive into Clean Air Zones to provide targeted messaging to those who need to take action. These will be sent out from February 2021 for Bath, and April 2021 for Birmingham.

We welcome your support for the communications effort and your suggestions for how to ensure that everyone is well prepared for launch. We know that different companies are taking different approaches – upgrading vehicles, restructuring fleets to use the cleanest vehicles in Clean Air Zones and introducing new processes to track journeys and pay when necessary. We are keen to work with you to understand and share best practice amongst your members.

This pack of further information is split into sections, the first section is a set of materials designed to support conversations with businesses about Clean Air Zones. The second section of the pack addresses policy questions which have been raised.

We recognise that these are challenging times for many businesses and that, for some, this is an additional burden at a difficult time. As you know, our overriding objective is to deliver improved air quality as quickly as possible. We look forward to continuing to work with you to achieve that objective.

Caroline Low, Director Job-Share, Energy, Technology and Innovation



Communication and Engagement Materials

1. Clean Air Zones Q&A

Background

Q. What is a Clean Air Zone

A Clean Air Zone (CAZ) is an area where the most polluting vehicles will be charged for driving into, or within, the zone. Those vehicles which do not have clean enough engines will have to pay a daily charge if they travel into, or within, the zone.

There are four classes of Clean Air Zone charging different vehicle types – different Clean Air Zones may charge different vehicle types.

Q. What are the types of Clean Air Zone/do all Clean Air Zones charge the same vehicles?

There are 4 classes of Clean Air Zone. The different classes cover the types of vehicles that are liable to be charged if they do not meet the minimum Euro Standard.

Class A – Buses, coaches, taxis and private hire vehicles (PHVs)

Class B – Buses, coaches, taxis, PHVs and heavy goods vehicles (HGVs)

Class C – Buses, coaches, taxis, PHVs, HGVs and vans

Class D – Buses, coaches, taxis, PHVs, HGVs, vans and cars

Motorcycles will not be subject to a charge in the Birmingham and Bath Clean Air Zones. Local authorities implementing a Clean Air Zone Class D can choose whether or not to charge motorcycles.

Q Where will there be Clean Air Zones and when?

The first Clean Air Zones will launch in:

- Bath on 15th March 2021 – class C
- Birmingham on 1st June 2021 – class D

There will be further Clean Air Zones introduced at later dates. Information on those will follow as launch dates are confirmed.

Q. How much do I need to pay?

Local authorities set the charges for each class of vehicle so that the CAZ is tailored to each individual area.

Details on the charges in Bath can be found [here](#). Details on the charges in Birmingham can be found [here](#).



Q. How can users find out more about Clean Air Zones?

Users can read our guidance on driving in a Clean Air Zone [here](#). This covers how to check if you'll need to pay a charge, and what support and exemptions are available.

Q. How do I know if my vehicle will be charged?

Our vehicle checker can give you information on whether your vehicle will be charged in Bath or Birmingham using your vehicle registration number. Further Clean Air Zones will be added to the vehicle checker as details are confirmed.

The vehicle checker can be found [here](#).

Q. What exemptions are there?

At a national level, the following vehicles are exempt from CAZ charges.

You're automatically entitled to a national exemption, and do not have to pay a charge, if you have a:

- disabled passenger tax class vehicle (this is different to a blue badge holder)
- military vehicle
- historic vehicle
- vehicle retrofitted with technology accredited by the [Clean Vehicle Retrofit Accreditation Scheme](#) (CVRAS)

Local Authorities may consider additional exemptions, this may include certain types of specialist vehicles or discounts based on particular local circumstances.

Q. What is a local exemption?

Local authorities are responsible for managing any exemptions specific to their Clean Air Zone. Local exemptions may apply to specific groups of people, or specific vehicle types, and may be for a limited time period. The vehicle checking service does not take into account whether you may qualify for a local exemption as these are managed at a local level.

Lists of local exemptions can be found here:

For Birmingham follow this [link](#)

For Bath follow this [link](#)

For more information on local exemptions, or to apply for a local exemption, please contact the relevant local authority

Q. Does the vehicle checker service check for national and local exemptions?

When calculating charges, we check for national exemptions. Local exemptions are managed by the individual local authority of the Clean Air Zones you



want to drive in, so will need to be checked separately on the local authority website. There is more information on our [guidance page](#).

Q. How do I get support to upgrade my vehicle?

This [link](#) outlines possible support to adapt or replace your vehicle in Bath

This [link](#) outlines possible support to adapt or replace your vehicle in Birmingham

Support packages will be detailed by other councils as they are confirmed.

Support for [upgrading to an electric vehicle](#) and for [installing an electric vehicle charging point](#) can be applied for via the Office for Zero Emission Vehicles.

