

Report

Report of the meeting for EETS providers regarding the RDW Heavy Goods Vehicle Charge Scheme.

Meeting Date
15 June 2023

Meeting location
Van der Valk Schiphol

Date report
8 July 2023

Drafted by
RDW

Appendix
Slides of presentation EETS Domain Statement
Heavy Goods Vehicle Charge

On June 15, 2023, RDW hosted a meeting regarding the EETS Domain Statement (EDS) for the Heavy Goods Vehicle Charge (HGVC). The purpose of this meeting is to maintain a timely dialogue with potential EETS providers and their business partners and to be transparent in what the RDW is doing in the context of the EDS HGVC. The RDW wishes to continuously involve and inform interested parties about content and process around the implementation of HGVC in the Netherlands and the set up of the tolling system.

During the meeting on June 15 last, the legal, technical and financial components of the EDS were substantiated in more detail as they are currently envisioned, in addition to an update on the status of the program and planning as a whole. Questions raised in the previous meetings were also addressed in depth. Below are questions raised by attendees on June 15 following the presentation by RDW and the subsequent dialogue.

Introduction

The information day intended to inform (E)ETS-providers about the status of the EETS Domain Statement (EDS) and to engage in dialogue.

The presentations held during the information day are published on TenderNed afterwards in Dutch and in English. It is still possible to submit questions at algemenezakenTOL@rdw.nl.

The information day, the presentations and the answers to the questions, as well as this report are, purely informative and not binding. They serve only the purpose of informing and jointly exploring the current vision for HGVC.

Program

Indicative timetable for the Heavy Goods Vehicle Charge – dialogue with and for EETS-providers around EETS-domain statement	
Door open	09:30 – 10:00
<i>Plenary start program</i>	
Start program: welcome	10:00 – 10:10
EDS: whats new, planning and more	10:10 – 10:30

Legal specifics of EDS	10:30 – 11:15
<i>Two parallel break outs (participants-group splits up)</i>	
Finance: remuneration and performance regime	11:15 – 13:00
Technical: accreditation-procedure, requirements, KPIs and messages	11:15 – 13:00
<i>Plenary closing</i>	
Wrap-up, Q and A and follow-up	13:00 – 13:15
Lunch	13:15 – 14:00

Q: Communication to the market was a topic at the March 15 meeting on Temporary Tolling (TTH), but that topic is not on the agenda at this HGVC meeting today. Why not?

A: Communication is not on the agenda at this meeting because other topics are the focus this morning. This afternoon at TTH, however, the topic of communication was on the agenda. It is not that communication does not receive attention in the context of HGVC, on the contrary: at RDW and the Ministry of Infrastructure and Water Management (IenW) a communication team is setting up a communication strategy for both TTH and HGVC. In addition, there have been active discussions with industry representatives such as Transport and Logistics Netherlands (TLN) for some time in this regard.

Legal

Q: I get the impression that EETS providers can discount tolls towards their customers. What is the legal status of that?

A: EETS providers can offer additional services and they can give discounts on those services. EETS parties may not discount on the HGVC or give the appearance of giving a discount.

Q: Is it correct that EETS providers only interact with the toll charger and not, for example, with the main service provider?

A: Yes, that is correct; EETS providers enter into an EETS agreement with the toll provider, subject to the EDS. The main service provider is not involved in the contractual relationship between the toll charger and EETS providers.

Q: Do the aforementioned legal topics impact costs for EETS providers?

A: Where efforts are anticipated by the EETS provider, this has been included in the ("cost-plus") justification for the EETS remuneration.

Q: If changes are made to the system, is there prior communication about them?

A: Yes, changes are made on the basis of a predefined procedure, which is contained in the EDS, so that all stakeholders can anticipate changes to the system in a timely manner.

Q: Will there be a change board in place where changes are discussed?

A: The exact way from a contract management point of view in which the toll charger will structure the discussions with EETS providers in and around the EDS has yet to be shaped. It is indeed foreseen that, in addition to bilateral contract discussions, there will be frequent multilateral discussions in which changes may be addressed.

Q: Is the Dutch version of the EDS leading and is Dutch law applicable?

A: Yes to both questions.

Technical

Introduction

Q: Regarding the pilot, is there a limited number of on-board units/trucks that will be tested?

A: No, there are no restrictions. There is no need to limit the number of vehicles because holders do not pay toll during this phase.

Q: Will the pilot be part of the accreditation phase?

A: At this time, it is not anticipated that the pilot will be mandatory as part of the accreditation process. The pilot offers EETS providers an opportunity to test their systems with respect to the toll charger's KPIs. The pilot can take place upon receipt of proof of accreditation and, with the current knowledge, will only be applicable before go-live.

Q: For the pilot, then, all portals must be ready for observation on the toll charger's side. So what timing are we talking about in terms of delivery?

A: We will have everything ready for enforcement to support a pilot. Not all portals are needed for the pilot.

Q: Is testing of the toll charger's systems included in the pilot?

A: The pilot does not involve testing of the toll chargers systems, but as stated, it allows EETS providers to test their systems with respect to the toll charger's KPIs and test the interaction between the toll charger's systems and the system of the EETS providers.

Q: I see in the presentation that map matching should be done by the EETS providers. Is that correct? And is there any chance of this changing?

A: Indeed, map matching is decentralized and has to be done by the EETS providers. At this moment there is no change foreseen.

Q: Is it correct that the toll charger does not require working with designated mapmatching companies?

A: That is correct. It is up to the EETS providers with whom they cooperate to perform the mapmatching.

Q: What is the status of implementation of differentiation of the rate by CO2 emissions?

What changes are planned here?

A: The amended Eurovignette Directive (Directive (EU) 2022/362)¹ and the obligation to differentiate infrastructure charge for heavy-goods vehicles by CO2 emission class must be implemented in Dutch legislation before the operational start of HGVC. At the moment the method of implementation is not yet known but you should be able to incorporate more parameters for the purpose of vehicle classification in due course.

Q: Do you recommend that we introduce CO2 parameters already? Also in connection with the Eurovignette directive?

A: differentiation by CO2 emission class will be introduced, so our advice is to follow the political process and be prepared for the introduction.

¹ Available through <https://eur-lex.europa.eu/legal-content/NL/ALL/?uri=CELEX%3A32022L0362>.



Report

Q: Does the toll charger provide test data for back office testing?

A: The EETS providers receive all scenarios from the toll charger (white list etc). This is agnostic data, coordinated between the toll charger and the EETS providers.

Q: Do you plan to use general test scenarios as in Germany?

A: We have evaluated the test scenarios of the German system. Not all test scenarios are applicable here. For example, there will be border changes. We develop the scenarios and drive the route with the on-board units of the EETS providers, and the EETS providers have to ensure a correct result.

Interface

Q: Before signing the NDA, is it possible to share what is planned to be used as a GDF? (Context to this question: this question was preceded by a question from RDW in the presentation. It concerns whether EETS providers have a preference for the format in which the road sections are delivered to EETS providers: via the analytical method or via GDF.)

A: We will look into this.

Q: Regarding the process: timestamp start, trip, timestamp end, price; is this data delivered per road section?

A: That's right. When entering and exiting a road section. For enforcement purposes, more information may be needed, which is then additionally requested via sampling or a request for an extended toll report.

Q: Regarding toll reporting, are all road sections from one trip required?

A: Yes, all road sections are required, in case there is enforcement.

Q: Should there also be evidence of passing through road sections not subject to toll?

A: Yes. Pursuant to the HGVC Act, on-board equipment must be switched on at all times, including on non-charged road sections (road sections not designated under HGVC law). That proof may be requested.

Q: Are such non-charged road sections defined with a zero tariff in the toll context data?

A: That depends on the format chosen, either through the analytical model or through GDF. GDF will likely include only the charged road network and not the non-charged road sections. This will be further investigated and substantiated.

Q: If we take the scenario of start and go and the driver takes a break of for example 30 hours. Does the toll charger consider this as one trip?

A: If you have an overnight stay at a stop that is part of the chargeable road network, this counts as one trip despite the 30-hour break. The trip begins when you enter the chargeable road network and ends when you leave the chargeable road network.

Q: With respect to the non-charged road sections, it is very difficult to determine a starting and ending point without context data.

A: If we want the EETS providers to provide us with data on the non-charged road sections, then we need to think about determining the toll context data for that. The principle is that we want to know if a vehicle passed a particular non-charged road section at a particular time. The EETS providers' system

should be able to provide us with this information. The exact form of this will be explored in more detail in the coming period.

Q: Is it a static rate? In other words, don't you expect the system to change so that on-board equipment will be able to charge rate differentiation?

A: That is not anticipated at this time.

Q: Will the entire system run on UTC?

A: That is correct.

Q: Can EETS providers send the lists more often than daily?

A: White List is required daily. More frequent is not a requirement from the toll charger.

Question from RDW to participants: regarding the Black List, do you see a need for incremental changes?

Answer from a participant: It is important to have this functionality for customers who are under the limit. We then need to block them everywhere as soon as possible. We send the toll charger a full Black List from time to time but also incremental updates. When we put on-board equipment on inactive ("red light") we want to pass on as soon as possible.

Question from RDW: There is a difference between (A) direct communication with the on-board equipment (suspensions should be communicated to the on-board equipment as soon as possible) and (B) communication of Black Lists to the toll charger. There is no discussion of the need to be prompt for (A). The RDW's question concerns (B). Is there a need for (fast) incremental updates for that?

Some context: The necessary data for supervision (White List, Black List, vehicle passage records) are collected. Then the enforcement authority (also RDW) looks at the collected data to supervise the previous day. So for the enforcement process it is not necessary to collect Black List data in (near) real-time/ASAP, because the enforcement authority will always wait until a day has passed and all information has been collected. A complete list seems to be sufficient, which should still include the actual (start) time of the exception. Thus, it seems that there is no immediate need for incremental list updates in these cases. However, we are still looking at possible other cases, such as a Black List exception that starts and ends between two full list updates. This could be missed if there is no incremental Black List update.

Participant's reply: Regarding liabilities: it is the risk of the EETS provider. If we put it on the Black List we are not responsible for it.

Question from RDW: Is it common for EETS providers to make incremental changes to the Black List?

Answer from participant: Yes.

Answer from participant: It depends on what the problem is, whether the on-board equipment is faulty or a customer is not paying. If the on-board equipment is the problem, we should be able to replace it quickly.

Question from RDW: Regarding the functionality of the "report abnormal on-board unit" feature. Is there a need for interaction from the EETS providers perspective?

Responses from participants:

- Useful when a DSRC transaction has failed multiple times.

- Yes, to answer the questions related to problems with geolocation, for example, when we see problems with on-board equipment in specific locations.
- Some on-board devices have manual action procedures. In the manual action procedure, there is a small delay. It may be useful to communicate this to us.
- Discrepancy between vehicle registration.

Summary, from RDW: In conclusion, yes - this is interesting and we will evaluate the input provided by the EETS providers.

Q: Will the message be the same for other countries?

A: Yes, we are looking into this and if possible we will arrange this.

Q: Regarding interfaces: no equivalence with SST in Germany. SST 3, 4, 6, 7. Are you going to use the same codes for your specifications?

A: We will perhaps not use the same codes and structure, but we are looking at specifications from countries like Germany, among others, to make sure that the content of our interface specifications are aligned.

Q: It's about more than the name and number - is the content the same? For example Eurovalue in the white list. This is not the same as in Germany.

A: It does add value for us to have that in the White List because of the KPIs.

Q: What is the rationale behind having the map matching done by the EETS providers? It is much more cost efficient to have that organized centrally by the toll charger.

A: This aligns with an EETS provider dominant scenario that is in place for HGVC.

KPI development

Q: Regarding the KPI of timeliness of sending toll notifications, what is a reasonable time?

A: This is yet to be determined.

Q: Regarding the KPI of timeliness of resolving issues, the text says 99.9% and the column says yet to be determined. What does this mean?

A: Each complaint is resolved individually and this is proportional to the time required to resolve 99.9% of complaints.

Suggestion participant: per time frame or over a period of time.

Q: With respect to the pilot, it is important to realize that audit regulations do not allow the creation of mock-invoices in the operational (live-)phase.

A: This needs further thought and we will take this comment in consideration.

Financial

Q: Is the fee model degressive relative to toll revenue, since larger EETS providers have scale benefits?

A: Yes, it is.

Q: If documents are missing from Phase A of accreditation, will an EETS provider's deposit of the possible €200.000 be refunded?

A: Reasonableness is important in this for the toll charger, so it is foreseen that there will be an opportunity to provide the toll charger with missing documents.

Q: Is the number of on-board equipment available a requirement in accreditation?

A: No.

Q: Some EETS providers have different types of on-board equipment. Is this taken into account in accreditation?

A: Each type of on-board equipment must be accredited. The process is still being worked out at this point.

Q: Will the accreditation of, for example, three types of on-board equipment from one EETS provider be done in parallel?

A: It is the toll charger's intention to indeed facilitate that. That process is currently being worked out in more detail.

Q: Capacity at the toll charger is often a bottleneck for timely accreditation. Simultaneous accreditation of, for example, 3 different types of on-board equipment from 1 supplier requires a lot of time and capacity from the toll charger. Is this not at the expense of capacity for accreditation of another EETS provider? And how does this relate to the premise that all EETS providers should have an equal opportunity to be accredited in a timely manner?

A: The toll charger has expressed its intention to conduct accreditation in parallel as much as possible already at earlier stages. Resources needed to do so are currently being identified.

Q: Do changes in on-board equipment need to be communicated?

A: Yes this is required, so that toll charger can review the changes and assess whether a (partial) re-accreditation may be required.

Q: Is the deposit for accreditation returned after passing all stages?

A: Yes, the quality gates are important for this, and a possible time window within which a quality gate must be passed as a requirement to receive the deposit back is currently under consideration.

Q: Will the accreditation be performed by the RDW itself?

A: Yes, the accreditation is performed under the responsibility of RDW, RDW may be supported by third parties.

Q: From experience, the EDS in general in other toll domains does not always provide sufficient information, especially with regard to technology. Is there a consultation possibility and opportunity to ask questions within phase 1 of the accreditation? And will there be another Q&A or Notice of Inquiry (NVI) on this that will be sent to all EETS providers?

