

# Answers to your questions about the Clean Air Zone early notice letter

From 31 October 2022, letters are being sent to owners of non-compliant vehicles that have recently travelled through the Bristol Clean Air Zone. The Clean Air Zone launches on 28 November 2022.

If you get this letter, you **do not** have to pay anything now. It is not a Penalty Charge Notice. The letter is a reminder that if you drive your non-compliant vehicle in the Clean Air Zone from 28 November 2022, you may be charged.

## Why owners of non-compliant vehicles are being written to

Owner of non-compliant vehicles are being written to, to remind them about the Clean Air Zone and charges you may need to pay if you travel in it from 28 November 2022.

You **do not** need to pay anything now. The letter is for information only.

[View a map of the Bristol Clean Air Zone.](#)

## Who has been written to

We collected data about all non-compliant vehicles that entered the Clean Air Zone over a 3 week period in September 2022. We removed any duplicate entries, such as vehicles who entered the Zone more than once during the 3 week period. Letters have gone out to these people.

We did not record specific times, dates or locations of each vehicle that travelled in the Zone over the 3 week period.

## If you've bought a second-hand vehicle recently

If you bought a second-hand vehicle in October 2022, you may receive a letter. A previous registered owner of the vehicle may have travelled in the Bristol Clean Air Zone during the 3 week period.

You do not need to do or pay anything now, but if you travel in the Clean Air Zone from 28 November 2022, you may be charged.

## Temporary exemptions

### If you've got a temporary exemption

We collected data on non-compliant vehicles entering the Clean Air Zone before we opened applications for temporary exemptions. If you've had an email confirming that your temporary exemption application has been approved, ignore the letter.

### If you've applied for a temporary exemption

We collected data on non-compliant vehicles entering the Clean Air Zone before we opened applications for temporary exemptions. If your application is approved we'll email you to tell you, and you'll be exempt from Clean Air Zone charges.

### If you think you're eligible for a temporary exemption

If you got a letter and think you might be eligible for a temporary exemption, visit [Clean Air Zone Exemptions](#) to find out more and apply.

## If you weren't in Bristol during the 3 week period we collected data

It's possible that the Automatic Number Plate Recognition (ANPR) cameras set up to monitor traffic in the Clean Air Zone misread your registration number. If you weren't in Bristol in September, ignore the letter.

## If you don't live in Bristol

We collected data on non-compliant vehicles entering the Bristol Clean Air Zone during a 3 week period in September 2022. You may have visited Bristol during this time.

From 28 November 2022, anyone driving a non-compliant vehicle in the Zone will have to pay a charge, whether you live in Bristol or not. Check if your vehicle will be charged in Bristol Clean Air Zone at [Drive in a clean air zone](#) on gov.uk.

## If your vehicle is compliant

You've received the letter because according to the DVLA's data, your vehicles does not meet the Euro 4 (petrol) or Euro 6 (diesel) emissions standards for nitrogen dioxide emissions.

If you think this is a mistake, call the DVLA on 0300 029 8888.

Check if your vehicle will be charged for travelling in the Bristol Clean Air Zone at [Drive in a clean air zone](#) on gov.uk.

## If you've received a letter on behalf of an employee who drove into Bristol using a company vehicle

You do not need to do or pay anything now. The letter is a reminder of charges you may need to pay if your employees travel using a company vehicle in the Bristol Clean Air Zone from 28 November 2022.

Business owners can sign up to the Business Accounts Feature, to set up a Bristol-specific account to help manage payment for multiple vehicles entering and exiting the Zone. Visit [Drive in a clean air zone](#) on gov.uk.

## Contact

If you have questions or need more information, email [CAZSupport@bristol.gov.uk](mailto:CAZSupport@bristol.gov.uk)