

2024 ROAD CHARGE COLLECTION PILOT FAQs

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ENROLLMENT

How do I participate in the California Road Charge Collection Pilot?

Here are the steps to participate in the Pilot:

1. Sign Up | May - June 2024

- Express interest by answering the questions on the Pilot [sign-up page](#)

2. Get Selected | July 2024

- We will select participants from throughout California
- If you receive an invitation, officially enroll in the Pilot using the link provided in the email

3. Drive and Pay | August 2024 - January 2025

- Drive as you normally do
- Pay your Road Charge monthly through your Pilot Account using a credit or debit card
- Gas taxes may be refunded at the end of the Pilot
- Electric vehicles may receive partial refund of the Road Improvement Fee (registration fee)

4. Give Feedback through Two Surveys

- Complete the Initial Participant Survey
- Complete the Final Participant Survey

5. Get \$400

- Complete all required activities throughout the Pilot to earn up to \$400 in gift cards
- Up to \$100 in gift cards will be sent in September 2024, and up to \$300 in gift cards will be sent in February 2025

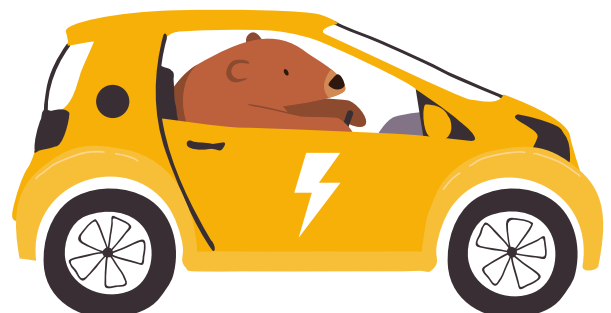
What are the requirements to participate in the California Road Charge Collection Pilot?

All participants enrolling in this Pilot must:

- Be a California resident
- Be age 18 or older
- Drive a non-commercial passenger vehicle
- Have access to the internet and browser or to a smartphone with internet access
- Have a valid email address, phone number, and physical address
- Have a valid credit or debit card
- Agree to report mileage based on their selected method and pay the Road Charge monthly during the six-month pilot period

What types of vehicles are eligible for the California Road Charge Collection Pilot?

Only light-duty passenger vehicles are eligible for the Pilot. This includes electric and hybrid vehicles. Motorcycles, commercial vehicles, and all-terrain vehicles (ATVs) do not qualify for participation in the Pilot.





MILEAGE REPORTING OPTIONS

What mileage reporting options are available if I sign up for the Pilot?

1. **Plug-in Device (with GPS data)** - A device will be shipped to your home with instructions on how to plug it into your vehicle's OBD-II port, typically located under the steering wheel. If you choose to use GPS location data, then this option will report any miles driven out of state, on private roads, or on tribal roads. Such miles will not be charged towards your monthly Road Charge. If you do not choose GPS location data, then all miles will be charged as California public roads.
2. **Vehicle Telematics** - This option is available for newer vehicles that have a connected vehicle account through the auto manufacturer. If you don't currently have an account on your vehicle, you may be able to contact the brand and activate their service. GPS location data may not be available with this option and all miles driven will be charged as California public roads.
3. **Odometer Entry** - Participants who choose this option will upload a photo of the vehicle odometer once a month. All miles driven are charged as California public roads.

How do I know if my vehicle has an OBD-II port?

All vehicles sold in the U.S. after 1996 have an OBD-II port, except for some newer, fully electric vehicles. Some vehicles sold in 1994 and 1995 may also have the port. The port is typically located under the dashboard near the steering wheel column.

How do I install a Plug-in Device in my vehicle?

Plug-in Devices and installation instructions are shipped directly to you. Once you receive the Plug-in Device, complete the following instructions:

1. For GPS-enabled devices, make sure the vehicle is parked outside and that there is a clear view of the sky to ensure proper GPS location and/or cell coverage.
2. Make sure the ignition is OFF.
3. Locate the OBD-II port. It is typically under the dashboard, below the steering wheel column.
4. Plug in the device firmly. The device will begin flashing to indicate its connection with the vehicle and GPS location fix. Allow a full two minutes for the device initialization to complete.
5. Turn ON the ignition for 30 seconds.