A: There will be an opportunity to ask questions and pass on concerns through a Q&A after the EDS is published. The toll charger will consider the suggestion of providing an opportunity to ask questions during Phase 1 of accreditation and sharing all questions and answers with EETS providers.

Q: Is a distinction made between classified (NDA) and non-classified information in the context of accreditation?

A: Yes, there is a package of practical information for accreditation (PAI) that is provided by the toll charger to the EETS provider after signing an NDA. It is currently foreseen that the PAI includes personal information (such as phone numbers) of colleagues with a role in accreditation, but it also includes the toll charger's interface description (interface specifications).

Q: Does the EETS provider who goes through accreditation first have a disadvantage, since the path still needs to be paved?

A: That cannot be said with certainty but we do not assume so because the experience from other countries is an important contribution to setting up the accreditation process, which also involves external expertise.

Q: Can an EETS provider apply for accreditation at any time after the start of accreditation from the toll charger?

A: Yes, although with a later application there is of course the possibility that the EETS provider will not be ready until after the operational start of HGVC.

Q: When will the fees to be paid by the toll charger be finally communicated?

A: The EDS will be finalized internally this year and published around Q2 2024, including the fees.

Q: Will the fixed fee per active on-board equipment be reimbursed per month?

A: No. The second element of remuneration constitutes an amount of Euro 4.50 per quarter per active On Board Unit (OBU). This is the preliminary policy view. EETS providers will receive this amount if during a quarter an OBU is identified as an active, toll-generating OBU. Precise definitions of "active OBU" and "time-slot" are still being worked out.

Q: Is there any indexation of the fees?

A: Toll fees are indexed in accordance with the HGVC Act. So that the variable fees are in practice automatically indexed with it. Further evaluation of possible indexation is still under investigation.

Q: Are the HGVC rates for users based on the new CO2 rate structure required from Europe?

A: Not yet, but in 2026 (when the HGVC goes live) it is expected to be in accordance with the requirements of the Eurovignette Directive.

Q: Is the forecast of € 800 million in annual revenue based on the old tariff structure?

A: Yes

Q: If a holder commits a violation (e.g. because his on-board equipment is not switched on), will a fine be issued?

A: The Minister can then impose a fine.

Q: In case of non-functioning on-board equipment, does a user have to have a functioning on-board equipment within 3 hours like in Belgium?

A: Yes, this is contained in the HGVC Act.

Q: Are there Points of Sales (PoS), if an on-board unit is faulty?

A: Yes.

Q: Are there also sufficient Points of Sales?

A: It is the duty of the toll charger, through the main service provider, to ensure that holders are able to obtain replacement on-board equipment within 3 hours of reporting a breakdown. That is what the PoS are for. There are expected to be PoS along the border for users who do not yet have a service agreement and on-board equipment.

Q: Which party communicates with the holder?

A: The communication with the holder takes place through the EETS providers and not through the toll charger. This is because the holder is the customer of the EETS provider.

Q: Is a fine, if applicable, refunded to the holder or EETS Provider?

A: Fines and refunds are handled directly between the toll charger and the holder.

Q: Are the fines as high as in Belgium (between € 100 and € 1000)?

A: A fine under the HGVC Act is a maximum of € 3350.² Increased by 50 and 100 percent respectively after a first and second reminder.

During the plenary closing, participants expressed their satisfaction with the presentations and information presented and discussed this day.

² Pursuant to Sections 15 and 16 of the HGVC Act and Section 23(4) of the Dutch Penal Code (In Dutch: *Wetboek van Strafrecht*).

Verslag

Verslag van de bijeenkomst voor EETS-aanbieders in het kader van het RDW programma Vrachtwagenheffing.

Datum bespreking

15 juni 2023

Plaats bespreking

Van der Valk Schiphol

Datum verslag

8 juli 2023

Opgemaakt door

RDW

Bijlage

Presentatie EETS – gebiedsverklaring
Vrachtwagenheffing

Op 15 juni 2023 organiseerde de RDW een bijeenkomst over de EETS-gebiedsverklaring (EGV) voor Vrachtwagenheffing (VWH). Het doel van deze bijeenkomst is om tijdig en continue in dialoog te zijn met potentiële EETS-aanbieders en hun business partners en transparant te zijn in wat de RDW doet in het kader van de EGV VWH. Daarbij wil de RDW deze partijen continue betrekken en informeren over inhoud en proces rond de invoering van VWH in Nederland en de manier waarop het stelsel VWH zal worden ingericht.

Tijdens de bijeenkomst van 15 juni jl. zijn de juridische, technische en financiële onderdelen van de EGV nader toegelicht zoals deze nu zijn voorzien, naast een update van de stand van zaken van het programma en de planning als geheel. Hieronder zijn vragen opgenomen die door de aanwezigen op 15 juni jl. zijn gesteld naar van de presentatie door de RDW en de daaropvolgende dialoog.

Inleiding en Programma

De informatiedag is bedoeld om EETS-aanbieders te informeren over de status van de EGV en om de dialoog aan te gaan.

De presentaties die zijn gehouden tijdens de informatiedag zijn gepubliceerd op TenderNed in het Nederlands en Engels. Het is nog steeds mogelijk om vragen te stellen via algemenezakenTOL@rdw.nl.

De informatiedag, de presentaties en de antwoorden op gestelde vragen en dit verslag zijn zuiver informatief en niet bindend. Ze zijn slechts bedoeld om te informeren en gezamenlijk de huidige visie op VWH te verkennen.

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Q: communicatie naar de markt was op 15 maart jl. onderwerp bij de bijeenkomst inzake Tijdelijke Tolheffing Blankenburgverbinding en ViA15 (TTH), maar dat onderwerp staat vandaag niet op de agenda bij deze VWH-bijeenkomst. Waarom niet?

A: Bij deze bijeenkomst staat communicatie niet op de agenda, want andere onderwerpen staan vanmorgen centraal. Vanmiddag bij TTH staat het onderwerp communicatie wel op de agenda. Het is niet zo dat communicatie geen aandacht krijgt in het kader van VWH, integendeel: bij RDW en het Ministerie van Infrastructuur en Waterstaat (IenW) is een communicatieteam bezig met het opzetten van een communicatiestrategie voor zowel TTH als voor VWH. Daarnaast wordt er in dit verband al geruime tijd actief gesproken met vertegenwoordigers van de sector, zoals Transport en Logistiek Nederland (TLN).

Juridisch

Q: ik krijg de indruk dat EETS-aanbieders korting kunnen geven op de tol richting hun klanten. Hoe zit dat juridisch?

A: EETS-aanbieders kunnen aanvullende diensten aanbieden en daarop kunnen zij korting geven. EETS-aanbieders mogen geen korting geven op de tolgelden of de schijn wekken een korting te geven.

Q: Begrijp ik goed dat EETS-aanbieders alleen contact hebben met de Tolheffer en niet met bijvoorbeeld de hoofddienstaanbieder?

A: Ja, dat klopt; EETS-aanbieders sluiten een EETS-overeenkomst met de tolheffer, met inachtneming van de EGV. De hoofddienstaanbieder is niet betrokken bij de contractuele relatie tussen de tolheffer en EETS-aanbieders.

Q: hebben de genoemde juridische zaken impact op de kosten voor de EETS-aanbieders?

A: Daar waar inspanningen door de dienaarbieder zijn voorzien is dat meegenomen in de ("cost-plus") onderbouwing van de EETS-vergoedingen.

Q: Als veranderingen in het stelsel worden doorgevoerd, vindt daarover communicatie vooraf plaats?

A: Ja, veranderingen worden op basis van een vooraf vastgestelde procedure doorgevoerd, die is vervat in de EGV, zodat alle belanghebbenden tijdig kunnen anticiperen op de wijzigingen in het stelsel.

Q: Komt er in het stelsel een changeboard waar changes worden besproken?

A: De precieze wijze waarop de tolheffer vanuit het contractmanagement de besprekingen met de EETS-aanbieders in en rond de EGV zal inrichten moet nog worden vormgegeven. Voorzien is wel dat er naast bilaterale contractbesprekingen sprake zal zijn van frequente multilaterale besprekingen waarin changes eventueel kunnen worden behandeld.

Q: Is de Nederlandse versie van de EGV leidend en is Nederlands recht van toepassing?

A: Ja op beide vragen.

Technisch

Introductie

Q: Met betrekking tot de pilot, is er sprake van een beperkt aantal stuks boordapparatuur / vrachtwagens waarmee wordt getest?

A: Nee, er zijn geen beperkingen voorzien. Het is niet nodig om het aantal voertuigen te beperken omdat houders in deze fase geen tol betalen.

Q: Zal de pilot deel uitmaken van de accreditatiefase?

A: Op dit moment is het niet voorzien dat de pilot verplicht zal zijn als onderdeel van de accreditatieprocedure. De pilot biedt EETS-aanbieders de mogelijkheid om hun systemen te testen met betrekking tot de KPI's van de tolheffer. De pilot kan plaatsvinden na ontvangst van het bewijs van accreditatie.

Q: Voor de pilot moet dan dus alle portalen voor waarneming gereed zijn aan de kant van de tolheffer. Over welke timing hebben we het dan wat betreft levering?

A: We zullen alles klaar hebben voor de handhaving om een pilot te ondersteunen. Niet alle waarnemingslocaties zijn nodig voor de pilot.

Q: Is het testen van systemen van de tolheffer inbegrepen in de pilot?

A: De pilot betreft niet het testen van de systemen van de tolheffer maar biedt als gezegd EETS-aanbieders de mogelijkheid om hun systemen te testen met betrekking tot de KPI's van de tolheffer en de interactie te testen tussen de systemen van de tolheffer en de EETS-aanbieders.

Q: Ik zie in de presentatie dat mapmatching door de EETS-aanbieders moet worden verricht. We dachten dat er een gecentraliseerd mapmatching systeem zou zijn. Is dat ook zo? Is er nog een kans dat dit verandert?

A: Inderdaad, de mapmatching is gedecentraliseerd en moet door de EETS-aanbieders worden verricht. Op dit moment is daar geen verandering in voorzien.

Q: Klopt het dat de tolheffer niet verlangt dat met aangewezen mapmatching bedrijven wordt gewerkt?

A: Dat klopt. Het is aan de EETS-providers om te bepalen met wie ze werken om de mapmatching te verzorgen.

Q: Wat is de status van implementatie van differentiatie van het tarief naar CO₂-uitstoot?

Welke wijzigingen zijn hier voorzien?

A: De gewijzigde Eurovignet-richtlijn (Richtlijn (EU) 2022/362)¹ en de verplichting tot differentiatie van infrastructuurheffing voor zware bedrijfsvoertuigen naar CO₂-emissieklasse moet in de Nederlandse wetgeving worden geïmplementeerd voor de operationele start van VWH. Op dit moment is de wijze van implementatie nog niet bekend maar u dient te zijner tijd in staat te zijn om meer parameters ten behoeve van de voertuigclassificatie te verwerken.

Q: Adviseert u dat we alvast CO₂ parameters invoeren? Ook in verband met de Eurovignet-richtlijn?

A: differentiatie naar CO₂-emissieklasse zal worden ingevoerd, dus ons advies is om het politieke proces te volgen en op de invoering voorbereid te zijn.

Q: Levert de tolheffer testdata voor het testen van de backoffice?

A: De EETS-aanbieders ontvangen alle scenario's van de tolheffer (white list etc). Het betreft agnostische data, afgestemd tussen de tolheffer en de EETS-aanbieders.

Q: Zijn jullie van plan om algemene testscenario's te gebruiken zoals in Duitsland?

A: We hebben de testscenario's van het Duitse systeem geëvalueerd. Niet alle testscenario's zijn hier toepasselijk. Er zullen bijvoorbeeld grenswijzigingen worden doorgevoerd. Wij ontwikkelen de scenario's en rijden het traject met de boordapparatuur van de EETS-aanbieders en de EETS-aanbieders moeten zorgen voor een correct resultaat.

Interface

Q: Is het mogelijk om vóór ondertekening van de NDA te delen wat er gepland is om als GDF te worden gebruikt? (Context bij deze vraag: deze vraag werd voorafgegaan door een vraag van RDW in de presentatie. Het betreft de vraag of EETS-aanbieders een voorkeur hebben voor het format waarin de wegvakken worden aangeleverd aan de EETS-aanbieder, via de analytische methode of via GDF.)

A: We zullen dit onderzoeken.

Q: Voor wat betreft het proces: tijdstempel begin, reis, tijdstempel einde, prijs; wordt deze data per wegvak aangeleverd?

A: Dat klopt. Bij oprijden en verlaten van een wegvak. Voor handavingsdoeleinden kan meer informatie nodig zijn, die wordt dan aanvullend opgevraagd via steekproeven of een verzoek om een uitgebreide tolmelding.

Q: Voor wat betreft de tolmelding, zijn alle wegvakken van één rit nodig?

A: Ja, alle wegvakken zijn nodig, voor het geval er sprake is van handhaving.

Q: Dient er ook bewijs te zijn van passeren van niet heffingsplichtige wegvakken?

A: Ja. De Wet vrachtwagenheffing verplicht dat de boordapparatuur ten alle tijde moet zijn ingeschakeld, ook op niet heffingsplichtige wegen (wegvakken die niet zijn aangewezen in het kader van VWH). Dat bewijs kan worden opgevraagd.

¹ In te zien via <https://eur-lex.europa.eu/legal-content/NL/ALL/?uri=CELEX%3A32022L0362>.

Q: Worden dergelijke niet heffingsplichtige wegvakken in de tolcontextgegevens met een nultarief gedefinieerd?

A: Dat hangt af van het format dat wordt gekozen, via het analytische model of via GDF. GDF zal waarschijnlijk alleen het heffingsplichtige wegennet bevatten en niet de niet heffingsplichtige wegen. Dit wordt nader onderzocht en uitgewerkt.

Q: Als we het scenario van start and go nemen en de chauffeur neemt een pauze van bijvoorbeeld 30 uur. Beschouwt de tolheffer dit dan als één reis?

A: Als je een overnachting hebt op een stopplaats die onderdeel uitmaakt van het heffingsplichtige wegennet, dan telt dit als één rit ondanks de pauze van 30 uur. De reis begint wanneer je het heffingsplichtige wegennet binnenrijdt en eindigt wanneer je het heffingsplichtige wegennet verlaat.

Q: Met betrekking tot het niet heffingsplichtige wegennet is het erg moeilijk om een begin- en eindpunt te bepalen zonder contextgegevens.