Q. How do I pay and how often?

If you need to drive a non-compliant vehicle into a Clean Air Zone, you must pay through our payment service. This will be available once the first Clean Air Zone launches in Bath, and will be reached through this [link](#).

The payment service allows you to pay up to 6 days in advance of your day of travel, on the day of travel, or up to 6 days afterwards (13 days in total).

Information on which vehicles have entered a Clean Air Zone must be inputted by the user of the service to calculate the charge payable. Payments can be made by credit or debit card. For those with two vehicles or more, an account can be set up to store number plate information (more details below). Account users can also choose to pay by bank account, as an alternative to paying by card.

Q. What if I go into two Clean Air Zones in a day?

A separate charge is payable for each Clean Air Zone you travel in each day. Our payment service will allow you to complete a transaction for each charge on a given day.



Q. What happens if I get a Penalty Charge Notice?

If you drive a non-compliant vehicle in a Clean Air Zone and do not pay the relevant charge within the specified time, the council will issue a Penalty Charge Notice to the registered keeper of the vehicle.

You must pay the penalty charge within 28 days and the Penalty Charge Notice itself will provide details on where and how to make this payment. The level of the Penalty Charge Notice will be set by the council. If you pay the penalty charge within 14 days, the penalty will be reduced by 50%. This will be set out in the Penalty Charge Notice.

Q. Can I pay my Penalty Charge Notice through the Payment Portal?

No. The Penalty Charge Notice will provide details on where and how to make penalty payments direct to the relevant council.

Q. What if I don't think I should pay a Penalty Charge Notice?

If you don't think you should pay a Penalty Charge Notice, you may make representations to the relevant council. The Penalty Charge Notice itself will set out the grounds on which you can make representations and how to make a representation to the council. If your representations are rejected by the council, you have the right to appeal against that decision to the Independent Adjudicator. The council's letter rejecting your representations will provide details of how and when to appeal to the Adjudicator.

Q. What happens if I don't pay the Penalty Charge Notice?

If you do not pay the Penalty Charge Notice or make a representation within 28 days, the council may serve a Charge Certificate increasing the penalty charge by 50% and take steps to enforce payment of the penalty.

Q. I have two vehicles or more, how do I use the service?

For those with two vehicles or more, an account can be set up to check multiple vehicles at once, store number plate information (more details below) and make payments.



Business Accounts

Q. What is a Business Account and when will it be available?

Our 'Check multiple vehicle' service where users can set up an account, has been live since the 11th January 2021. Account holders will be able to upload and check compliance of UK registered vehicles. This will support business users in preparing for 15th March 2021 when the first Clean Air Zone, in Bath, starts charging. Once zones are live, business account holders will be able to pay via this service as well.

Q. How does this fit with the vehicle checker service that launched in February 2020?

The '[Check if you'll be charged to drive in a Clean Air Zone](#)' service is live and is recommended to be used for users to check a single vehicle and find out if there is a charge to drive in a Clean Air Zone. We've now launched the 'Check multiple vehicles' service for those with 2 vehicles or more to create an account to understand the compliance of multiple vehicles.

Q. How can users set up a business account?

Since the 11th January users can now access the '[Check multiple vehicles](#)' service. To create an account, a business will need 2 or more vehicles, a company name and email address.

Q. What does the 'Check multiple vehicles' service for business accounts do?

A primary account holder will need to set up an account for the company. Once a company has set up their account they can:

- **Manage vehicles and view charges:**
Upload vehicle number plates via spreadsheet (CSV) or one-by-one. The number plates determine if the vehicles meet emissions standards in a zone. Only vehicles that do not meet emission standards will have to pay a charge when the zones are live.
- **Add a user:**
Invite up to 10 team members to help manage the account and assign them permissions.
- **Set up an agreement to pay by bank account:**
When charging zones are live, users will be able to pay via credit/debit card or once set up, by bank account each time they enter details of journeys made by any chargeable vehicles.
- **Get Help:**
View maps, see when zones are live and find out about exemptions



Q. When a user uploads the company vehicle list are there any rules? Is there any limit to the number of vehicles on a CSV that can be uploaded at one time?

To add vehicles to the account, a user who has the *manage vehicle* permission, can either use their own spreadsheet or download a template (CSV, 1KB) from the service.

When filling in the number plates follow these rules so the data uploads correctly:

- the number plates can only be between 2 and 7 characters
- only letters and numbers are allowed
- number plates need to be entered in the first column only, leave cell A1 blank
- there should be no empty rows between the number plates
- the maximum number of vehicles you can upload in one go is 200,000

Q. Why do account users need to set up an agreement to pay by bank account in advance of charging?

This is entirely optional and can be done at any time as an alternative to paying by card. The opportunity has been made available in advance of charging going live so an agreement to pay by bank account can be set up in advance, ready for users to make payments on day one of the Bath Clean Air Zone.

