



Where can I find out more about the LEZ?

If you have any questions that aren't answered in this leaflet, please

- Visit tfl.gov.uk/lezlondon
- Call 0845 607 0009* (UK) or (+44) 20 7310 8998** (overseas)
- Email lezlondon@tfl.gov.uk
- Or write to Low Emission Zone, PO Box 4784, Worthing BN11 9PU

This leaflet is also available in other languages on request.

*Calls from BT landlines cost up to 4p per minute.
The cost of calls from other lines may vary.

**International call rates apply.

Emissions standards have changed. Have you taken action?

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What is the London Low Emission Zone?

Whether you live here, work here or are just visiting, London in my view is the greatest city on Earth. No other city can match the energy, dynamism and vast range of opportunities we can offer.

But I'm also keen that the advantages of being big are matched by the joys of a smaller city – a civilised, high quality life in beautiful, safe surroundings, with effective public transport and a healthy environment, putting the village back into London.

That's why I'm bringing in a wide range of measures to deliver cleaner air for London. The Low Emission Zone has played a part in that, drawing a boundary around our city that deters the most polluting vehicles. Research suggests it has been a significant help over the years, but it now needs to be tightened.

That's why the emissions standards have been raised and more vehicles are now affected. In the year when the world heads to London for the Olympic and Paralympic Games, we will demand the highest standards that a great city like ours is entitled to expect.



Boris Johnson *Mayor of London*

The LEZ covers most of Greater London. To drive within it without paying a daily charge, your vehicle must meet certain emissions standards that limit the amount of particulate matter coming from its exhaust. Particulate matter is a type of pollution which can contribute to asthma, heart and lung disease, other respiratory illnesses and even early death.

If your vehicle doesn't meet the LEZ emissions standards, you can still drive within the LEZ by paying a daily charge. But we would prefer you to use vehicles that meet the emissions standards.

This leaflet will explain how your vehicle is affected, what you can do to meet the emissions standards, and what happens if you don't.

If you drive a larger van, minibus or other specialist diesel vehicle, you need to meet certain emissions standards. Please read on to find out more about the LEZ, how it works, and the standards your vehicle now needs to meet.



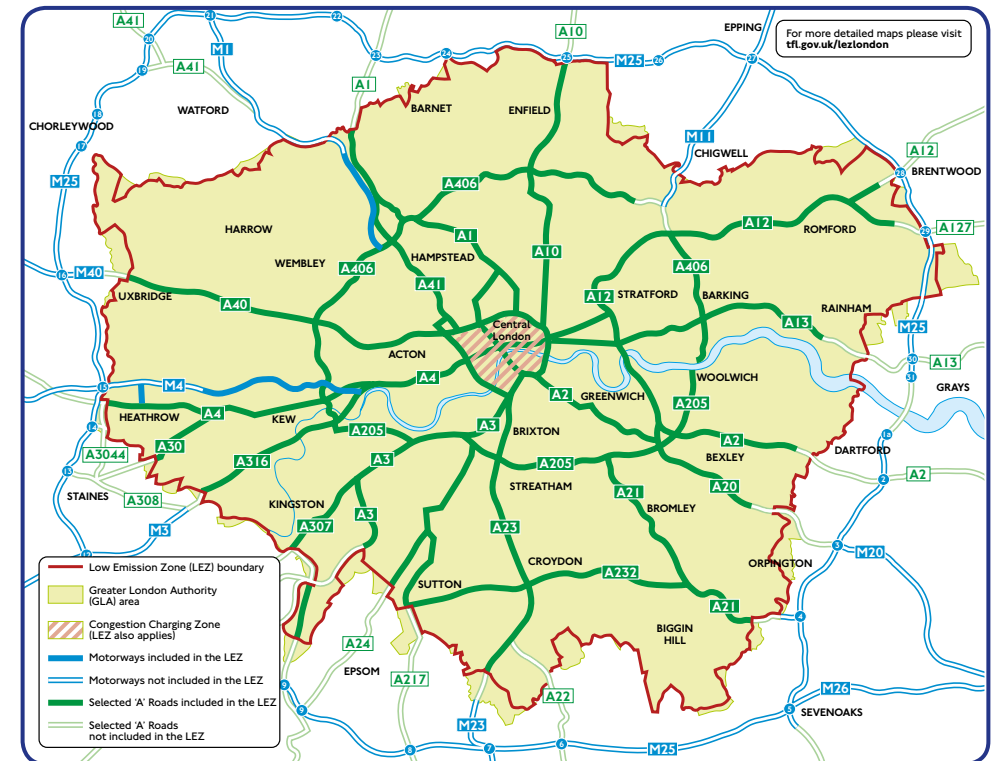
If you drive a lorry, bus, coach or other specialist heavy vehicle, go straight to page 12 to see how emissions standards have changed.