A: Als we willen dat de EETS-aanbieders ons data leveren over de niet heffingsplichtige wegen, dan moeten we nadenken over de bepaling van de tolcontextgegevens daarvoor. Het principe is dat we willen weten of een voertuig op een bepaald tijdstip een bepaalde niet in rekening gebrachte locatie is gepasseerd. Het systeem van de EETS-aanbieders moet ons deze informatie kunnen leveren. De exacte vorm hiervan zal de komende periode in meer detail worden onderzocht.

Q: Is het een statisch tarief? Met andere woorden, verwacht u niet dat het systeem zal veranderen zodat boordapparatuur in staat moet zijn om tariefdifferentiatie te hanteren?

A: Dat is op dit moment niet voorzien.

Q: Zal het hele systeem op UTC draaien?

A: Dat klopt.

Q: Kunnen de EETS-aanbieders de lijsten vaker dan dagelijks versturen?

A: Whitelist is dagelijks. Vaker is wat de tolheffer betreft niet nodig.

Vraag van RDW aan de deelnemers: met betrekking tot de Black List, zien jullie een noodzaak voor incrementele veranderingen?

Antwoord van een deelnemer: Het is belangrijk om deze functionaliteit te hebben voor klanten die onder de limiet zitten. We moeten hen dan zo snel mogelijk overal blokkeren. We sturen de tolheffer een volledige Black List van tijd tot tijd maar ook incrementele updates. Wanneer we boordapparatuur op inactief zetten ("rood licht") dan willen we zo snel mogelijk doorgeven.

Vraag van RDW: Er is een verschil tussen (A) de directe communicatie met de boordapparatuur (schorsingen moeten zo snel mogelijk aan de boordapparatuur worden doorgegeven) en (B) de communicatie van Black List naar de tolheffer. Er is geen discussie over de noodzaak om snel te zijn voor (A). De vraag van de RDW betreft (B). Is er ten behoeve daarvan behoefte aan (snelle) incrementele updates?

Enige context: De benodigde gegevens voor toezicht (White List, Black List, voertuigpassage records) worden verzameld. Vervolgens kijkt de toezichthouder (ook RDW) naar de verzamelde gegevens om toezicht te houden op de vorige dag. Voor het toezichtproces is het dus niet nodig om blacklistgegevens in (bijna) real-time/ASAP te verzamelen, omdat de toezichthouder altijd zal wachten tot een dag voorbij is en alle informatie verzameld is. Een volledige lijst lijkt voldoende te zijn, die nog steeds de werkelijke

(start)tijd van de uitzondering moet bevatten. Het lijkt er dus op dat er in deze gevallen geen directe noodzaak is voor incrementele lijstupdates. We kijken echter nog naar mogelijke andere gevallen, zoals een Black List uitzondering die begint en eindigt tussen twee volledige lijst updates. Dit zou gemist kunnen worden als er geen incrementele Black List update is.

Antwoord van de deelnemer: Met betrekking tot de verplichtingen: het is het risico van de EETS-aanbieder. Als wij het op de Black List zetten zijn wij daar niet verantwoordelijk voor.

Vraag van RDW: Is het gebruikelijk voor EETS-aanbieders om incrementele wijzigingen aanbrengen in de Blacklist?

Antwoord van deelnemer: Ja.

Antwoord van deelnemer: Het is afhankelijk van wat het probleem is, of de boordapparatuur defect is of dat een klant niet betaalt. Als de boordapparatuur het probleem is moeten we snel kunnen vervangen.

Vraag van RDW: Met betrekking tot de functionaliteit van de functie "abnormale boordapparatuur melden". Is er vanuit de EETS-aanbieders behoefte aan interactie?

Antwoorden van deelnemers:

- Nuttig als een DSRC transactie meerdere keren is mislukt.
- Ja, om de vragen te beantwoorden die betrekking hebben op problemen met geolocatie, bijvoorbeeld als we problemen zien met boordapparatuur op specifieke locaties.
- Sommige boordapparatuur hebben handmatige actieprocedures. In de handmatige actieprocedure is er een kleine vertraging. Het kan nuttig zijn om dit aan ons door te geven.
- Discrepancie tussen de registratie van het voertuig.

Samenvatting, van RDW: Concluderend, ja - dit is interessant en we evalueren de input van EETS-aanbieders.

Q: Zal het bericht hetzelfde zijn voor andere landen?

A: Ja, we kijken hiernaar en indien mogelijk zullen we dit regelen.

Q: Met betrekking tot interfaces: geen gelijkwaardigheid met SST in Duitsland. SST 3, 4, 6, 7. Gaan jullie dezelfde codes gebruiken voor jullie specificaties?

A: Misschien zullen we niet dezelfde codes en structuur gebruiken, maar we kijken onder andere naar specificaties uit landen zoals Duitsland om er zeker van te zijn dat de inhoud van onze interfacespecificaties overeenkomt met die andere landen.

Q: Het gaat om meer dan de naam en het nummer - is de inhoud hetzelfde? Bijvoorbeeld Eurovalue in de white List. Dit is niet hetzelfde als in Duitsland.

A: Het heeft voor ons wel degelijk toegevoegde waarde om dat in de White List te hebben vanwege de KPI's.

Q: Wat is de achterliggende gedachte om de map matching door de EETS-aanbieders te laten uitvoeren? Het is veel kosten efficiënter om dat door de tolheffer centraal te laten organiseren.

A: Dit sluit aan bij een EETS-aanbieder dominant scenario dat voor VWH aan de orde is.

KPI development

Q: Met betrekking tot de KPI van tijdigheid van het verzenden van tolmeldingen, wat is een redelijke tijd?

A: Dit is nog nader te bepalen.

Q: Met betrekking tot de KPI van tijdigheid van het oplossen van problemen, in de tekst staat 99,9% en in de kolom staat nog te bepalen. Wat betekent dit?

A: Iedere klacht wordt individueel opgelost en dit staat in verhouding tot de tijd die nodig is om 99,9% van de klachten op te lossen.

Suggestie deelnemer: per tijdsbestek of over een periode.

Q: Met betrekking tot de pilot is het belangrijk te beseffen dat in een operationele fase op grond van audit regelgeving geen dummy facturen mogen worden aangemaakt.

A: Dit dient nader te worden uitgedacht en we nemen deze opmerking mee.

Financieel

Q: Is het vergoedingsmodel degressief in verhouding tot de tolmazet, aangezien grotere EETS-aanbieders schaalvoordelen hebben?

A: Ja, dat klopt.

Q: Indien stukken ontbreken bij fase A van de accreditatie, wordt de borg van een EETS-aanbieder van mogelijk € 200.000 dan wel teruggestort?

A: Redelijkheid is hierin belangrijk voor de tolheffer, dus naar verwachting wordt er kans geboden om ontbrekende stukken alsnog aan te leveren bij de tolheffer.

Q: Is het aantal beschikbare boordapparatuur een eis bij de accreditatie?

A: Nee

Q: Sommige EETS-aanbieders hebben verschillende typen boordapparatuur. Wordt hier bij de accreditatie rekening mee gehouden?

A: Ieder type boordapparatuur moet worden geaccrediteerd. Het proces wordt op dit punt nog nader uitgewerkt.

Q: Wordt de accreditatie van bijvoorbeeld drie typen boordapparatuur van één EETS-aanbieder parallel uitgevoerd?

A: Het is de intentie van de tolheffer om dat inderdaad te faciliteren. Dat proces wordt momenteel nog nader uitgewerkt.

Q: Capaciteit bij de tolheffer is vaak een knelpunt voor tijdige accreditatie. Gelijktijdige accreditatie van bijvoorbeeld 3 verschillende typen boordapparatuur van 1 leverancier vergt veel tijd en capaciteit van de tolheffer. Gaat dit niet ten koste van de capaciteit voor de accreditatie van een andere EETS-aanbieder? En hoe verhoudt zich dit tot het uitgangspunt dat alle EETS-aanbieders gelijke kansen moeten hebben om tijdig geaccrediteerd te kunnen worden?

A: De tolheffer heeft eerder al de intentie uitgesproken om de accreditatie zoveel als mogelijk parallel uit te voeren. Daartoe benodigde resources worden momenteel in kaart gebracht.

Q: Moeten wijzigingen in boordapparatuur worden doorgegeven?

A: Ja dit moet, zodat tolheffer de wijzigingen kan beoordelen en kan beoordelen of mogelijk een (gedeeltelijke) heraccreditering nodig is.

Q: Wordt de borg voor de accreditatie geretourneerd na het behalen van alle fasen?

A: Ja, daarvoor zijn de quality gates van belang en er wordt momenteel nog nagedacht over een mogelijk tijdslot waarbinnen een quality gate moet worden behaald als vereiste om de borg terug te ontvangen.

Q: Wordt de accreditatie uitgevoerd door de RDW zelf?

A: Ja, de accreditatie wordt onder verantwoordelijkheid van RDW uitgevoerd. RDW kan daarbij ondersteund worden door derden.

Q: De ervaring is dat een EGV in andere toldomeinen niet altijd voldoende informatie bevat, vooral op het gebied van techniek. Is er een consultatie mogelijkheid en gelegenheid tot het stellen van vragen binnen fase 1 van de accreditatie? En wordt hierover nog een Q&A of een Nota van Inlichtingen (NvI) opgesteld die naar alle EETS providers wordt gestuurd?

A: Er is na publicatie van de EGV een mogelijkheid tot het stellen van vragen en doorgeven van aandachtspunten middels een Q&A. De tolheffer neemt de suggestie om ruimte te bieden voor vragen tijdens fase 1 van de accreditatie en het delen van alle vragen en antwoorden met de EETS-aanbieders in overweging neemt.

Q: Wordt een onderscheid gemaakt tussen geheime (NDA) en niet geheime informatie in het kader van de accreditatie?

A: Ja, er is een pakket met praktische informatie voor accreditatie voorzien (PAI) dat wordt verstrekt door de tolheffer aan de EETS-aanbieder na ondertekening van een NDA. Het huidige beeld is dat de PAI onder andere persoonlijke gegevens (zoals telefoonnummers) van collegae met een rol bij de accreditatie bevat en ook de koppelvak beschrijving (interface specificaties) van de tolheffer.

Q: Heeft de EETS-aanbieder die als eerste de accreditatie doorloopt een nadeel, aangezien het pad nog geplaveid moet worden?

A: Dat is niet met zekerheid te zeggen maar daar gaan we niet vanuit omdat de ervaring vanuit andere landen een belangrijke bijdrage levert aan het opzetten van het accreditatieproces, waarbij ook externe expertise wordt ingezet.

Q: Kan een EETS-aanbieder zich na de start van de accreditatie vanuit de tolheffer op ieder moment aanmelden voor accreditatie?

A: Ja, hoewel bij een latere aanmelding natuurlijk wel de kans bestaat dat de EETS-aanbieder pas gereed is ná de operationele start van VWH.

Q: Wanneer worden de door de tolheffer te betalen vergoedingen definitief gecommuniceerd?

A: De EGV wordt dit jaar intern afgerond en rond Q2 2024 gepubliceerd, inclusief de vergoedingen.

Q: Wordt de vaste vergoeding per actieve boordapparatuur vergoed per maand?

A: Nee. Het tweede element van de vergoeding bestaat uit een bedrag van 4,50 euro per kwartaal per actieve boordapparatuur. Dit is het voorlopige beleidsuitgangspunt. De EETS-aanbieders ontvangt dit bedrag wanneer gedurende het kwartaal boordapparatuur is geïdentificeerd als actieve, tol genererende boordapparatuur. De precieze definities van "actieve boordapparatuur" en "tijdvak" worden nog uitgewerkt.

Q: Vindt indexatie van de vergoedingen plaats?

A: De toltarieven worden geïndexeerd conform de Wet Vrachtwagenheffing. Zodoende worden de variabele vergoedingen automatisch geïndexeerd. Verdere uitwerking van de mogelijkheid van indexatie wordt nog onderzocht.

Q: Zijn de tarieven VWH voor gebruikers gebaseerd op de nieuwe vanuit Europa vereiste CO2-tarievenstructuur?

A: Nog niet, maar in 2026 (bij de livegang van de VWH) zal dat naar verwachting wel het geval zijn in overeenstemming met de vereisten van de Eurovignetrichtlijn.

Q: Is de prognose van € 800 miljoen aan jaaropbrengsten gebaseerd op de oude tarievenstructuur?

A: Ja

Q: Indien een houder een overtreding begaat (bijv. omdat zijn boordapparatuur niet is ingeschakeld), wordt dan een boete gegeven?

A: De Minister kan dan een boete opleggen.

Q: Dient een gebruiker bij niet functionerende boordapparatuur conform België binnen 3 uur wel functionerende boordapparatuur te hebben?

A: Ja, dit is vervat in de Wet Vrachtwagenheffing.

Q: Zijn er Points of Sales (PoS), indien een boordapparatuur defect is?

A: Ja.

Q: Zijn er ook voldoende Point of Sales?

A: Het is de taak van de tolheffer om, via de hoofddienstaanbieder, te zorgen dat houders in staat zijn om na melding van een defect binnen 3 uur vervangende boordapparatuur te verkrijgen. Daarvoor zijn de PoS bedoeld. Ook langs de grens zullen er naar verwachting PoS zijn voor gebruikers die nog geen dienstverleningsovereenkomst en boordapparatuur hebben.

Q: Via wie welke partij verloopt de communicatie met de houder?

A: De communicatie met de houder verloopt via de EETS-aanbieders en niet via de tolheffer. De houder is immers de klant van de EETS-provider.

Q: Wordt een boete, indien dat aan de orde is, terugbetaald aan de houder of de EETS-aanbieder?

A: Boetes en terugbetalingen worden direct afgehandeld tussen de tolheffer en de houder.

Q: Zijn de boetes net zo hoog als in België (tussen de 100 en 1000 euro)?

A: Een boete bedraagt ingevolge de Wet vrachtwagenheffing ten hoogste € 3.350.² Deze wordt met vijftig, respectievelijk honderd procent verhoogd na een eerste respectievelijk tweede aanmaning.

Tijdens de plenaire afsluiting wordt door de participanten aangegeven dat zij tevreden zijn met de presentaties en informatie die deze dag zijn besproken en gedeeld.

² Ingevolge artikel 15 en 16 Wet vrachtwagenheffing en artikel 23, vierde lid, Wetboek van Strafrecht.