Once set up, users will be able to pay by bank account by selecting the relevant vehicles from their uploaded list and selecting which days they have entered Clean Air Zones. The service will calculate charges payable for each zone, and payments can be made. Users will also be able to pay via a credit or debit card if they prefer.

Q. Does the agreement for paying by bank account cover all Clean Air Zones?

The agreement to pay via a bank account can only be set up for a single Clean Air Zone. If the user requires bank account payments for different zones, they would need to set these up separately. This is because the payment is being made directly to each individual local authority through this payment service.

Since the 4th February 2021, users can only set up an agreement to pay by bank account for the Bath Clean Air Zone. They will be able to set them up for subsequent Clean Air Zones in the future – we will confirm when as soon as possible.



Q. What happens if a company doesn't create an account in the 8 weeks before charging starts?

Nothing - companies will still be able to create an account after the 8 weeks. We released the account service on 11th January, to support behaviour change and businesses with checking multiple vehicle compliance ahead of the charging zones being implemented – they may also be able to re-route their vehicles out of the zones. Launching account creation on the day of the first CAZ charging could increase the burden on business users to familiarise themselves with a new product at speed. As this is a new service and self-directed there is benefit in giving businesses time to familiarise themselves before enforcement commences on day one of charging.

Q. When does charging start and how do I pay if I have an account set up?

The first Clean Air Zone will launch in Bath on 15th March 2021. The payment features (*make a payment* and *payment history*) on the service will be enabled and users will be able to pay to drive in the Bath Clean Air Zone.

To make payments, users will be able to select the relevant vehicles from their uploaded list and the zones they have entered. The service will calculate charges payable for each zone, and payment can be made via the user's preferred method (via credit/debit card or by bank account).

Contact Details

Q. I am having trouble with the vehicle checker or accounts service, who do I contact?

Contact Clean Air Zone support if you need help or cannot use the online service.

Online contact form – <https://contact.dvla.gov.uk/caz/>

Telephone: 0300 029 8888

Monday to Friday, 8am to 4.30pm



Q. I need help with local exemptions or policies, who do I contact?

Bath

- CAZ information on their [website](#)
- Email address: enquiries@bathnes.gov.uk
- Phone number 01225 47 70 00

Birmingham

- CAZ information on their [website](#)
- Email address: cleanair@birmingham.gov.uk

Q. How can we provide feedback on the ‘Check multiple vehicles’ service for Business Accounts users and what happens to it?

We are committed to continually improving the service and we value users’ opinions. We encourage users to provide feedback on the experience of using the service when it is launched, using the survey link provided at the top of the Business Account dashboard. Feedback will be reviewed by our service team and feed into our plans for research or continuous service design improvements.



2. Stakeholder & Partner CAZ Communications Toolkit

The purpose of the Stakeholder & Partner CAZ communications toolkit is to provide you with “Cleaner Air Ahead” branded materials to help you build awareness of the forthcoming CAZs amongst your members and/or customers.

The contents of the toolkit can be accessed through a DropBox here:

<https://paper.dropbox.com/doc/Clean-Air-Zones-stakeholder-toolkit--BEVPx17VW1vMj3gpBQGygjOVAQ-r6nqLDuuQk1XpjHesmFv3>

You are able to download the resources and edit them for use in your own communications. If you have any questions or would like further advice, please contact us at:

CAZcommunications@defra.gov.uk



3. Draft Article: Introduction to ‘Check multiple vehicles’ service for Business Accounts users for Clean Air Zones – suggested outline copy for use in communications.

Since 11th January 2021, businesses will be able to register for the new Clean Air Zones accounts service. This will allow users to create a company account, upload UK registered vehicles and check their compliance to drive into Clean Air Zones.

From 15th March 2021, buses, taxis, Heavy Goods Vehicles and Light Goods Vehicles which do not meet the EURO 4 (petrol) or EURO 6 (diesel) standard will be charged to enter the Clean Air Zone in Bath. From 1st June 2021, charging will commence in Birmingham, and will additionally cover private cars.

The Department for Transport and the Department for Environment, Food and Rural Affairs have worked with the business, freight and transport sectors to reduce the burden that this will introduce for companies.