The Low Emission Zone at a glance

- The LEZ applies to diesel lorries, buses, coaches, motor caravans, motorised horseboxes, larger vans, minibuses and other specialist vehicles. **Cars and motorcycles are not affected.**
- Your vehicle must meet certain emissions standards if you want to drive within the LEZ, or you'll need to pay a daily charge.
- The LEZ operates **24 hours a day, every day of the year**, including weekends and public holidays.
- The LEZ covers most of Greater London. All roads within Greater London, those at Heathrow and parts of the M1 and M4 motorways within the Greater London Authority (GLA) boundary are included.
- The M25 motorway is not included in the LEZ (even where it passes within the GLA boundary).



Remember, the **LEZ is not the same as the central London Congestion Charging zone**. The Congestion Charge applies 7.00am – 6.00pm, Monday – Friday, excluding bank holidays. If you drive within the Congestion Charging zone during these times you will have to pay the Congestion Charge, even if you meet the LEZ emissions standards or have already paid the LEZ daily charge.



How will Transport for London (TfL) know if I've driven within the LEZ?

The LEZ covers most of Greater London. Look out for signs at the boundary and side of the road to show where it applies. There are no barriers or tollbooths. Cameras will read your number plate as you drive within the LEZ and check it against a database.* This tells us whether your vehicle meets the LEZ emissions standards, is exempt, is registered for a discount or you have already paid the daily charge.

To find out more about registration, exemptions and discounts, please go to tfl.gov.uk/lezlondon

*The database is compiled using information from The Driver and Vehicle Licensing Agency (DVLA), The Vehicle Operator Services agency (VOSA), vehicle manufacturers and drivers and operators who have registered with TfL.

Larger vans, minibuses and other specialist diesel vehicles

Larger vans, minibuses and other specialist diesel vehicles are now affected by the LEZ. If you own this type of vehicle, it must meet certain emissions standards to be driven within the LEZ without paying a daily charge. It doesn't matter whether the vehicle is used for commercial or private purposes – it will still need to meet the standards.

What emissions standards should my vehicle meet?

The European Union sets limits, known as Euro standards, on the amount of pollution emitted by a vehicle's exhaust. To drive within the Low Emission Zone, your vehicle needs to meet the **Euro 3** standard for particulate matter.





How do I know if my vehicle meets the emissions standards?

You can use the age and weight of your vehicle as indicators. Take a look at the table opposite. The vehicle types listed **do not** meet the Euro 3 emissions standard. If your vehicle is one of them, **you'll need to take immediate action if you want to drive within the LEZ without paying the daily charge**. See page 14 to find out what you can do.



Vehicle types that do not meet the LEZ emissions standards		
Vehicle type	Weight	Age
Larger vans; 4x4 light utility vehicles; Motorised horseboxes; Pickups	Between 1.205 tonnes unladen and 3.5 tonnes gross vehicle weight	Registered as new before 1 January 2002 <i>For GB registered vehicles – You'll find the exact date your vehicle was first registered on your V5C (the official DVLA registration certificate)</i>
Ambulances; Motorcaravans	2.5 – 3.5 tonnes gross vehicle weight	
Minibuses (more than 8 passenger seats)	5 tonnes or less gross vehicle weight	

If your vehicle was first registered as new with the DVLA on or **after** 1 January 2002, it **will** meet the **Euro 3** emissions standard and you won't need to take any action.

Some vehicles registered before 1 January 2002 may also meet the Euro 3 standard as some manufacturers started producing vehicles with engines which met the Euro 3 standard before this date.