Heavy Goods Vehicle Charge (HGVC)

Information Day EETS Domain Statement

-

Dialogue with EETS providers

15 June 2023



Welcome!



Indicative timetable HGVC Information Day	
Door open	09:30 – 10:00
Plenary start program	
Start program: welcome	10:00 – 10:10
EDS: whats new, planning and more	10:10 – 10:30
Legal specifics of EDS	10:30 – 11:15
Two parallel break outs (participants-group splits up)	
Finance: remuneration and performance regime	11:15 – 12:45
Technical: accreditation-procedure, requirements, KPIs and messages	11:15 – 12:45
Plenary closing	
Wrap-up and follow-up	12:45 – 13:00
Lunch + break (lunch available until 13:30)	13:00 – 14:00

Framework for today

The information day is intended to inform EETS providers about the status of the EETS Domain Statement (EDS) and to engage in dialogue.

The presentations during the information day will be published on TenderNed afterwards and there will be an opportunity to submit questions during the information day and in writing afterwards at algemenezakenTOL@rdw.nl.

The information day, the presentations and the oral and written questions answered during and after the day are informative and not binding. They serve only the purpose of informing and jointly exploring the current vision for HGVC and Temporary tolling.

How did we get here...?

- › Sounding with EETS-market between 2018 and present; multilateral and bilateral
- › Input used for EDS: accreditation, remuneration, ...
- › Political process since then, preparation of tenders, working on EDS-items, shift to RDW as toll charger (TC) and building organization and team
- › Learning from other countries
- › EETS providers pointed out: more in depth information please ...

and;

- › Your desire to have **dialogue** is shared!



Status and progress political process

**Staatsblad
van het Koninkrijk der Nederlanden**



Jaargang 2022

330

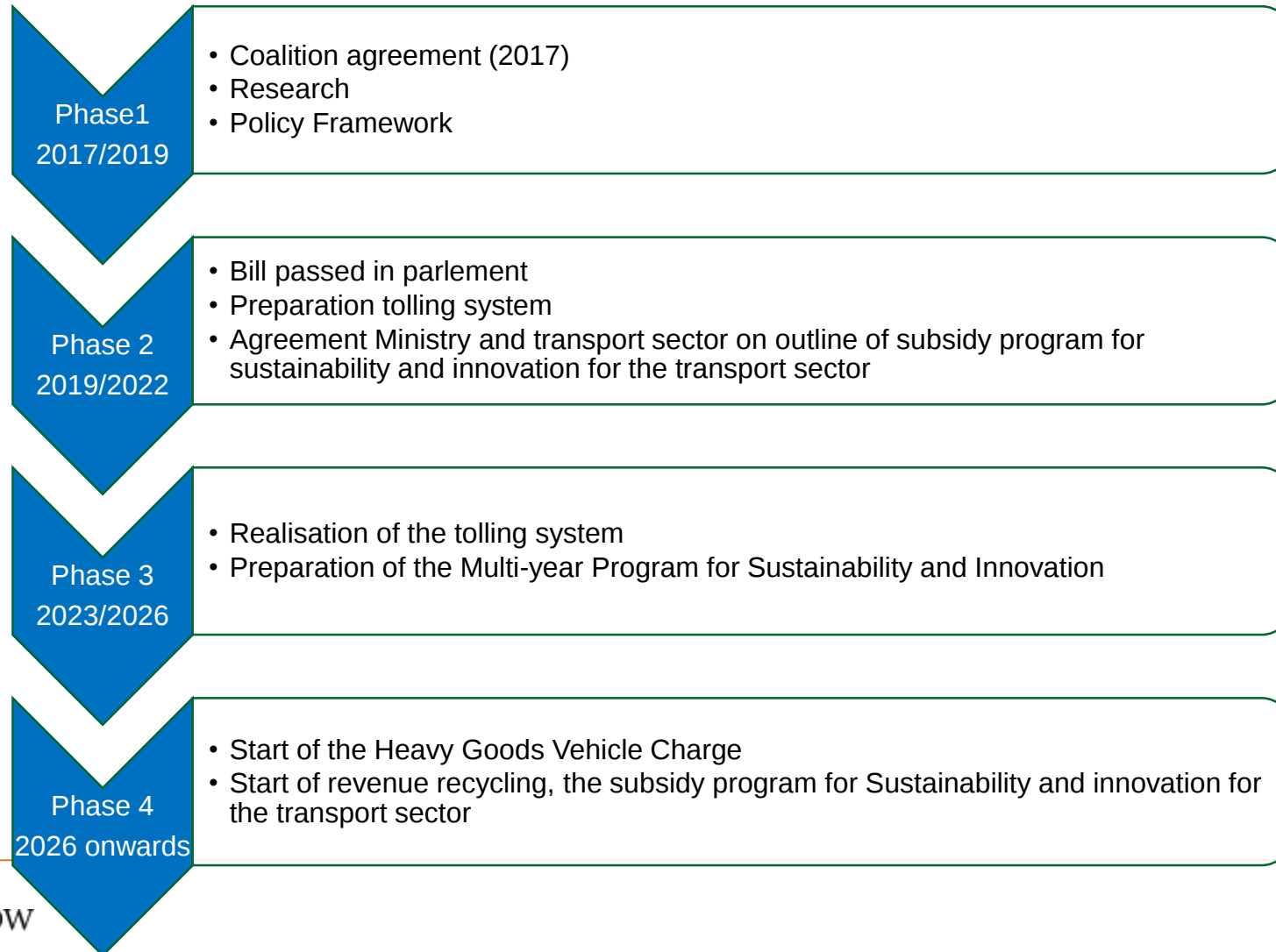
**Wet van 22 augustus 2022, houdende regels
voor het in rekening brengen van een
vrachtwagenheffing voor het rijden met een
vrachtwagen op aangewezen wegvakken (Wet
vrachtwagenheffing)**

Wij Willem-Alexander, bij de gratie Gods, Koning der Nederlanden,
Prins van Oranje-Nassau, enz. enz. enz.

Allen, die deze zullen zien of horen lezen, saluut! doen te weten:
Alzo Wij in overweging genomen hebben dat het wenselijk is dat om,
mede gelet op Richtlijn 1999/62/EG van het Europees Parlement en de
Raad van 17 juni 1999 betreffende het in rekening brengen van het



HGVC: A phased approach

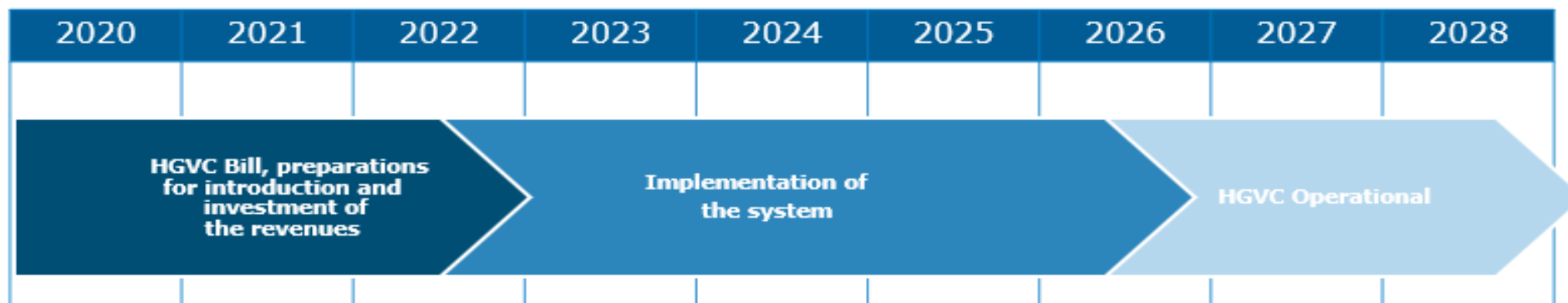


Progress of implementation HGVC

“The HGVC will be able to go into effect **approx. 4 years after completion of the parliamentary debate on the bill**”



Mark Harbers, Minister of I and W



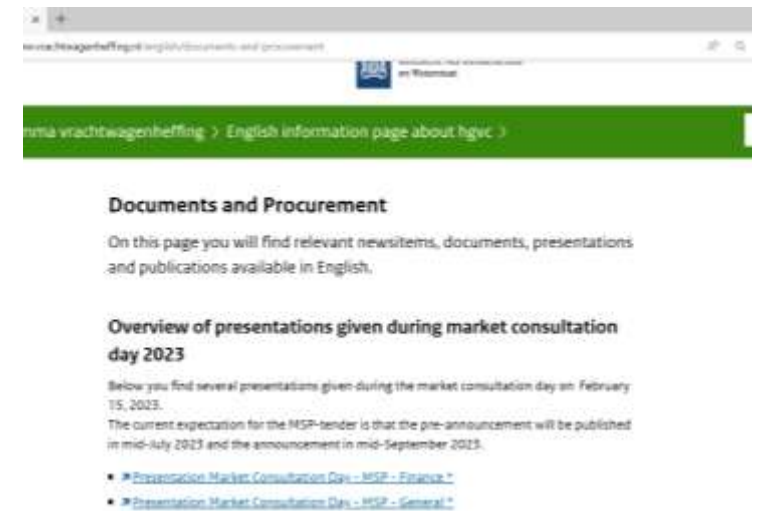
Progress of the tenders

› Tender MSP and observation:

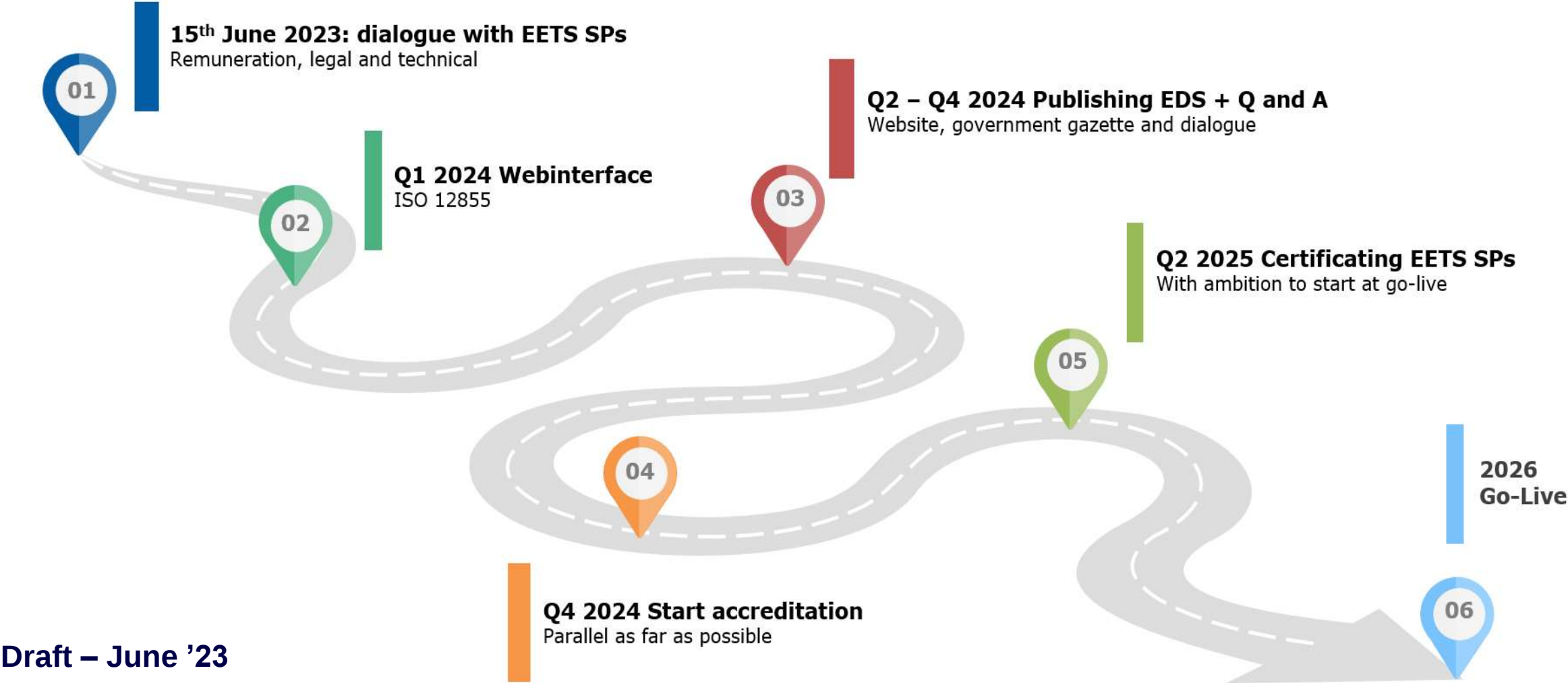
- › Market consultation held on the 15th February 2023
- › Notes and slides online: [Presentaties van de marktconsultatiedag 2023 | Publicatie | Vrachtwagenheffing.nl](https://www.vrachtwagenheffing.nl/publicaties/marktconsultatiedag-2023)

› Possible tender procedure MSP: competitive dialogue

- › Working on output specs, tender guideline, contract and dialogue-products
- › On Website HGVC (www.vrachtwagenheffing.nl): foreseen pre-announcement tender mid-July and foreseen announcement Mid-September 2023.

