



A guide to the Ultra Low Emission Zone operating across all London boroughs



CLEANEAIR
FOR LONDON



MAYOR OF LONDON



**TRANSPORT
FOR LONDON**
EVERY JOURNEY MATTERS

Contents

- 3 About the Ultra Low Emission Zone**
- 3 When does the ULEZ operate?
- 3 How will I know that I'm in the ULEZ?
- 4 Map showing where the ULEZ operates

- 5 Who is affected?**

- 5 Discounts and exemptions**
- 5 Disabled Londoners
- 5 Other vehicle types
- 5 NHS patient reimbursement
- 5 Business and charities short-term grace period

- 6 What is the charge?**
- 6 How do I pay the charge?

- 7 What are my options?**
- 7 Scrappage scheme and retrofit options
- 7 ULEZ support offers
- 8 Public transport
- 8 Walking and cycling

The ULEZ has expanded to help clear London's air and improve health

About the Ultra Low Emission Zone

The Ultra Low Emission Zone (ULEZ) expanded on 29 August 2023 and now operates across all London boroughs to help clear London's air.

The ULEZ has helped to reduce harmful nitrogen dioxide pollution by 46% in central London and 21% in inner London previously. This is based on the calculated difference with a no-ULEZ scenario. See report: [The Inner London ULEZ expansion 1 year report](#).

The ULEZ will help give five million people in outer London cleaner air to breathe.

The M25 is not included and provides a route around the zone for vehicles that don't meet the emissions standards, even where the M25 crosses the Greater London Area boundary.

Across London, 95% of vehicles overall seen driving in London on an average day now comply* with the ULEZ emissions standards. To check if your vehicle meets the emissions standards, visit tfl.gov.uk/check-your-vehicle

When does the ULEZ operate?

The ULEZ operates 24 hours a day, every day of the year, including weekends, public and bank holidays, excluding Christmas Day.

*Compliance estimates are based on average daily levels for December 2023. For more information visit [ULEZ Online Fact Sheet](#) (tfl.gov.uk)

How will I know that I'm in the ULEZ?

The zone is in operation across all London boroughs and the City of London, up to the existing Low Emission Zone (LEZ) boundary and is clearly signposted.

Signs include both ULEZ and LEZ as these zones cover the same area.

The LEZ covers lorries, vans or specialist heavy vehicles (all over 3.5 tonnes) and buses, minibuses and coaches (all over 5 tonnes).

Signs provide advance warning that you are approaching the ULEZ, allowing you to divert away from the zone if you prefer to.

There are road signs in place at entry points along the boundary as well as reminder signs within the zone and advance signage for those approaching the boundary. There are no barriers or toll booths. Cameras will read your number plate as you drive within the zone and check it against our database. This will let us know whether your vehicle meets the emissions standards, and if it does not, whether you have paid the daily charge.



Map showing the Ultra Low Emission Zone from 29 August 2023



The easiest way to check is to use our simple vehicle checker, visit tfl.gov.uk/check-your-vehicle

Who is affected?

Cars, motorcycles, vans and other specialist vehicles such as motorised horseboxes and pickups (up to and including 3.5 tonnes) and minibuses (up to and including 5 tonnes), whether petrol or diesel, need to meet the ULEZ emissions standards or a daily charge will need to be paid.

ULEZ standards are based on Euro emissions standards that set limits for vehicle exhaust emissions.

Generally all new diesel vehicles sold from September 2016 and all new petrol vehicles sold from January 2006 meet the emissions standards. To check your vehicle, visit tfl.gov.uk/check-your-vehicle

Drivers of lorries, vans or specialist heavy vehicles (all over 3.5 tonnes) and buses, minibuses and coaches (all over 5 tonnes) do not need to pay the ULEZ charge. They will need to pay the LEZ charge if their vehicles do not meet the LEZ emissions standards.

