

## Electric Vehicle Toll Incentive – Frequently Asked Questions Issue 1 (9/6/2018)

### **1. When does the scheme start?**

Registered eligible vehicles (Battery Electric Vehicles and Plug in Hybrid electric vehicles) will be able to avail of the scheme as of the 1<sup>st</sup> of July 2018 or as of the date of the vehicle being accepted in to the scheme by approved scheme tag provider, post 1<sup>st</sup> July 2018.

It should also be noted that the scheme will be restricted to the first 50,000 eligible vehicles.

### **2. When does the scheme end?**

The scheme is envisaged to end on the 31<sup>st</sup> of December 2022. However, the refunds available and scheme rules may change year on year, with DTTAS communicating in advance of the year end any changes within the scheme. Similarly, approved scheme tag providers will be communicating these changes to the customers.

### **3. If I have an electric vehicle am I eligible to claim my reduced toll as I drive through a toll plaza or through the M50?**

No. Your vehicle needs to be **registered** with participating scheme tag provider, and your vehicle must have an **electronic toll tag** to avail of the scheme when arriving at a toll plaza.

### **4. Where do I get a toll tag for my vehicle?**

Toll tags are available from the participating scheme tag providers approved for administrating the scheme.

### **5. How do I know whether my vehicle is applicable for the scheme?**

Please refer to the scheme rules on eToll.ie for information on eligible vehicles. Before being allowed to participate in the scheme, the approved tag provider will perform several checks, and may require the customer to submit additional vehicle details as evidence that the vehicle is eligible.

Please refer to your tag provider for details on any evidence they may require before they accept your vehicle in to the scheme.

### **6. Do I need to pay the fee for the toll tag?**

Yes, the cost of the physical toll tag is not discounted by the scheme. Please refer to the toll tag provider for details on the tag costs.

### **7. How much of a refund will I be entitled to?**

Please refer to the scheme rules on eToll.ie for details on the refunds available.

### **8. When I drive up to a toll plaza I am being charged the normal toll amount according to the payment display at the toll booth. Why is this?**

The Toll Charger (i.e. the toll plaza operators) operate separately to the electric vehicle toll incentive scheme. Therefore, the toll chargers charge the electric vehicle in line with the normal toll rates associated with the vehicle classifications for the relevant toll road. The refunds are administered post-transaction by your toll tag provider and will be applied in line with your toll tag providers terms and conditions, and the scheme rules.

**9. Why are some of my toll transactions being charged at different amounts at different times of day?**

The toll refund applicable for the M50 and Dublin Tunnel will change depending on peak and off-peak times. Please refer to the scheme rules on eToll.ie for an explanation and the definition of peak and off-peak times for each of these roads. For other toll roads, the same discount should be applied at all times in line with the scheme rules.

**10. I've just received my monthly invoice, and my last month's toll transactions are not applied? Why is this, and when will I see my discount?**

Each of the toll tag operators operate differently in the context of applying refunds to accounts. Some tag providers will apply the discounts to your toll tag account on a live basis, while other toll providers will apply refunds to the following months invoice.

Please refer to your toll tag provider with regards to how these will be applied to your account.

**11. What happens if I exceed the cap allowed for my vehicle in a calendar year?**

If your vehicle exceeds the scheme cap stated, your toll tag provider will automatically charge your vehicle at the normal toll rate for the related toll roads.