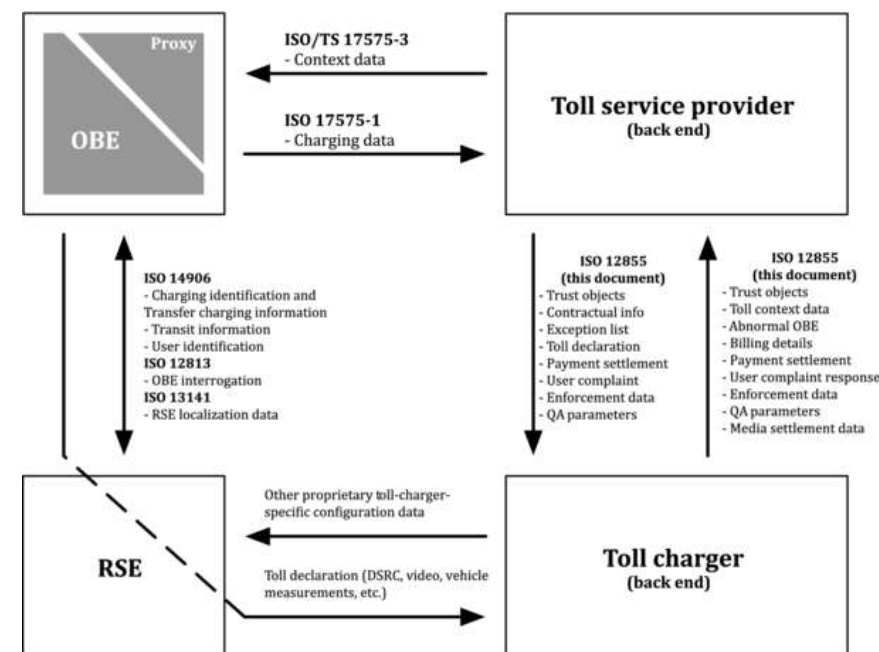


Provisional timeline EDS and EETS on-boarding HGVC

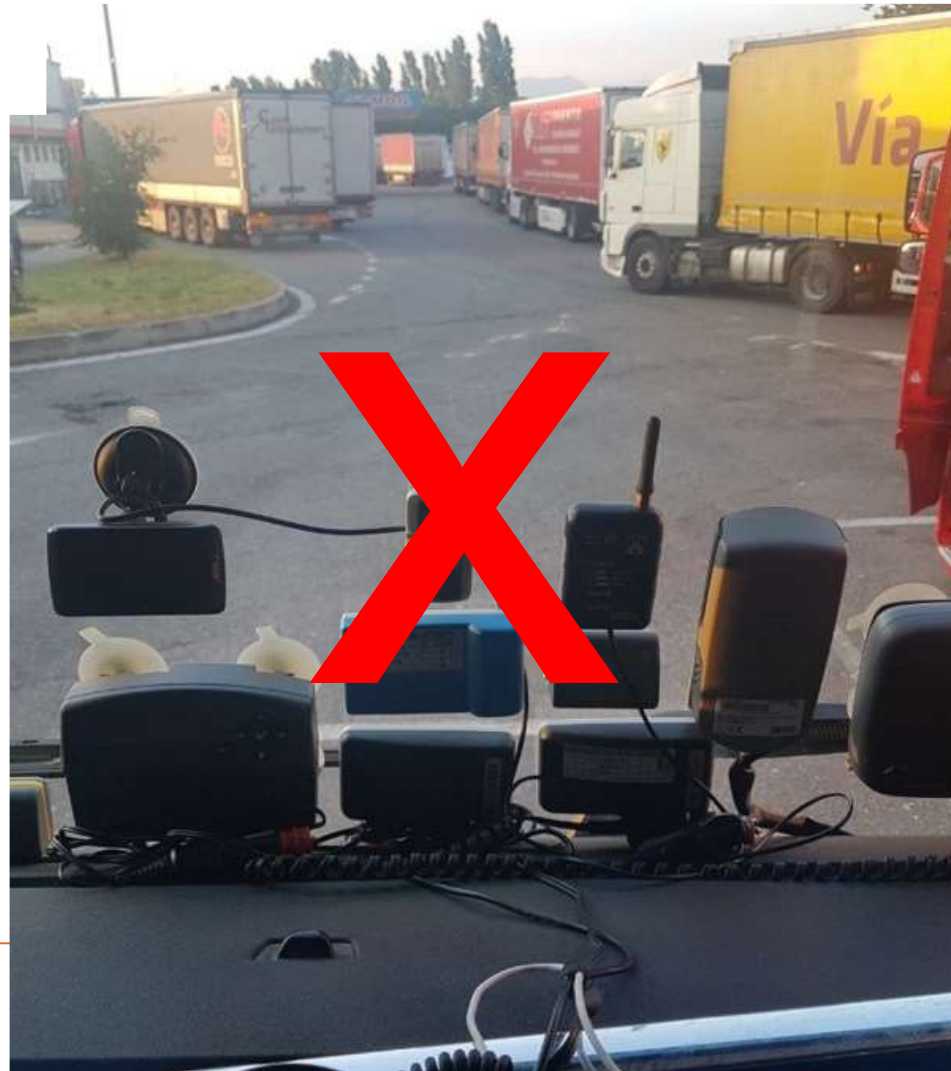


EETS Domain Statement – Highlights

Remuneration	Setup hasn't been changed since last dialogue, decision-making on height in final stage
Accreditation	• Deposit (like DK) • Parallel (no freeze period)
Interfaces and messages	• Messagebook • Interface description ISO12855 and 12813
Performance measurement	• Req: KPIs, process- and system req., other obligations (relation TSP-TC) • KPIs: aligning with BE, DK and DE • Process and approach aligned with MSP-approach
Other	• Ongoing extensive interaction with DK, BE DE and more • EDS in Dutch and English • ...



Recap: using the services of EETS-providers as much as possible



Strategy

- › Facilitate EETS providers' access to the market
 - Preferably simultaneously and as from go-live
- › Appoint a Main Service Provider
 - Coverage of 100% of users by EETS providers at go-live is unrealistic
- › Dutch MSP will not:
 - Be responsible for enforcement
 - Build the TC's back office, enforcement equipment



Legal outline EETS Domain Statement

Rut Molenaar-Wingens

Topics

- Drafting process EDS: involvement of EETS-providers
- Set up EDS
- Accreditation: concluding EETS agreement and access to toll domain
- Operation: contract management and KPI's
- Operation: contractual relationship EETS provider and customer

Drafting process EDS: involvement EETS providers – I

1) Alignment with other toll domains:

- Extensive consultation with other toll chargers (BE, DK, DE)
- Careful consideration of market practice

2) Informative talks with EETS providers and informational sessions, which:

- provide information on the progress of HGVC implementation and systematics and core elements of HGVC, including key technical requirements, contractual obligations and remuneration
- are announced on Tendered and accessible to all interested parties
- constitute an opportunity to ask questions on the day itself or afterwards in writing
- constitute an opportunity to provide the toll charger with points of attention



Drafting process EDS: involvement EETS-providers – II

3) Q&A

- Following publication of the final EDS, a Q&A will be conducted among EETS providers for the purpose of clarifying questions and points of attention
- Input from the Q&A will be assessed in conjunction to determine whether the toll charger deems it necessary to process amendments to the published EDS
- Restraint is exercised in processing amendments to the published EDS, in favor of legal certainty



Set up EDS

Indicative Table of Contents EDS VWH

Explanatory notes

Part 1 General conditions

1. Definitions
2. Interpretation rules
3. Communication
4. Acces to EETS-domain VWH
5. Use of third parties
6. Liability
7. Indemnification
8. Data protection, intellectual property rights and digital security
9. Confidentiality
10. Dissolution and termination EETS agreement by toll charger
11. Compensation in case of termination EETS agreement
12. Dissolution and termination EETS agreement by EETS provider
13. Information obligation
14. Changes to EETS Domain Statement
15. Obligatory changes to VWH system
16. Changes by EETS provider
17. Monitoring obligations EETS provider
18. Tests in function of VWH system
19. Contradiction
20. Waiver right of suspenson and ofsetting right
21. VAT and indexation
22. Competent court and applicable law
23. Appendixes

Part 2 Procedural conditions

Part 2.1 Obligations EETS provider

24. Agreement between EETS provider and License holders
25. Cooperation EETS provider and toll charger
26. Elektronik lists to be maintained by EETS provider
27. Toll notification

28. Payment announcement
29. Technical requirements
30. Key Performance Indicators
- Part 2.2 Commercial conditions
31. Payment of toll to the toll charger
32. Late payment by EETS provider
33. Bank guarantee for toll revenue
34. Remuneration EETS provider
35. Invoicing
- Part 3 Accreditation
36. Accreditation
37. Applying for accreditation
38. Indicative length of accreditation procedure
39. Costs accreditation procedure
40. Service plan
41. Technical tests
42. Statement and certificate of fitness for use
43. Proof of accreditation
44. Retesting in case of changes
45. Re-accreditation
46. Pilot
- Part 4 Tolcontextdata
47. EETS domain VWH
48. Technology
49. Tolling principles and motor vehicle classification parameters
50. Toll notification and payment announcement

Appendixes

- I. Model EETS-agreement
- II. Model bank guarantee
- III. Data protection
- IV. Intellectual property rights
- V. Digital security
- VI. Testing proces for accreditation ad pilot
- VII. Technical requirements
- VIII. Servicedescription data exchange
- IX. Key Performance Indicators

Accreditation: entering into EETS agreement and access to toll domain – I

- 1) EETS provider applies for accreditation and submits
 - proof of EETS registration
 - draft service plan (including test plan)
 - signed non-disclosure agreement to receive interface specification
 - contact information
- 2) Toll charger assesses (completeness of the) application and provides EETS provider with
 - interface specification
 - invitation for meeting EETS agreement. The model EETS agreement is an annex to the EDS



Accreditation: entering into EETS agreement and access to toll domain – II

3) Start accreditation

- Toll charger assesses EETS registration and draft service plan
- EETS agreement meeting covers:
 - › Draft service plan according to terms in EDS
 - › Schedule and duration of testing process
 - › Remuneration according to terms in EDS
 - › Amount of the bank guarantee according to term in EDS
- EETS provider provides toll charger with final service plan

Accreditation: entering into EETS contract and access to toll domain – III

- 4) EETS contract is signed and enters partially into force:
- general provisions and provisions concerning accreditation enter into force, provisions concerning services and remuneration enter into force at a later stage
 - for an indefinite period
 - minimum duration contract is two years
 - after two years, termination possible at any time by EETS provider with three months notice
 - predetermined termination options for toll charger



Accreditation: entering into EETS contract and access to toll domain – IV

5) Test phase

- Technical testing: assessment of test plan, conformity test and suitability for use testing. Further substantiated in relation to separate topic Technical
- Accreditation costs by way of deposit, to be paid before starting a test phase. Deposit will be refunded unless
 - › EETS provider withdraws prematurely from the accreditation; or
 - › EETS provider does not pass a quality gate
- Pilot phase

6) Completion of accreditation

- EETS provider receives proof of accreditation
- EETS provider provides bank guarantee

7) Commencement of EETS services

- Access to the EETS domain



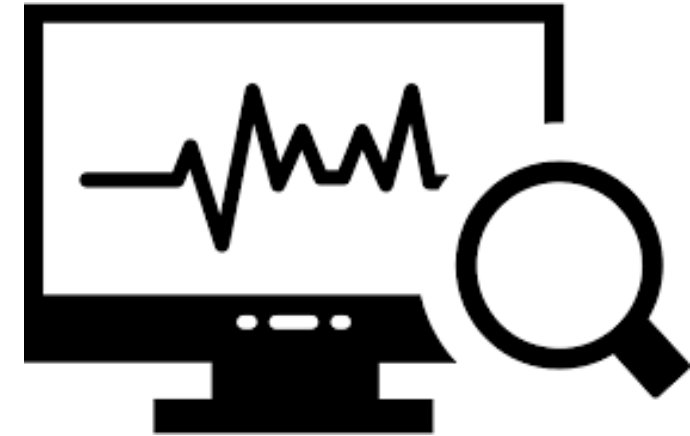
RDW

Entry into force of provisions in the EETS contract concerning EETS services and remuneration



Operation: contract management and KPI's – I

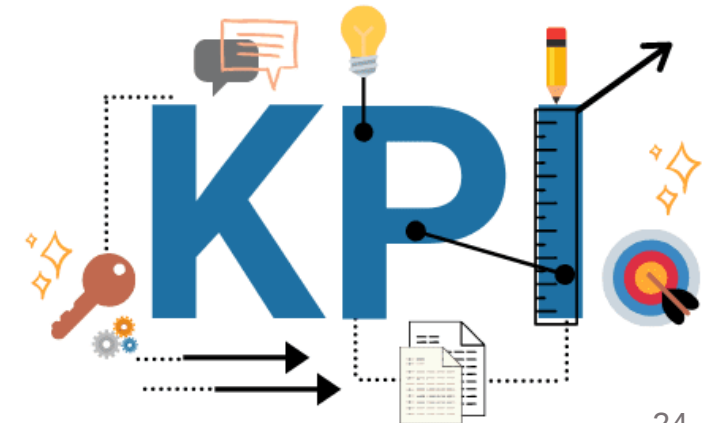
- Contract management through
 - General and technical requirements
 - Monitoring, reporting and auditing requirements
 - Key Performance Indicators
- Monitoring, reporting and auditing requirements
 - EETS provider must monitor its performance and reports monthly and quarterly to the toll charger
 - audit right toll charger by way of assurance statement
 - the toll charger is authorized at all times to investigate (or have investigated) the EETS provider's performance on the KPIs and/or to perform (or have performed) audits for this purpose



Operation: contract management and KPI's – II

■ Key Performance Indicators

- EDS describes minimum performance requirements for KPI, as well as how meeting the KPI's is determined
- a performance discount is imposed when a KPI is not met (also max amount per event and quarterly)
- no performance bonus
- repeatedly not meeting KPI's may lead to termination of the EETS contract
- KPI's are further substantiated in relation to topic Technical



Operation: contractual relationship EETS-provider and customer – I

- Customer = license plate holder
- Underlying premise: very little interference from toll charger in relationship EETS-provider – customer
- EETS provider enters into the service agreement and sends out invoices in its own name, not in the name of or on behalf of toll charger

Operation: contractual relationship EETS-provider and customer – II

- Requirements:
 - Contracts may only enter into force after the EETS provider has obtained proof of accreditation
 - the EETS provider must inform its customers about applicable legislation, specifically regarding on board equipment
 - the EETS-provider requires the customer to notify the EETS-provider in certain cases
 - it must be clear to the customer with whom he concludes an agreement
 - general conditions must be published on website (EETS-directive obligation)
 - the invoice must clearly distinguish between the costs of the EETS provider's services and the toll rate payable
 - the EETS provider shall not discount or give the impression of discounting the toll payable.
 - the EETS provider must maintain a customer service and a complaint handling procedure



EETS market day – Technical

Accreditation procedure, Interfaces and KPIs

Hans Oortwijn, Laurens Tait, Vladimir Chalyt, Joost Massaro & Emmanuel Grandserre

Agenda

1. Accreditation procedure
 - Testing and test scenario's
2. Service description of interfaces
 - Message description example
3. KPI's
 - Current view on EETS KPI's
 - Pilot for KPI Testing

1. Accreditation procedure

Technical Document overview

- › EETS Toll Domain Statement describes the **technical solution** in the Dutch Heavy Goods Vehicle scheme, including relevant standards and steps to become accredited in the Dutch scheme.
- › Annexes to the EETS Toll Domain Statement will be publicly available and go into more detail of the technical requirements and the Accreditation procedure and testing of the EETS Providers.
- › At the start of the Accreditation procedure, after signing the non-disclosure agreement more practical information for the Accreditation testing becomes available, including service description, message specifications and test plans and test reports.