If you're unsure whether your vehicle meets the emissions standards, go to tfl.gov.uk/lezlondon and use the vehicle checker tools or call 0845 607 0009.



Lorries, buses, coaches and other specialist heavy vehicles

If you want to drive a lorry, bus, coach or other specialist heavy vehicle within the LEZ without paying a daily charge, it must meet certain emissions standards. It doesn't matter whether the vehicle is used for commercial or private purposes – it will still need to meet the standards.

What emissions standards should my vehicle meet?

The European Union sets limits, known as Euro standards, on the amount of pollution emitted by a vehicle's exhaust. To drive within the Low Emission Zone, your vehicle needs to meet the **Euro IV** emissions standard for particulate matter.

How do I know if my vehicle meets the emissions standards?

You can use the age and weight of your vehicle as indicators. Take a look at the table opposite. The vehicle types listed **do not** meet the Euro IV emissions standards. If your vehicle is one of them, **you'll need to take immediate action if you want to drive within the LEZ**. See page 14 to find out what you can do.

If your vehicle has been previously fitted with a partial filter or has an Eligible Engine, it will no longer meet the standards. If your vehicle currently has an Reduced Pollution Certificate (RPC) or Low Emission Certificate (LEC), this will only remain valid if certified to a vehicle fitted with a full filter. All other LECs and RPCs are not valid, and your vehicle will be ineligible to drive within the zone without having to pay a daily charge.

Vehicle types that do not meet the LEZ emissions standards		
Vehicle type	Weight	Age
Lorries; Breakdown and recovery vehicles; Concrete mixers; Fire engines; Gritters; Motorcaravans; Motorised horseboxes; Refuse collection vehicles; Removals lorries; Road sweepers; Snow ploughs; Tippers	More than 3.5 tonnes gross vehicle weight	Registered as new before 1 October 2006 <i>For GB registered vehicles, you'll find the exact date your vehicle was first registered on your V5C (the official DVLA registration certificate)</i>
Buses; Coaches (more than 8 passenger seats)	5 tonnes or less gross vehicle weight	

If your vehicle was first registered as new with the DVLA on or **after** 1 October 2006, it **will** meet the Euro IV emissions standards and you won't need to take any action.

Some vehicles first registered shortly before this date may also meet the Euro IV standard as some manufacturers started producing and using engines which met the Euro IV standard before 1 October 2006.

If you're unsure whether your vehicle meets the emissions standards go to tfl.gov.uk/lezlondon and use the vehicle checker tools or call 0845 607 0009.



What can I do if my vehicle doesn't meet the standards?

If your vehicle doesn't meet the LEZ emissions standards, you have a number of options. We'd recommend you take action as soon as possible, as some take longer than others.

Fit an approved filter

You may be able to reduce your emissions enough to meet the LEZ emissions standards by fitting an approved filter to your exhaust. Ordering a filter, getting it fitted and certified takes at least three months, so you should do this as soon as possible.

Selecting a filter

It's important to only fit an approved filter in order to obtain a certificate that proves that your vehicle meets the LEZ emissions standards. You'll find a list of approved suppliers and filters at tfl.gov.uk/lezlondon

Getting it certified

Once your filter is fitted, it will need to be tested so the Vehicle and Operator Services Agency (VOSA) can issue either a Low Emission Certificate (LEC) or Reduced Pollution Certificate (RPC). LECs are issued to all types of vehicle, but RPCs are only issued to some lorries, buses, coaches or other specialist heavy vehicles.

You can get your vehicle tested at a VOSA test station or by an Authorised Examiner (AE), who will inform VOSA if your vehicle meets the emissions standards. You'll need to repeat the test and renew your certification annually. But please note that AEs can only test filters the year they are fitted – after that you'll need to go to a VOSA test centre.

Once VOSA issues a certificate, they automatically inform TfL but it can take up to 10 days to update our database. So you should allow enough time before driving within the LEZ, or pay the daily charge in the meantime.

To locate your nearest test centre and find out more about booking a test, call VOSA on 0300 123 9000.

Your approved filter supplier should be able to direct you to your nearest AE.

Continue over the page for additional ways to ensure you're prepared for the emission standards...