Your Plug-in Device is now installed!



Can I use my Plug-In Device in other vehicles?

No. Once you install the device into the vehicle listed on your Pilot Account, it is paired to that specific vehicle.





What should I do if I selected Vehicle Telematics, but I am not able to activate it on my vehicle?

A paid subscription to your vehicle auto manufacturer may be required to access their Vehicle Telematics system (such as GM OnStar, Ford SYNC, Tesla, BMW, Hyundai, and others). During enrollment you will be diverted back to the mileage reporting option screen to choose a different method if you are not able to connect to your vehicle's auto maker account.

Who do I contact if I need help with my mileage reporting option?

Please contact a Pilot representative at support@ruc-caltrans.drive-tu.com or 916-619-6283. Please note that a Plug-In Device is working correctly if plugged in and blinking green.

Use the road charge rate calculator to get estimates for your vehicle. [Try the road charge rate calculator now.](#)

The state does not want participants to pay twice for transportation funding, so as road charges are paid there will be a gas tax credit for the amount of gas used during the Pilot. Electric vehicles will receive a partial credit of the Road Improvement Fee (annual registration fee). A refund check for the tax credits will be mailed to each participant at the end of the Pilot

Participants can also earn up to \$400 in gift cards for completing Pilot activities.

Will the per-mile Road Charge apply if I lend someone my car?

Yes, your mileage reporting option is linked to your specific vehicle that you enrolled in the California Road Charge Collection Pilot. You should not switch the plug-in device to another vehicle or unplug it when someone else is using your vehicle. Similarly, you should not take a picture of the odometer from another vehicle and submit it to your Pilot Account for mileage reporting.

PAYING YOUR ROAD CHARGE

Do I need to pay my Road Charge each month? How?

Yes, you will be billed for road charges each month based on the miles you drive. Your Transurban Pilot Account will show the amount due and accept your payment using a credit card or debit card. The SB 339 legislation requires that participants are randomly assigned to two rate groups, either:

- Fixed rate per mile - all participants in this group will pay the same per-mile rate
- Individualized rate per mile - all participants in this group will pay a per-mile rate that is based on their vehicle's miles per gallon fuel economy (combined EPA rating)





YOUR TRANSURBAN PILOT ACCOUNT

How do I access my Pilot account online?

Simply go to the Transurban site at <https://www.ruc-caltrans.drive-tu.com/signin> and log in with the credentials you created when you enrolled in the Pilot. If you are having issues accessing your account, please contact customer support at support@ruc-caltrans.drive-tu.com or 916-619-6283.

What if I forgot my login information or password?

If you forgot your password, you can go to your login page, at <https://www.ruc-caltrans.drive-tu.com/signin> and select the "Forgot Password?" link. You will need access to the email address on your account and will be sent instructions on how to reset your password.

If you forgot the email address on the account as well as your password, please contact customer support at support@ruc-caltrans.drive-tu.com or 916-619-6283. A Pilot representative will be able to verify your identity and get you logged in.

What is my Pilot Account?

Once logged into your Pilot Account, you will be able to view the following tabs:

- **Dashboard** - Overview of your miles driven, road charges billed, and credits for fuel taxes. The current Amount Due can be paid from the dashboard
- **My Info** - View and update personal information (name, address, phone number)
- **Vehicles** - View vehicles enrolled in the Pilot

- **Reporting Device** - Only shown for participant that have selected an OBD-II Plug-In device as their reporting option. Tab will show device serial number and if it is a device with or without GPS
- **Trips** - Participants using a Plug-in Device with GPS can view trips taken since the start of the pilot



- **Connections** - Shows connection to the telematics vehicle account and is only shown for participants that have enrolled with Vehicle Telematics as their reporting option.
- **Create Mileage Report** - This mileage tab is used to enter a monthly odometer reading and upload a picture of the odometer. The tab is only shown for participants that have selected the Odometer Entry mileage reporting option
- **Billing Info** - Used to make monthly payment. A credit card can be saved to the account but will not be used to automatically pay road charges. Participants must view and pay each statement monthly
- **Statements** - Download all monthly statements from this tab
- **Inquiries** - View all open and closed Inquiries that have been sent through the Support tab
- **Support** - Send a new inquiry to customer service





What is on my monthly statement?