Discounts and exemptions Disabled Londoners

Whether you are a London resident or not, grace periods (temporary exemptions) from the ULEZ daily charge until 24 October 2027 are available for vehicles registered with a 'disabled' or 'disabled passenger vehicle' tax class, eligible wheelchair accessible vehicles and people receiving certain disability benefits. For more information, visit tfl.gov.uk/ulez-discounts-and-exemptions

Other vehicle types

There are other drivers and vehicle types that are exempt from the ULEZ or entitled to discounts, such as historic tax class vehicles.

Many not-for-profit organisations that operate minibuses used for community transport can also register for a temporary 100% discount from the ULEZ daily charge until 26 October 2025.

NHS patient reimbursement

NHS patients may be eligible to claim a reimbursement for journeys to and from the hospital if clinically assessed as too ill to travel on public transport. Your hospital will tell you if you are eligible. Find out more at tfl.gov.uk/nhs-reimbursement

Business and charities short-term grace period

A short-term grace period from the ULEZ charge is available for eligible businesses and charities that are awaiting delivery of a new van or minibus or awaiting a non-compliant van or minibus to be retrofitted. Eligible organisations have until 29 May 2024 to apply, as long as their vehicle or retrofit has been ordered before 29 November 2023. Successful applicants won't need to pay the ULEZ daily charge for their non-compliant vehicle from the date the application is accepted until the date they have told us their new vehicle is being delivered, or their non-compliant vehicle is being retrofitted, (up to 29 May 2024 – whichever date is earliest).

For more information including full details of eligibility criteria, visit tfl.gov.uk/ulez-discounts-and-exemptions

What is the charge?

Across both inner and outer London, 95% of vehicles overall seen driving in London on an average day now comply with the ULEZ emissions standards.

If you drive a vehicle that does not meet the ULEZ emissions standards, you could face a daily charge of £12.50 when driving within the zone. If your vehicle remains parked throughout the day, you do not need to pay the ULEZ charge. However, even if you make a short trip, you will need to pay the daily charge.

Charging days run from midnight to midnight. So, if you drive within the ULEZ area across two days, for example, before midnight and after midnight, you will need to pay two daily charges.

Any money received from the scheme is reinvested into running and improving London's transport network, such as contributing to the Superloop, made up of express bus routes to help connect more people in outer London.

Sign up for
Auto Pay, the
easiest way
to pay, at
[tfl.gov.uk/
auto-pay](https://tfl.gov.uk/auto-pay)

The screenshot shows the 'Pay to drive' app interface. At the top, the time is 09:37 and the title is 'Pay to drive' with a 'Cancel' button. Below the title, there is a section 'Select date and charges'. A calendar view shows the days from Sunday to Wednesday, with the 18th of the month highlighted as 'Today'. Below the calendar, there are two charge options: 'Daily Congestion Charge' which is checked and priced at £15.00 (with a note '07:00-18:00 Mon-Fri'), and 'Daily ULEZ Charge' which is unchecked and marked as 'compliant' (with a note '24hrs, 7 days a week'). At the bottom right, the total amount is displayed as 'Total £15.00'.

How do I pay the charge?

The simplest way to pay the ULEZ daily charge is by signing up for Auto Pay, at tfl.gov.uk/auto-pay

You can either register a debit or credit card to your account or set up a direct debit mandate. The system will automatically check whether you need to pay the ULEZ daily charge (and/or the Congestion Charge) and will automatically bill your registered payment method each month.

It is free to register, and it means you will never forget to pay the charge or risk a fine for vehicles registered on your Auto Pay service.

You can also download the official TfL Pay to Drive in London app, which is available as a free download from the Apple App Store and Google Play Store.



You can also pay by phone on 0343 222 2222. Service and network charges may apply. For details, see tfl.gov.uk/terms

Visit tfl.gov.uk/ulez-payments for more information and other payment options.

If paying online, only use TfL's official website to avoid paying more than you need to.