Upgrade your vehicle

Newer vehicles have lower emissions, so you may choose to upgrade to a new (or newer) vehicle model that meets the LEZ emissions standards or an electric vehicle. For some larger van owners it may be cheaper to purchase a second-hand vehicle that meets the LEZ standards.

Reorganise your fleet

If you operate a fleet of vehicles, you could reorganise it so that only vehicles meeting the LEZ emissions standards are driven within the LEZ.

Lease a vehicle

If you are planning to drive in the LEZ for a short period of time only, you may wish to consider hiring or leasing a vehicle which meets the required emissions standards for the duration of your visit. It is important to check that you are hiring a vehicle that meets the LEZ standards as otherwise you may be issued with a Penalty Charge Notice.

Convert to gas

You can convert your vehicle to run on pure gas with a spark ignition, using an approved conversion. If your vehicle is registered in Great Britain, you'll need to register the conversion with the DVLA and obtain a certificate from the Vehicle and Operator Services Agency. Please note that vehicles converted to run on biodiesel do not meet the required emissions standard.

Pay the daily charge

If your vehicle does not meet the LEZ emissions standards you will need to pay the daily charge. However, we would strongly encourage you to make sure your vehicle meets the standards instead. You can find out more about the charge over the page.





What is the daily charge?

If your vehicle does not meet the required emissions standards, you must pay a daily charge for each day it's driven within the LEZ. The charging day operates from midnight to midnight. So if you were to drive within the LEZ between 11.30pm and 01.00am the next day, you'd need to pay for two days. Charges apply every day of the year, including weekends and public holidays.



Vehicle	Weight	Daily charge
Larger vans; 4x4 light utility vehicles; Motorised horseboxes; Pickups	Between 1.205 tonnes unladen and 3.5 tonnes gross vehicle weight	£100
Ambulances; Motorcaravans	2.5 – 3.5 tonnes gross vehicle weight	
Minibuses (more than 8 passenger seats)	5 tonnes or less gross vehicle weight	
Lorries; Breakdown and recovery vehicles; Concrete mixers; Fire engines; Gritters; Motorcaravans; Motorised horseboxes; Refuse collection vehicles; Removals lorries; Road sweepers; Snow ploughs; Tippers	More than 3.5 tonnes gross vehicle weight	£200
Buses; Coaches (more than 8 passenger seats)	More than 5 tonnes gross vehicle weight	



Paying the daily charge

When can I pay?

Payment can be made in advance of the day of travel, on the day of travel, or up to midnight the day after driving within the LEZ. The charge is the same whichever day you pay. Please note that the charging hours run from midnight to midnight.

Can I pay for more than one vehicle at a time?

Yes, if you know in advance which vehicles will be driven within the LEZ on which days.

How do I pay?

You can pay the daily charge in the following ways:

Online – credit card or debit card, go to tfl.gov.uk/lezlondon

Online payments can be made 24 hours a day – please remember to make a note of your receipt number. You can also request a receipt by post or email.

By phone – credit card or debit card

Simply call **0845 607 0009** (UK) or **(+44) 20 7310 8998** (overseas). Lines are open 6.00am–12.30am, Sunday-Friday / 6.00am–10.00pm Saturday. Or you can set up an LEZ customer account with TfL to access our 24-hour automated telephone payment system.

By post – cheque

You'll need to complete a 'Paying the Low Emission Zone Charge' postal form. Download this at tfl.gov.uk/lezlondon or call **0845 607 0009**. Payments should be sent to:
Low Emission Zone, PO Box 4784, Worthing BN11 9PU, UK.

Remember to allow at least 10 days before your date of travel to allow time for your payment to clear.

However you pay, please make sure that you give the correct number plate and date of travel. If you don't, you might be issued with a penalty charge notice.

What if I've hired a vehicle?

If you intend to drive within the LEZ, you should check with your hire company that the vehicle meets the LEZ emissions standards. If it doesn't, and the hire company hasn't made an arrangement to pay the daily charge, you will need to pay it.





Do I need to register my vehicle?

Most vehicles don't need to register with TfL before driving within the LEZ but some do.