Document ID	Document Title
EETS Toll Domain Statement	
	EETS Toll Domain Statement Heavy Goods Vehicle Charge Netherlands
Annexes to EETS Toll Domain Statement	
I	Template EETS agreement
II	Template bank guarantee
III	Data protection
IV	Intellectual property rights
V	Accreditation procedure, testing and Pilot for KPI testing in live situation
VI	Technical conditions and requirements
VII	Risk, compliance and information security
VIII	KPI's
Practical Accreditation Information (PAI) – <i>received at the start of Accreditation procedure</i>	
A	Service description
B	Message specifications
C	Template Service plan
D	Template Test plans (<i>for each test phase</i>)
E	Template Test report (<i>for each test case</i>)
F	Accreditation information (contact details, locations, etc.).

A Document review

EETS Service Provider

- Application
- Checking Requirements
- Ask Questions
- Submission of Technical & Operational draft and final service plan
- Non disclosure agreement

Toll Charger

- Assessment of application
- Transmission of Information
- Clarifying Questions
- Conclusion of the EETS agreement

B1 OBU & DSRC Compatibility Test

EETS Service Provider

- Delivering OBU('s)
- Remote support if needed

Toll Charger

- 3 lane testtrack
- Gantry with DSRC antenna's
- Truck
- Support from DSRC supplier

ISO 12813

B2 Backoffice Test

EETS Service Provider

- Backoffice Webservice ISO 12855
- Remote support

Toll Charger

- Backoffice Webservice ISO 12855
- Remote support

ISO 12855

C End-to-End tests & Map matching

EETS Service Provider

- Delivering tolldeclarations, billing details, payment announcements, exeption list, invoices etc
- Support and systemlogs

Toll Charger

- Driving testroutes with OBU's
- Testscenario's
- Support
- Operational backoffice
- Test and audit staff



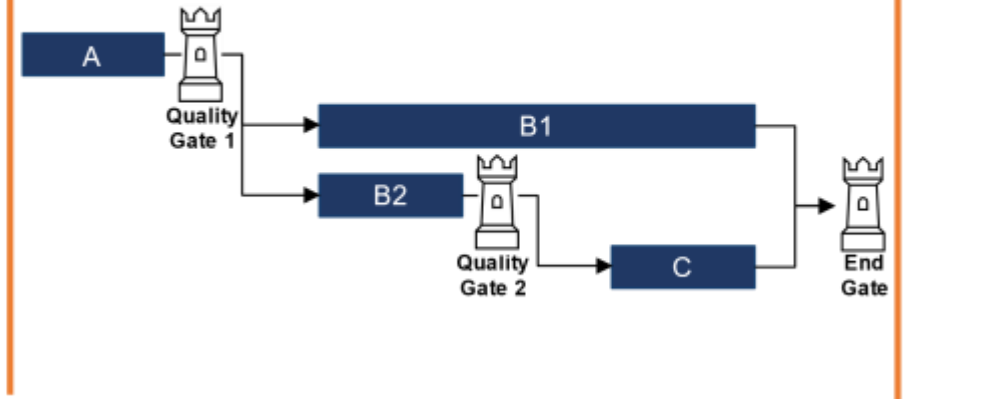
Testing as part of accreditation procedure for EETS-providers

Accreditation testing

- Document review
- Compatibility Tests OBU/DSRC
- ICT-interface Tests
- End-to-End Tests & Map-Matching

#	Phase
A	Document review (Conformity OBU / Backoffice)
B1	Compatibility tests OBU/DSRC
B2	ICT-interface tests (Back Office -to-Back Office)
C2	End-to-end tests & Map-Matching

Start
Accreditation



Quality
Gate 1

Verification of the documentation of the EETS Provider: The EETS Provider must demonstrate that it complies with the specifications of the Toll Charger and how it intends to ensure compliance with the specifications of the Toll Charger for the OBU and Backoffice.



Quality
Gate 2

Successful transmission of messages via the technical interface: The EETS Provider must demonstrate that the transmission of the messages via the technical interface (ISO 12855) is on time, complete and correct.



End
Gate

Validation of the correct functioning of all components of the technical solution of the EETS Provider:

- The EETS Provider must demonstrate that end-to-end processes works correctly: Toll collection process; Billing process and the distribution of toll revenue; Monitoring processes and possible malfunctions.
- The EETS Provider must demonstrate that the OBU/DSRC module is compatible with the roadside equipment.

A. Document review



The **Document review** concerns an assessment of the documentation provided by the EETS Provider to demonstrate that its on-board equipment and backoffice systems are in compliance with applicable standards and specifications. The conformity testing consists of:

- › The EETS Provider shall provide all **documentation of the conformity** of the interoperability constituents relating to its **on-board equipment** that it proposes to use. This shall include all on-board equipment test reports, including any tests performed for other EETS domains, if the candidate EETS Provider wishes these tests to be included as part of the accreditation procedure.
- › The EETS Provider shall provide all **documentation relating to the conformance of the proposed backoffice**. This shall include all test reports and interface specifications and standards, including any test results performed for the purpose of service provision in other EETS domains, if the EETS Provider wishes these tests to be included as part of the accreditation procedure.
- › The conformity of the protocol implementation shall be confirmed by suppliers of the OBE, using the **“PICS” template in EN ISO 12813 Annex B**.

ISO standards for OBU conformity:

- ISO 12813 and other referred to DSRC standards
- ISO 13141

ISO standards for Backoffice conformity:

- ISO 12855
- CEN/TS 16986

B1. Compatibility tests OBU/DSRC



- All on-board units (OBUs) must use the communication interface in accordance with **EN ISO 12813:2019**, with the use of 5.8 GHz microwave technology.
- Compatibility tests OBU/DSRC takes place on a test track to test with predefined test cases: i) interface OBU/RSE; and ii) communication OBU/Backoffice.
- For OBUs that have not been tested and approved anywhere in the EU (at the time of the accreditation), a lab test should be performed. This lab test will be outsourced to the Roadside Equipment supplier.

Attributes	Reference to EN ISO 12813:2019 EFC attributeld
EFC-ContextMark	0
VehicleLicensePlateNumber	16
VehicleClass	17
VehicleWeightLimits	20
VehicleSpecificCharacteristics	22
EquipmentOBUID	24
PaymentMeans	32
CommunicationStatus	49
GnssStatus	50
ActiveContexts	52
OBESatusHistory	53
LocalVehicleClassId	63
ExtendedOBUStatusHistoryPart1	99
ExtendedOBUStatusHistoryPart2	100

B1. Compatibility tests OBU/DSRC



Tests will be set out to at least achieve the following aims (not limited to):

- Test with aim to ensure that the OBU/DSRC module performs the initialisation correctly.
- Test with aim to ensure that the OBU/DSRC module handles the profile correctly.
- Test with aim to ensure that the OBU/DSRC module handles the profile Vehicle Service Table.
- Tests with the aim to ensure that the OBU/DSRC module handles mandatory commands correctly (e.g. SET, GET, GET_STAMPED, ACTION, SET_MMI, ECHO, RELEASE)

Name / ID	Description	Purpose
B1.2.1	The beacon performs a regular initialisation phase for AIDs 1, 20 and 21. It then sends an ECHO.rq that the OBU should answer. Then it sends a BST that the OBU is not supposed to answer.	The aim is to ensure that the OBU/DSRC module performs the initialisation correctly.
B1.2.2	The beacon performs a regular initialisation phase for AIDs 1, 20 and 21. It then sends an ECHO.rq for the OBU to answer and two RELEASEs. It then sends another ECHO, which the OBU does not answer.	The aim is to ensure that the OBU/DSRC module performs the initialisation correctly.
B1.2.3	The beacon performs a regular initialisation phase for AIDs 1, 20 and 21. It then sends an ECHO.rq for the OBU to respond to. The whole process is repeated, changing first the manufacturerID and then the individualID of the BST.	The aim is to ensure that the OBU/DSRC module performs the initialisation correctly.
B1.2.4	The beacon performs a regular initialisation phase for AIDs 1, 20 and 21. It then sends an ECHO.rq for the OBU to respond. The whole process is repeated, increasing the beacon time of the BST by 256 seconds.	The aim is to ensure that the OBU/DSRC module performs the initialisation correctly.

Example of testcases for the Compatibility tests OBU/DSRC

B2. IT interface Tests



- During IT interface testing, the information exchange between the EETS provider's back office and the Toll charger's back office is tested.
- The IT tests must demonstrate the compatibility of the candidate EETS provider's back office to the ISO 12855 and the CEN/TS 16986.
- The following interfaces will be tested at least:
 - i. Processing and sending the EETS ***"ExceptionList-Whitelist"***.
 - ii. Processing and sending the list of invalidated on-board equipment and list of defective on-board equipment to toll charger ***"ExceptionList-Blacklist"***.
 - iii. Sending Toll Context Data ***"EFCCContextdata"*** from the toll charger to the EETS provider's back office.
 - iv. Sending daily statements ***"BillingDetails"***, according to CEN/TS 16986 in accordance with this EETS Toll Domain Statement.
 - v. Sending payment announcements ***"PaymentAnnouncement"*** according to CEN/TS 16986 from the EETS provider back office to the toll charger back office.
 - vi. Sending an Extended Toll Report ***"ExtendedTollDeclaration"*** at the toll charger's request for enforcement or contract management purposes.
 - vii. Exchange of confidential information ***"Trust Objects"***.
 - viii. Expected number of transactions through the interface.

B2. IT interface Tests



Testcases for operational processes:

- › Exchange of safety-related objects
- › Technical Interface test
- › Manage the User List (ExceptionList – whitelist)
- › Manage the Restricted List (ExceptionList – blacklist)
- › Manage User Information and Vehicle Data
- › Manage the Vehicle List of EETS users
- › Generation of Daily Reports
- › Transmission of the Toll Context Data

ID	Name	Description	Purpose
B2.2.1	Transmission of an empty user list	The EETS Provider transmits an empty white list to the Toll Charger via 12855. The Toll Charger confirms successful receipt in the same WebService call with a sendAduResponse without Adu element. After processing the received (empty) white list, the Toll Charger performs a WebService call via 12855 and sends the EETS provider an AckADU with the AduReasonCode "apduOK".	Proof of successful transmission of a white list including synchronisation and confirmation
B2.2.2	Transmission of an empty blacklist	The EETS Provider transmits an empty blacklist to the Toll Charger via 12855. In the same WebService call, the Toll Charger confirms successful receipt with a sendAduResponse without Adu element. After processing the received (empty) black list, the Toll Charger performs a WebService call via 12855 and sends the EETS Provider an AckADU with the AduReasonCode "apduOK".	Proof of successful transmission of a blacklist including synchronisation and confirmation
B2.2.3	Transmission of an empty daily report	The EETS Provider transmits the various parts of the daily report to the Toll Charger via 12855 in individual messages. These are transmitted synchronously by the Toll Charger and acknowledged asynchronously. Finally, the EETS Provider transmits the overview daily report, which is also is acknowledged synchronously and asynchronously by the Toll Charger.	Proof of successful transmission of a daily report including synchronous and asynchronous confirmation as well as correct transmission of an overview of the daily report on the transmission.

Example of testcases for the Technical interface tests

C. End-to-End tests & Map-Matching



In the end-to-end tests the EETS Provider must demonstrate that all the components of the HGVC scheme for which the EETS Provider is responsible functions correctly. The compatibility of the EETS Provider's interoperability with the Toll Charger will be verified. In addition, operational processes of the EETS Provider will be tested. The testing will take place in Test system 'close to real operation' or 'real operation system', that is technically identical to the Toll Charger's system.

- **OBU testing including map matching:** driving/following a predefined route with a set number of kilometers (partly on the toll road network and partly on non toll roads):
 1. Correct Map Matching & Toll Collection
 2. Correct Accounting and Distribution
 3. Monitoring of the EETS Provider
- **Outcome end-to-end test** – Accuracy, correctness and completeness of kilometer records:
 - i) the total number of kilometers driven;
 - ii) the number of chargeable kilometers driven; and
 - iii) the final amount (calculated according to the EFCCContextData)

C: End-to-End & Map Matching test

C1: Correct Map Matching & Toll Collection



In this test scenario, it is checked whether the toll collection process works technically and is technically correct. It starts with the execution of traffic on the toll road network and ends with the transmission of the toll accounting evidence to the EETS provider.

This test is carried out with a test fleet on Dutch toll road network. The tests include journeys on predefined reference routes as well as driving maneuvers that depict various typical constellations of the route network and the toll vehicles (e.g. change in declaration parameters, vehicles with permissible total weight below the toll limit).

Nr.	Name	Description	Purpose
C1.1	Driving on the toll road network	Driving on the Dutch toll road network for several days	Proof of transmission of correct lane data and processing into toll booking proofs
C1.2	Special journeys - exchange of on- board equipment in a vehicle	The on-board unit of a user already registered with the EETS Provider is replaced and a new on-board unit is installed in the vehicle. Before the exchange, the toll road network is driven through.	Proof of the correct updating and transmission of user lists to the toll collector in the event of the exchange of an on-board unit.
C1.3	Special journeys - transferring the on- board unit to another vehicle	The on-board unit of a user already registered with the EETS Provider is removed from the vehicle and installed in another vehicle. Prior to the removal, the toll road network is driven through.	Proof of correct updating and transmission of user lists to the toll collector in the event of transfer of the on-board unit.
C1.4	Forced termination	Carrying out a journey on the tolled network with a longer break in the journey on the tolled network	Proof of the transmission of correct lane data and processing into toll booking proofs even in the case of prolonged interruptions to journeys on the toll network
C1.5	Driving with a vehicle below the mandatory toll limit (< 3.5t)	Driving on the toll road network with an on-board unit declared below the toll limit	Proof that no lane data is transmitted for non-tolling vehicles
C1.6	Driving with a vehicle without an active contract for the HGVC toll area	Carrying out a journey on the toll road network with an on-board device without active Contract for the HGVC toll area	Proof that no lane data are transmitted for vehicles without an active contract for the HGVC toll system.