If you drive within the zone, you'll have to pay by midnight on the third day following the journey, or you can pay up to 90 days in advance of your journey.

What are my options?

We would prefer people to use a vehicle that meets the emissions standards if they need to drive rather than pay the daily charge or, where possible, use public transport, walk or cycle.

If you choose to replace your vehicle for one that meets the emissions standards, you do not need to buy a brand new or electric vehicle. Generally all new diesel vehicles sold from September 2016 and all new petrol vehicles sold from January 2006 meet the emissions standards. Check the vehicle registration using our vehicle checker before you purchase.

Scrappage scheme and retrofit options

If you're one of the few whose vehicle does not meet the emissions standards, support is available through the Mayor of London and TfL's scrappage scheme.

Every London resident with a vehicle that does not meet the emissions standards can apply.

You can get:

- £2,000 to scrap a car
- £1,000 to scrap a motorcycle
- Alternatively, you can choose up to £1,600 plus one or two TfL Annual Bus and Tram Passes, with a higher total value than the grant payment alone
- £10,000 to scrap a wheelchair accessible vehicle

- £6,000 to retrofit (alter the vehicle's engine to reduce emissions) a wheelchair accessible van

London-based small businesses with under 50 employees, sole traders and registered charities can apply to scrap up to three vans or minibuses.

Eligible businesses and charities can get:

- £6,000 to retrofit a van or minibus
- £7,000 to scrap a van
- £9,000 to scrap a minibus
- £9,500 - £11,500 to scrap a van or minibus and replace with an electric vehicle

The scheme has limited funds and operates on a first come, first served basis. For full details and eligibility, visit tfl.gov.uk/scrappage-scheme

ULEZ support offers

Several organisations are providing a range of great deals that can help you to save money and use greener, cleaner forms of transport. London residents can get offers on car clubs, car and van rentals and vehicle leasing, as well as discounts on bike and e-bike hire, subscription, or purchase.

Successful scrappage scheme applicants can also unlock additional exclusive offers.

To find out more, visit tfl.gov.uk/ulez-support-offers

The Mayor of London, Sadiq Khan, is providing financial assistance to help take the most highly polluting vehicles off the road, visit tfl.gov.uk/scrappage-scheme

To find out more about ULEZ support offers, visit tfl.gov.uk/ulez-support-offers



Download TfL Go to your iOS or Android devices to plan your journey and check live arrival times

Public transport

Choosing the bus, Tube, Elizabeth line, tram, DLR and London Overground is good value for money and a more sustainable way to travel all over London. Travel off-peak for the best value fare, visit tfl.gov.uk/fares to check the cost of your journey before you travel.

We are giving Londoners better access to their local area through our bus network. The Superloop, made up of express bus routes, will help connect more people in outer London to town centres, hospitals, schools and transport hubs. All TfL buses are low or zero emission (at the tailpipe).

Travel confidently around London with maps and live travel updates on our official travel app, TfL Go.

TfL Go can also help you to make step-free journeys and look up station facilities and it's able to show you when lines, stations and lifts are closed or affected by disruptions.

As well as the fastest public transport routes, the app offers alternative routes to give you more travel options and provides walking and cycling routes to consider for all or part of your journey.

Walking and cycling

People who walk or cycle 20 minutes a day as part of their regular journeys benefit from improved mental and physical wellbeing. For a map of cycleway routes and other information about cycling visit tfl.gov.uk/cycling

Free cycle training is available for all abilities, whether you're new to cycling or just want to brush up on your skills. You can learn online, one-to-one or in a group with an instructor in your borough (subject to funding and availability). To book your free cycle training course visit tfl.gov.uk/cycle-skills





tfl.gov.uk/check-your-vehicle



24 hour travel information
0343 222 1234*



Sign up for email updates
tfl.gov.uk/emailupdates



tfl.gov.uk/socialmedia

*Service and network charges may apply.
See tfl.gov.uk/terms for details.

ULEZ leaflet February 2024
version 6