

## **Low Emissions Vehicle Toll Incentive (LEVTI) – Frequently Asked Questions**

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

The Scheme is an expansion on the previous Electric Vehicle Toll Incentive Scheme that commenced in June 2018; it will run until December 31<sup>st</sup>, 2023 (or up to a maximum of c. 50,000 LEVs.). Vehicle toll refunds can be availed of on toll transactions that take place after the vehicle has been accepted and registered in to the scheme, and after the commencement date.

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

The scheme is expected to run until the December 31<sup>st</sup>, 2023. However, the scheme rules and applicable incentives / refunds are subject to change, with the new refunds and relevant terms and conditions being announced by the Department of Transport in advance of each calendar year.

Similarly, approved scheme tag providers will be communicating these changes to the customers.

### **3. If I have an eligible vehicle am I authorised 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 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. [Go here for Toll Tag providers and account options.](#)

### **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](http://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](http://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.