The ‘Check multiple vehicles’ service for businesses will allow businesses to create a company account, upload and check compliance of UK registered vehicles. To create an account, a business needs 2 or more vehicles, a company name and email address. Once set up you can:

- Upload your number plates via spreadsheet (CSV) or one-by-one. The service will determine if the vehicles meet emissions standards in a zone using the number plates you upload. **Only vehicles that do not meet emission standards will have to pay a charge.**
- The primary account holder can invite up to 10 team members to help manage the account and assign various permissions.
- Set up an agreement to pay by bank account for each Clean Air Zone This service is now available for the Bath Clean Air Zone.
- View maps of the Clean Air Zones, see when they are live and find out about exemptions.

When the Clean Air Zone is live (from 15th March 2021 for Bath), you will be able to use the service to input which vehicles have entered a Clean Air Zone, and pay charges for any non-compliant vehicles. You will be able to pay a charge for a non-compliant vehicle for 6 days before the day of travel, on the day of travel, and 6 days afterwards (13 days in total). It is therefore important that you keep a record of days when each non-compliant vehicle has entered a Clean Air Zone, and that you pay any necessary charges within the allocated time frame to avoid a Penalty Charge Notice.

JAQU is committed to continually improving the service. We encourage you to provide feedback on your experience of using the service when it is launched.

Further information can be found here [gov.uk/clean-air-zone](https://www.gov.uk/clean-air-zone)



Policy Updates

4. Autopay

In developing the Clean Air Zone payment service, we have had to balance many factors, including: the legal imperative for us to act in the shortest possible time; the geographical scope being covered by Clean Air Zones; the cost and speed of delivery; the intention for charging zones to be temporary measures, in place until compliance and a permanent improvement in air quality is achieved; and the complexity of having a central portal for many local authorities to use, all with different needs. We have therefore not commissioned an autopay system because:

- The CAZ service needs to operate across a number of local authorities nationally. The ULEZ and Dart Charge operate in a single defined area and are controlled completely by one organisation, whereas the CAZ is operated in a number of local areas and interacts with a central CAZ service;
- To enable autopay, the existing service would require more complex financial processes, meaning the payment service would need to be redeveloped;
- Autopay requires a larger operational function to manually review and track all images to ensure that charges (and subsequent enforcement activity) are accurate;
- Local authorities would need to ensure that every potential entrance/exit is monitored by ANPR, and that any within-zone journeys are detected, which would add cost and delay implementation. The self-directed service is enforceable on a risk-based approach, which also allows for flexibility for the different sizes and categories of CAZ.
- It is unlikely to offer value, given the above high levels of operational and digital provisions for a service that is proposed to be decommissioned once compliance and a permanent improvement in air quality has been achieved.

5. Non-UK Vehicle charging

The CAZ payment service is designed to be able to accept payment for non-UK vehicles.

Local authorities are expected to enforce against non-UK vehicles that do not pay a charge in the same way they do against UK vehicles that do not pay a charge.

We will be engaging with port authorities to ensure drivers of foreign vehicles are aware of their responsibilities and will keep stakeholders updated on our progress.



6. Retrofit

The Government is funding the Clean Vehicle Retrofit Accreditation Scheme (CVRAS). The scheme provides independent evidence that a vehicle retrofit technology will deliver the expected emissions reductions and air quality benefits and therefore provide confidence the vehicle will not be eligible for any Clean Air Zone charges. Any retrofit technology supplier can apply first apply to gain company accreditation and then accreditation for its retrofit solutions.

In February 2019, the Government awarded nearly £1m to retrofit suppliers for testing new technologies. This fund is hoped to stimulate the industry and bring forward technologies for a wider remit of vehicles.

Current retrofit approved solutions:

A full list of CVRAS accredited retrofit solutions can be found here. There are currently accredited solutions available for types of buses, RCVs, coaches, HGVs, vans and black taxis.

<https://energysavingtrust.org.uk/service/clean-vehicle-retrofit-accreditation-scheme/>

7. Local Authority Use of Revenue

It is a legal requirement that revenue from Clean Air Zones (after covering all running costs) must be used in support of local transport plans. Charge Scheme Orders, which are made by the local authorities, set out each council's general plan for applying proceeds of the charging scheme.

For example, Bath and Northeast Somerset have identified that improvements could include supporting work on assessing health impact, air quality and traffic monitoring improvements, providing attractive and safe walking and cycling networks, initiatives to support uptake of active travel, supporting and enhancing public transport network, park and ride and sharing schemes, technology to monitor traffic flow and enabling deliveries to be made more efficiently.

Birmingham have identified that they could support active travel, incentivise public transport use, support zero emission and sustainable infrastructure, make improvements in city centre pedestrianisation and public realm, deliver improvements in connectivity through rail, bus, metro, cycling and walking.

Local authorities will make decisions about which schemes from the above categories to take forward. The extent to which Local Authorities can achieve these aspirations (which will not become obligations but are intended as examples only) will of course depend upon the level of funding available.