C: End-to-End & Map Matching test

C2: Correct Accounting and Distribution



In this test scenario, it is checked whether the billing process and the distribution of toll revenue is working correctly. Furthermore, the correct application of the credit note process for the correction of incorrect charges incurred in the toll collection service is examined. The test scenario proves that the cooperation between the Toll Charger and the EETS provider, including the exchange of the necessary information, ensures correct billing to the user and complete payment to the toll charger. The billing and distribution of toll revenues is simulated in this scenario. There is no billing and no payment of real toll amounts.

Nr.	Name	Description	Purpose
C2.1	Accounting and distribution of journeys from the correct toll collection test	Simulation of the sweep and implementation of the Output reports for the journeys carried out in the correct toll collection test	Proof that the return information is correct and complete
C2.2	Crediting (Case A) - manual correction for toll journeys already swept out	Carrying out the process of crediting due to an incorrect charging of the EETS provider under the assumption that the incorrect toll amount has already been paid out	Ensuring correct accounting and payment even in the event of incorrect charges by the EETS provider
C2.3	Crediting (Case B) - manual correction before the toll journeys are distributed	Carry out the process of crediting due to an incorrect charging of the EETS provider under the assumption that the incorrect toll amount has not yet been paid out.	Ensuring correct accounting and payment even in the event of incorrect charges by the EETS provider

C: End-to-End & Map Matching test

C3: Monitoring of the EETS Provider



The aim of this test scenario is to check the technically correct implementation of the monitoring processes of the EETS provider in accordance with the EETS domain statement and to examine the effects of possible malfunctions in the system of the EETS provider or the toll charger. For this purpose, two test objectives are set:

1. **Tests in regular operation:** Examination of the technically correct implementation of the monitoring processes at the EETS provider in a permanent regular operation
2. **Tests in fault mode:** Examination of the monitoring processes and monitoring in the event of system failure of the EETS provider by triggering faults. Examination of the internal monitoring of the EETS provider by triggering faults

The EETS provider shall monitor its subsystem and all on-board equipment it deploys. The data collected by him is used to create the report, which is transmitted to the toll collector via the backoffice interface.

Nr.	Name	Description	Purpose
C3.1	Provision of the monitoring reports	Preparation and submission of the monitoring report "IT Security & Operations"	Evidence of a functioning monitoring process at the EETS Provider and correct transmission of the monitoring report
C3.2	Fault Interface - Information on vehicles and on-board equipment User Details	The EETS Provider generates a fault in the Information on vehicles and on-board equipment so that no vehicle and holder data request can be made. After the fault has been rectified, the request is possible. The malfunction is recorded, included and transmitted in the monitoring report "Safety & Operation".	Evidence of a functioning monitoring process at the EETS-provider and correct transmission of the monitoring report
C3.3	Malfunction on-board unit	The EETS Provider prevents the transmission of lanes of an on-board unit during a journey on the tolled route network. The fault is eliminated > 72h after completion of the journey and the recorded lane data is transmitted. The technical anomaly is detected and transmitted to the EETS Provider.	Proof of the functionality of the process of detecting anomalies in on-board equipment of the correct interaction between the Toll Charger and the EETS Provider in this process.
C3.4	Provision of information on the technical status of the EETS on-board unit	The Toll Charger sends an e- request on the technical status of an on-board unit to the EETS Provider via the backoffice interface, which is answered by the EETS Provider.	Proof of the specification-compliant provision of information on the technical condition of an on-board unit via the backoffice interface of the EETS Provider

A Document review

EETS Provider

- Application
- Checking Requirements
- Ask Questions
- Submission of Technical & Operational draft and final service plan
- Non disclosure agreement

Toll Charger

- Assessment of application
- Transmission of Information
- Clarifying Questions
- Conclusion of the EETS agreement

B1 OBU & DSRC Compatibility Test

EETS Provider

- Delivering OBU('s)
- Remote support if needed

Toll Charger

- 3 lane testtrack
- Gantry with DSRC antenna's
- Truck
- Support from DSRC supplier

ISO 12813

B2 Backoffice Test

EETS Provider

- Backoffice Webservice ISO 12855
- Remote support

Toll Charger

- Backoffice Webservice ISO 12855
- Remote support

ISO 12855

C End-to-End tests & Map matching

EETS Provider

- Delivering tolldeclarations, billing details, payment announcements, exeption list, invoices etc
- Support and systemlogs

Toll Charger

- Driving testroutes with OBU's
- Testscenario's
- Support
- Operational backoffice
- Test and audit staff



Pilot for KPI Testing

EETS Provider

- Driving with multiple trucks
- Delivering tolldeclarations, billing details, payment announcements, exeption list, invoices etc
- Support and systemlogs

Toll Charger

- KPI monitoring
- DSRC enforcement testing
- Support
- Operational backoffice
- Test and audit staff

2. Service description of interfaces

Joost Massaro

1

DAILY OPERATIONS



Billing details



Payment announcement



Exception list - whitelist



Exception list - blacklist

2

PERIODICALLY



Efc context data

3

REQUESTED BY TC



Toll declaration



User details

4

USAGE TO BE DECIDED



Trust objects



Report abnormal OBE

But first...

- › Data exchange for Heavy Goods Vehicle Charge is based upon CEN/TS 16986:2022* and ISO 12855:2022

Note: At this time, a new version of CEN/TS 16986 is in the process of ratification. It is expected that this ratification will be concluded within the timescales of this project.

1

DAILY OPERATIONS

Interactions for
day-to-day operations

2

PERIODICALLY

Exchange of data sets
(e.g. 6-monthly)

3

REQUESTED BY TC

Information requests
initiated by Toll Charger

4

USAGE TO BE DECIDED

Need for two interactions
still to be determined

1

DAILY OPERATIONS



Billing details



Payment announcement



Exception list - whitelist



Exception list - blacklist

2

PERIODICALLY



Efc context data

3

REQUESTED BY TC



Toll declaration



User details

4

USAGE TO BE DECIDED



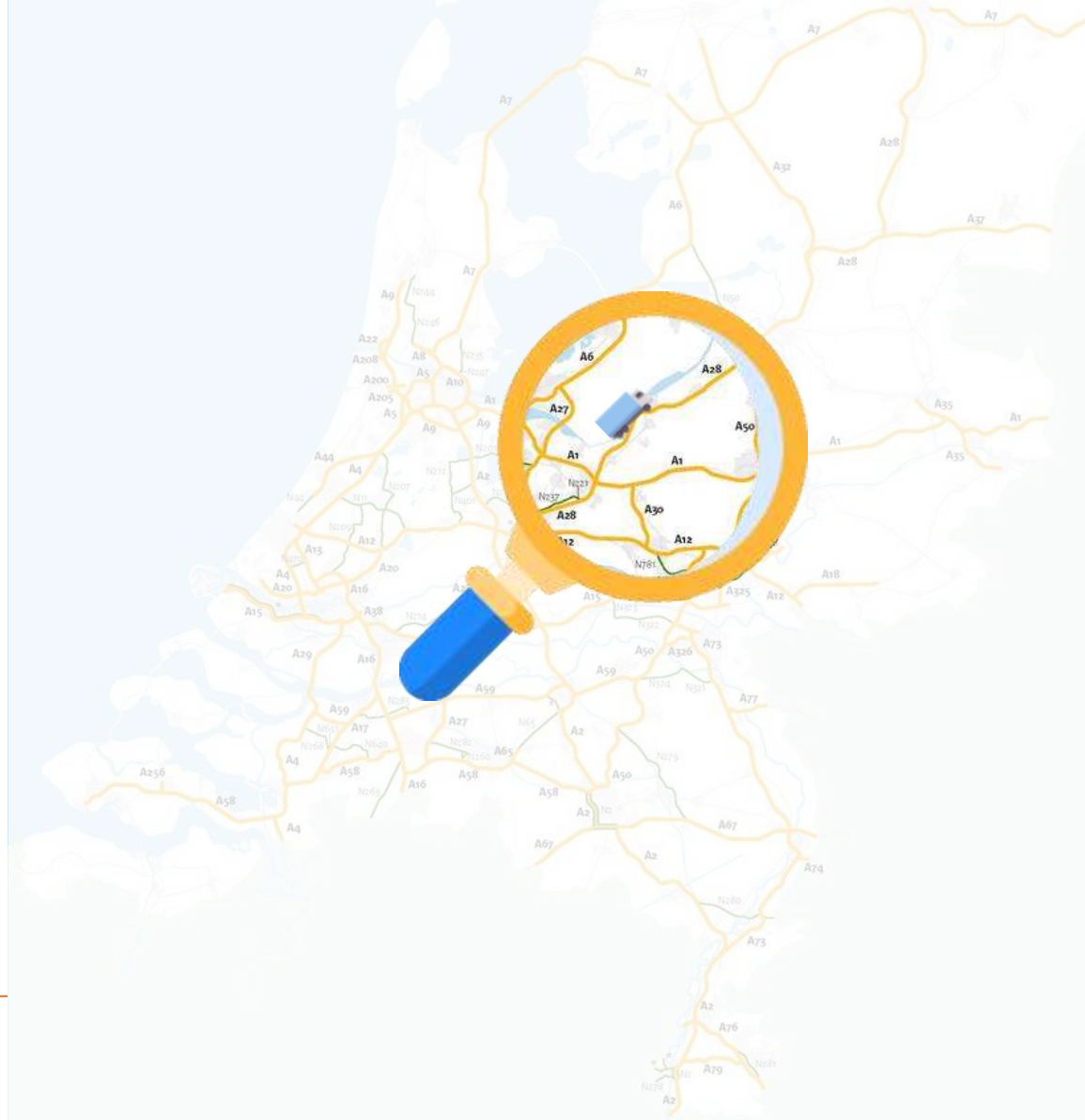
Trust objects



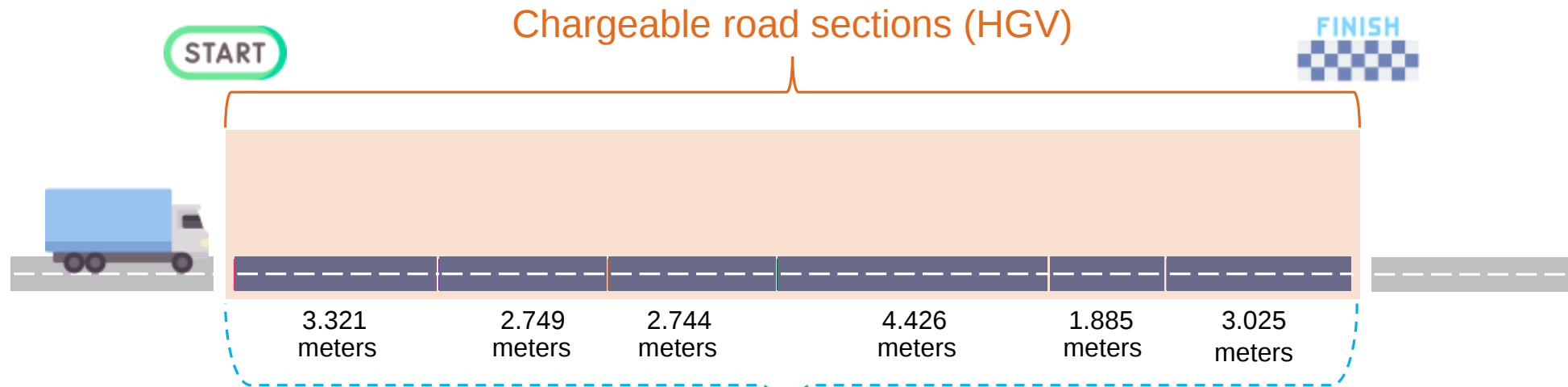
Report abnormal OBE

Wegen vrachtwagenheffing

- A12 A-wegen
- N-wegen
- gemeentelijke wegen



Billing details



Efc context data

Tariff data

Road sections data*
(chargeable)