If your vehicle is registered in Great Britain

You will only need to register your vehicle with TfL if:

- Your vehicle is classified by TfL as not meeting the emissions standards, but you can provide documentary evidence that it does. See how your vehicle is classified by using the compliance checker at tfl.gov.uk/lezlondon
- You are a showman with a modified or specially constructed vehicle. See page 25 for full details.

If your vehicle is registered anywhere outside Great Britain (including Northern Ireland)

You will need to register your vehicle with TfL if:

- Your vehicle meets the LEZ emissions standards.
- Your vehicle qualifies for an exemption or discount. See page 24 for full details.
- Your vehicle is NI-registered and has been issued with a Reduced Pollution Certificate (RPC).

What if I've already registered my vehicle with TfL?

• Larger vans, minibuses and other specialist diesel vehicles

If you've previously registered your vehicle with TfL as meeting the **Euro 3** emissions standard for particulate matter, you don't need to re-register.

• Lorries, buses, coaches and other specialist heavy vehicles

If you previously registered your vehicle with TfL as meeting **Euro III** emissions standard for particulate matter, you'll need to ensure it meets the **Euro IV** emissions standard and re-register.

If you've previously registered your vehicle with TfL as meeting the Euro IV emissions standard for particulate matter, you don't need to re-register.

• Showman's vehicles

If you've previously registered with TfL, you don't need to re-register.

How do I register?

Registering your vehicle is simple and completely free. It can take up to 10 working days though, so be sure to allow enough time before driving within the LEZ.

Step 1 Download the registration form (available in most European languages) from tfl.gov.uk/lezlondon or call **0845 607 0009** (UK) or **(+44) 20 7310 8998** (overseas).

Step 2 Complete a separate form for each vehicle you want to register.

Step 3 Return your completed form to:

Low Emission Zone, PO Box 4784, Worthing BN11 9PU,
UK or lezlondon@tfl.gov.uk

Remember to include any requested documentary evidence to verify your vehicle's emissions standard, filters that have been fitted or eligibility for exemptions or discounts.

Step 4 We'll send you an email or letter, advising whether your registration has been successful. If you drive within the LEZ before you've received this confirmation you'll need to pay the daily charge.



Are there any exemptions or discounts?

Exemptions

Only a small number of vehicles are entitled to an exemption or 100% discount from the LEZ.

- Specialist non-road going vehicles designed and built for mainly off-road use, but which may use the road for limited purposes. These include agricultural and forestry tractors, mowing machines, agricultural and farm machinery and equipment, mobile cranes and road and building construction machinery.
- Historic vehicles built before 1 January 1973.
- Vehicles operated by the Ministry of Defence.

If your vehicle meets any of the above criteria and is registered in Great Britain, you are automatically exempt and do not need to register with TfL.

If your vehicle meets any of the above criteria but is registered outside Great Britain (including Northern Ireland) you are also exempt, but will need to register with TfL. Find out more on page 23.

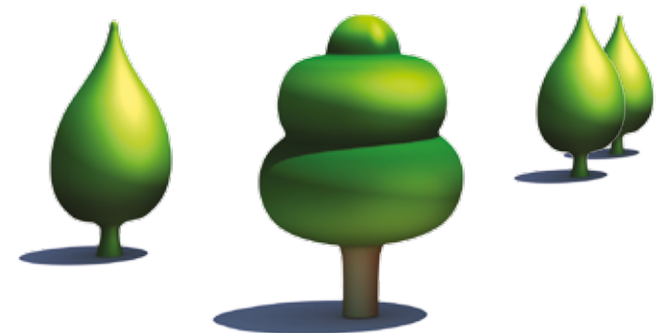
Discount for showman's vehicles

Showman's vehicles are eligible for a 100% discount from the LEZ daily charge if:

- They are registered to a person following the business of a travelling showman **and** have been modified or specially constructed.

For further information, go to tfl.gov.uk/lezlondon

If your vehicle meets the above criteria, you'll need to register with TfL to qualify for the discount. This applies to both GB and non-GB vehicles. Find out more on page 23.





What is a Penalty Charge Notice?

We may issue you with a penalty charge notice if:

- You drive within the LEZ in a vehicle that doesn't meet the LEZ emissions standards, and don't pay the daily charge by midnight the next working day.
- You are driving a vehicle that needs to be registered with TfL and haven't done so (see page 23).
- You give the wrong number plate or date of travel when paying the charge.