On your Road Charge statement you will find multiple sections with helpful information:

- **Vehicle Mileage Details:** Shows a breakdown of miles reported during this statement period. The California public road miles are charged at the per-mile rate to determine the Road Charges that you owe. Private roads and out-of-state miles are not charged for participants using a Plug-in Device with GPS. All other participants using mileage reporting options without GPS will be charged for all miles they drive. Gallons of fuel used are estimated from the MPG rating of your vehicle and a fuel tax credit is calculated. For electric vehicles, a partial credit of the Road Improvement Fee is shown.
- **Bill at a Glance:** Shows you the previous balance and payment you made towards your Road Charge, the current balance owed, and the due date.
- **Credits at a Glance:** Shows previous statement credits, current statement credits, and the total credits to be refunded at the end of the six-month Pilot.
- **Payment History:** Shows the dates each payment was made for each month, the amount of the payment, and the fuel tax credit earned for the month.

What happens if I want to change my vehicle?

Please contact customer support at support@ruc-caltrans.drive-tu.com or submit a help desk ticket through your Pilot Account. A Transurban representative will be happy to assist you.

Can I transfer my Pilot account to someone else?

Pilot Accounts cannot be transferred.

PRIVACY

Will the government be able to see my driving location?

All personal identifying data is destroyed shortly after the completion of the Pilot. If the Plug-In Device with GPS option is chosen to report miles, then precise location will be used by Transurban to collect road charges only on California public roads. Transurban will not report a participant's individual trip routes to any state representative at any time. Precise location is ignored if the Plug-In Device without GPS option is chosen. Location is not known if the Vehicle Telematics or Odometer Entry options are used to report miles.

Will my name and address be shared with others?

Your name, address, or other personally identifiable information will not be shared outside of the Pilot team or disclosed without the participant's express permission. Please refer to the Privacy Policy for the 2024 Road Charge Collection Pilot.





Is my data secure with Transurban?

Yes. Transurban maintains all necessary security compliance protocols to protect personal identification information and financial transactions. Data is encrypted, stored on secure servers, and destroyed at the conclusion of the Pilot per the Participation Agreement for the 2024 Road Charge Collection Pilot.



INCENTIVES & REFUNDS

How do I earn the \$400?

You can earn up to \$400 in gift cards by completing these specific Pilot activities:

- \$50 Enroll in Pilot
- \$50 Complete First Survey
- \$180 Pay Road Charges (\$30 per month for six months)
- \$100 Complete Second Survey
- \$20 Closeout Pilot Account

Gift cards will be distributed twice: up to \$100 in September 2024, and up to \$300 in February 2025. Multiple gift card amounts can be selected with many popular businesses and brands to choose from.

Please note: Elected California officials, and employees of the California State Transportation Agency or any of its agencies or departments, are not eligible to earn up to \$400 in gift cards for participating in the Pilot.

What are the tax credit refunds?

During the Pilot, you will be billed and pay for your Road Charge each month. The state does not want participants to be double taxed so there will be a credit for the tax on the gas used during the Pilot. Gas tax credits will be calculated on each road charge statement.

Electric vehicles do not pay gas taxes but do pay an annual registration fee for road maintenance called the Road Improvement Fee. A partial fee credit will be calculated on each road charge statement.

Transurban will mail a refund check for the total credit amount to each participant at the end of the Pilot.

DEACTIVATION

How do I return my Plug-In Device once the Pilot is over?

If you chose to receive a Plug-in Device as your preferred mileage reporting option, you will receive instructions and a prepaid label to return the device in February 2025.

If you have any questions about the return process, email support@ruc-caltrans.drive-tu.com or call 916-619-6283.

What happens if I need to drop out of the Pilot before it ends?

Please contact a Pilot representative at support@ruc-caltrans.drive-tu.com or call 916-619-6283 and they will walk you through the steps of deactivating your account early. Please note that you may not be able to receive the full \$400 incentive if you drop out of the Pilot early.