The amount of the penalty charge notice depends on the type of vehicle you're driving and how soon you can pay it. You may receive separate penalty charge notices for each charging day that you drive within the LEZ (remember that the charging day runs from midnight to midnight). Penalty charge notices are issued to non-GB registered vehicles through our dedicated debt recovery agency.

You can pay a penalty charge online at tfl.gov.uk/lezlondon by calling 0845 607 0009 or by post.

Vehicle	Weight	Penalty charge	If paid within 14 days
Larger vans; 4x4 light utility vehicles; Motorised horseboxes; Pickups	Between 1.205 tonnes unladen and 3.5 tonnes gross vehicle weight	£500	£250
Ambulances; Motorcaravans	2.5 – 3.5 tonnes gross vehicle weight		
Minibuses (more than 8 passenger seats)	5 tonnes or less gross vehicle weight		
Lorries; Breakdown and recovery vehicles; Concrete mixers; Fire engines; Gritters; Motorcaravans; Motorised horseboxes; Refuse collection vehicles; Removals lorries; Road sweepers; Snow ploughs; Tippers	More than 3.5 tonnes gross vehicle weight	£1,000	£500
Buses; Coaches (more than 8 passenger seats)	More than 5 tonnes gross vehicle weight		

Can I challenge a penalty charge notice?

Yes, by following the representations and appeals process. You'll receive full details of this with your penalty charge notice. If your initial representation is rejected, you can also make an appeal to the Parking and Traffic Appeals Service (PATAS), which is completely independent. If you believe a penalty charge notice is incorrect, please let TfL know immediately.

What if I don't pay it?

If you don't pay your penalty charge notice or make a representation within 28 calendar days, it'll increase to £1,500 or £750 (depending on vehicle size). After that the debt may be passed on to a bailiff agency, which could increase it further.

Recovery of unpaid penalties to non-GB registered vehicles is undertaken by a dedicated European debt recovery agency. For full details of the enforcement process, go to tfl.gov.uk/lezlondon





Preparing for the 2012 Games

The London 2012 Olympic and Paralympic Games will present both opportunities and could also present challenges for your business. Research from Visa suggests the UK economy will benefit from a £750m increase in consumer spending during the Games. Many business sectors are anticipating a large increase in demand next summer, while local traffic management changes during the Games could severely affect the way you make and receive deliveries. Start planning now to avoid areas of potential traffic disruption and temporary parking or loading restrictions. Make sure your operation is well placed to take advantage of the commercial opportunities, by planning ahead and working with both your customers and suppliers to adapt the logistics side of your operation.

The aspects of your business that need consideration will depend on your specific circumstances. Detailed advice is available from tfl.gov.uk/2012 but some things to consider include:

Temporary road changes

There will be temporary changes to the road network to help the Games run smoothly and keep London moving. Visit tfl.gov.uk/2012 to find out how you may be affected and download postcode data detailing where changes to the network will be made.

Resourcing

Plan ahead to ensure you have the resources you need in place. Speak to your customers about their plans and identify staff and vehicle requirements based on forecast demand. Consider reserving any hire vehicles that you might need and bring forward routine fleet maintenance.

Avoiding disruption

The most effective solutions for your business will depend on your specific circumstances but options include:

- Encouraging customers to pre-order stock
- Consolidating deliveries
- Postponing non essential deliveries
- Delivering to a different location
- Completing deliveries out of normal working hours

Overcoming operating restrictions

TfL has worked with the business community and London boroughs to identify best practice for out-of-hours activity. Visit tfl.gov.uk/2012 to find out more. If your operation is subject to particular operator licence conditions that may limit your options for making out-of-hours deliveries, you could apply to the Traffic Commissioners for these conditions to be relaxed during the Games. More details from the Traffic Commissioners are available from www.dft.gov.uk/publications/traffic-commissioners-olympic-planning

Restrictions around Games venues

Stringent security measures and other local traffic management changes around Games venues will affect access for deliveries next summer.

Visit tfl.gov.uk/2012 for more detail. This information will be regularly updated in the lead up to the Games so please check the website regularly for the latest information and advice.