*) *Formatting: **Analytical method** or GDF*

Example



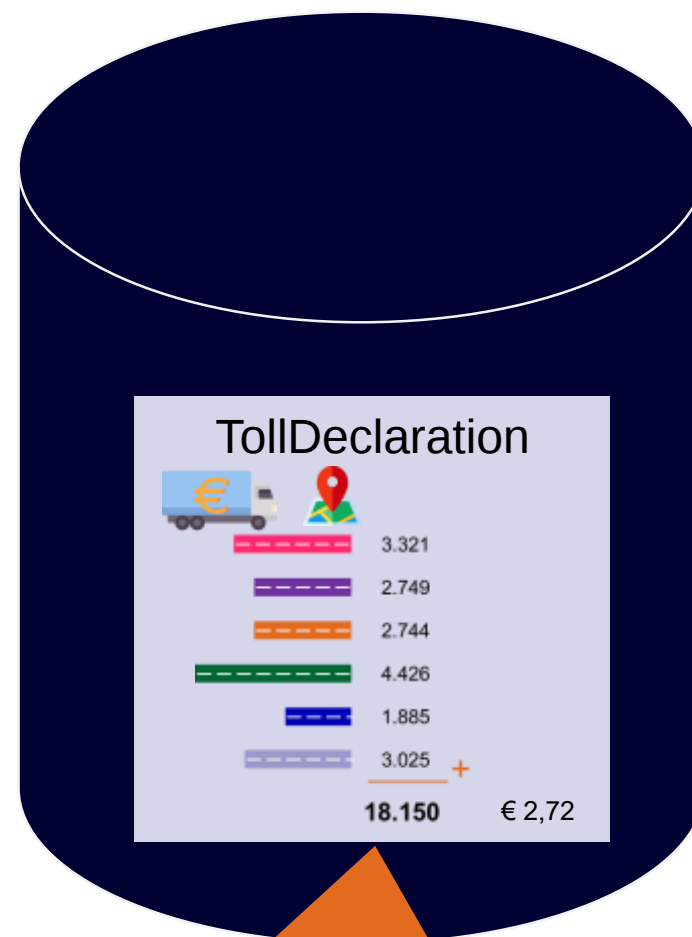
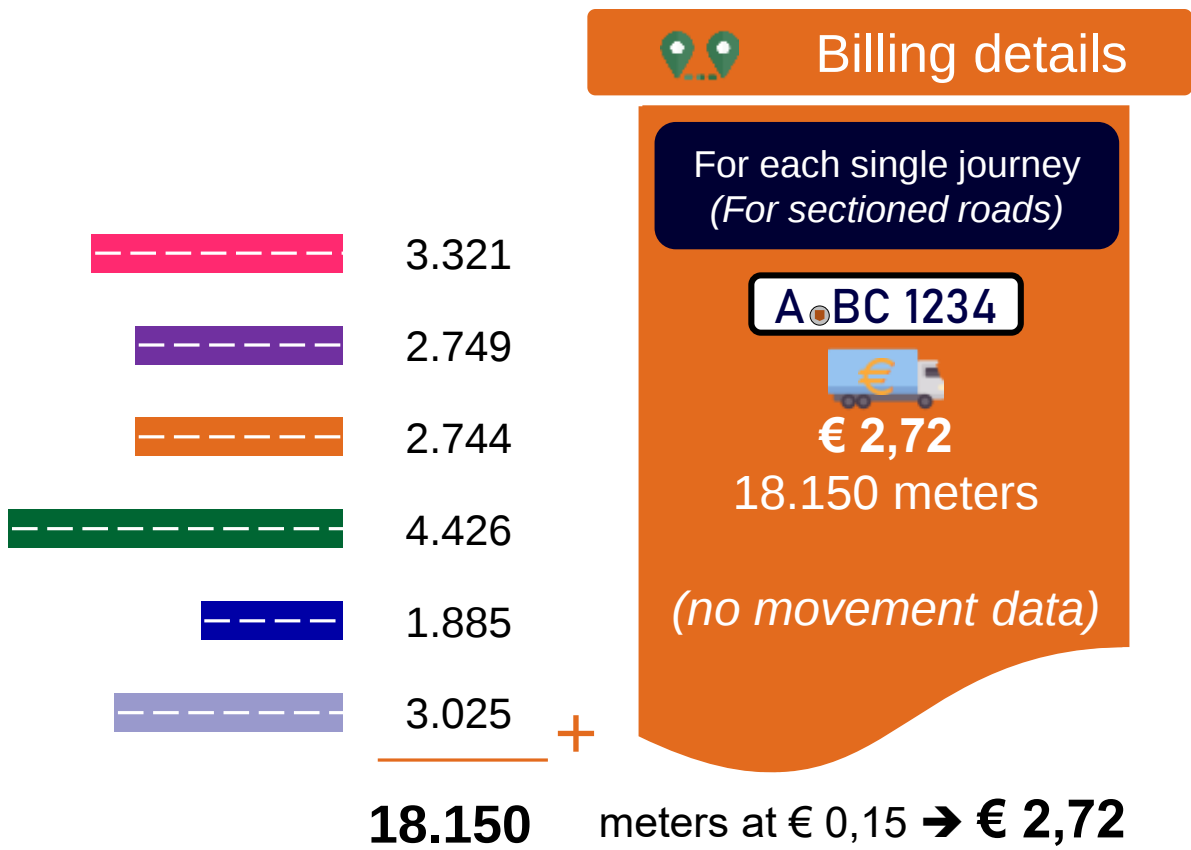
	3.321
	2.749
	2.744
	4.426
	1.885
	3.025

+

18.150 meters at € 0,15 → **€ 2,72**



Example

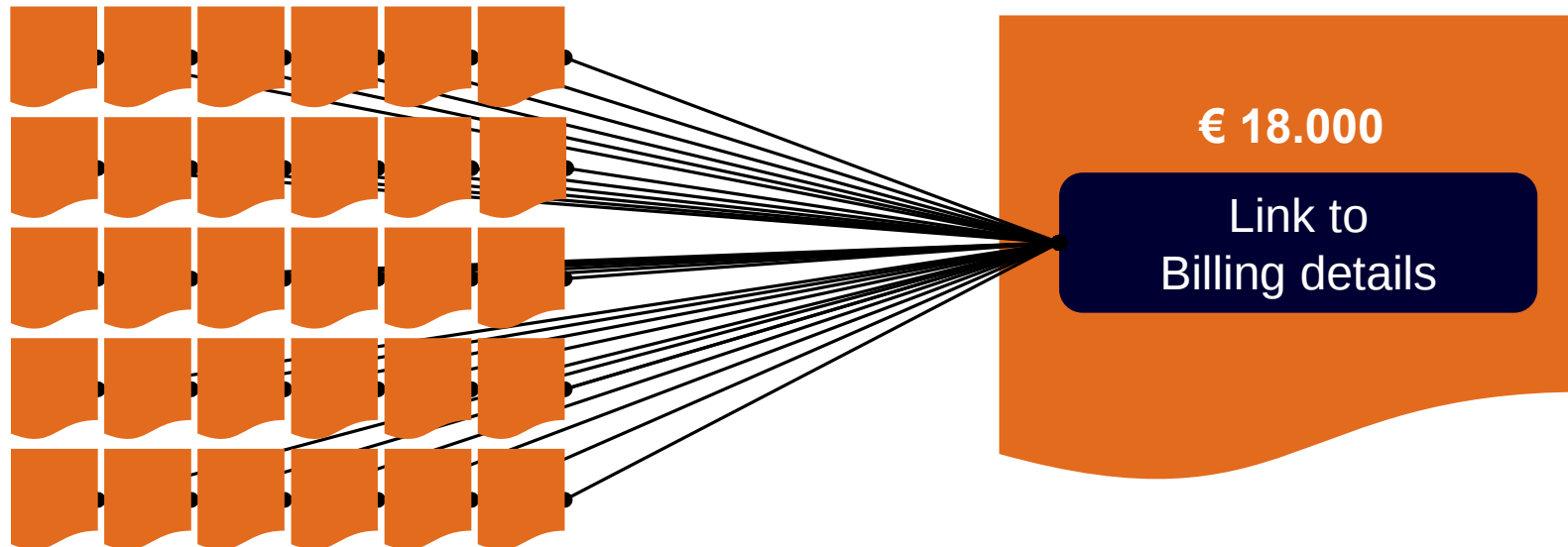


- For each single journey
 - Includes movement data
 - Available at request TC
- Toll declaration**

Example

 Billing details

 Payment announcement



Example

1

DAILY OPERATIONS



Billing details



Payment announcement



Exception list - whitelist



Exception list - blacklist

2

PERIODICALLY



Efc context data



3

REQUESTED BY TC



Toll declaration



User details

4

USAGE TO BE DECIDED



Trust objects



Report abnormal OBE

 Exception list - whitelist

 Full list

 Daily

 User

Personal Account Nr

Licence plate number

OBE id

Validity start date

Vehicle train maximum weight*

Euro value*

**) Based on current legislation*

 Exception list - blacklist

 Full list

 Daily

 User

Personal Account Nr

Licence plate number

OBE id

Validity start date

Reason

Is there also need for an incremental update?

Your input is welcome

1

DAILY OPERATIONS



Billing details



Payment announcement



Exception list - whitelist



Exception list - blacklist



2

PERIODICALLY



Efc context data



3

REQUESTED BY TC



Toll declaration



User details



4

USAGE TO BE DECIDED



Trust objects



Report abnormal OBE

1

DAILY OPERATIONS



Billing details



Payment announcement



Exception list - whitelist



Exception list - blacklist



2

PERIODICALLY



Efc context data



3

REQUESTED BY TC



Toll declaration



User details



4

USAGE TO BE DECIDED



Trust objects



Report abnormal OBE

1

DAILY OPERATIONS



Billing details



Payment announcement



Exception list - whitelist



Exception list - blacklist



2

PERIODICALLY



Efc context data



3

REQUESTED BY TC



Toll declaration



User details



4

USAGE TO BE DECIDED



Trust objects



Report abnormal OBE



Trust objects

CURRENT STATUS

Most likely we will not exchange keys through ISO-message 'Trust objects'.
Meaning a (manual) process will be implemented. Further detail to be determined.



Report abnormal OBE

CURRENT STATUS

Need for use is unclear for Dutch tolling scheme (in a Toll Service Provider dominant scenario).

Is there need for such an interaction?

Your input is welcome

1

DAILY OPERATIONS



Billing details



Payment announcement



Exception list - whitelist



Exception list - blacklist



2

PERIODICALLY



Efc context data



3

REQUESTED BY TC



Toll declaration



User details



4

USE TO BE DECIDED



Trust objects



Report abnormal OBE





3. KPI's

Current view on EETS KPI's

- › Principles
 - › Pragmatism
 - › Easy measurement
 - › Quality of service in operations
- › Inspiration from other toll domains
- › Still Under construction
 - › Target value (to be discussed)
 - › Measurement methods
 - › Penalties

Current view on EETS KPI's

Name	Description	Target level (Range)
Toll detection rate	The toll detection rate is used to determine the quality of the correct detection of used sections of the toll road network. The aim is to measure the accuracy of the GNSS position data in combination with the mapmatching. Toll detection is considered correct if the recognized section transmitted in the section-related survey data for the clearly identifiable vehicle corresponds to the section actually traveled on, based on the DSRC-data of the automatic control devices of the toll charger. Otherwise, the toll detection is considered incorrect.	98.5%/99.5%
DSRC communication	The aim is to measure the correct DSRC communication between the EETS on-board devices with the automatic control devices of the toll charger, whereby all billing-relevant data (vehicle parameters and contract parameters) must be transmitted correctly and completely.	95.0%/98.5%
Blacklist quality	An essential requirement for the EETS provider is the technical blocking of an EETS on-board device (signaling that it is not ready for operation in the Dutch HGVC domain) before it is placed on the blocked list (blacklist) and sent to the toll charger. The aim is to measure the number of vehicles that are on the blacklist as transmitted to the toll charger but signal operational readiness (green status).	99.5%/99.9%
Blacklist transmission delay indicator	The percentages of blacklists transferred by the EETS provider to the toll charger once daily.	96%/98%

Current view on EETS KPI's

Name	Description	Target level (Range)
User list (whitelist) quality	The aim is to measure the quality of the creation and transmission of the user list (whitelist) from the EETS provider to the toll charger. It is measured by comparing DSRC readings from vehicles of the EETS provider with the user list (whitelist) that is transmitted to the toll charger.	99.50/99.9%
Whitelist transmission delay indicator	A correct compilation of the whitelist (list of registered users) by the EETS provider and timely transfer to the toll charger is a technical prerequisite for the acceptance of toll declarations from the user by the toll charger. It is checked whether the OBUs that are ready for collection and that have been recorded are also entered in the whitelist. The toll declarations from the users not included in the whitelist are rejected. This indicator measures the percentages of white lists transferred by the EETS provider to the toll charger once daily.	96%/98%
OBE personalization	The aim is to measure the correct personalization (without discrepancies) of the OBE by the EETS provider.	98.5/99.5%

Current view on EETS KPI's

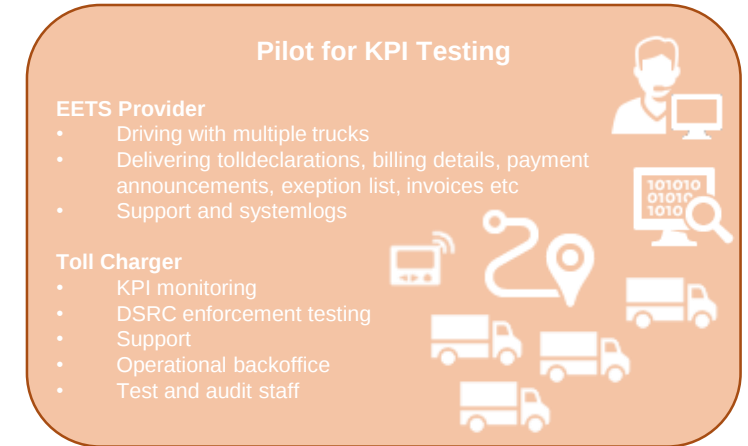
Name	Description	Target level (Range)
Timeliness of the transmission of toll declarations	This indicator checks the performance of the EETS provider system to compute the toll collections of end customers and send it to the toll charger in a reasonable time.	97%/99%
Global Availability	The IT services of the EETS provider should be capable to provide the response on the request of the service within agreed period of time. The KPI_AV1 calculates the probability that a BO of the Service provider won't experience downtime during the provision of the services. The IT services must meet the following three qualifications to be considered "available": - Functionality: It isn't out-of-service for the maintenance. - Normalcy: It runs in an ideal setting at an expected rate. - Availability: It's available for use without disrupting service schedules.	99.5%/99.9%
Timeframe for correction of bugs and incidents raised at IT level	If the toll charger detects an error (bug) and sends request to the Service provider for the updating (fixing) the detected error, the SP should respond and fix it during the agreed period of time. The Service provider is required to resolve 99.9% of the errors (bug, anomaly, warning, defect, incident,...) under the request of the toll charger in accordance with the agreed timescales. The severity levels and "Maximum time to fix" are to be defined.	To be defined

Pilot for KPI Testing

During the pilot, the EETS provider performs its service for the pilot vehicles in a so-called "shadow tariff mode". In this mode, the following activities take place:

- i. the on-board equipment sends the normal data to the back office of the EETS provider.
- ii. the EETS provider generates dummy toll declarations and payment announcements and sends them to the toll charger via the back office interface.
- iii. the EETS provider generates a dummy client list, the list of invalidated on-board equipment and the list of defective on-board equipment reported and sends it to the toll charger via the back office interface.
- iv. the EETS provider sends dummy invoices to the pilot vehicle owner or includes the dummy billing data as such in the (existing) invoices it sends to the pilot vehicle owner.
- v. the EETS provider responds to requests from the toll charger for enforcement information.
- vi. the EETS provider provides customer service and maintains contact with holders.
- vii. the holder of the pilot vehicle shall be requested by the relevant EETS provider to report to the toll charger any billing irregularities found and any other comments about the on-board equipment and service.

When participating in this non-mandatory pilot, the EETS provider has to remedy irregularities identified during the pilot before starting actual service provision.





Towards an interesting business case for TSP's in the Netherlands

Frederic Koeman & Martin Blokland

Content

1. Policy Goals
2. Provisional base case figures
3. Performance regime
4. Remuneration scheme
5. Remuneration amounts

1. Policy Goals

EETS: Open for business



Using services of EETS-providers as much as possible

- › Policy aimed at making use of ‘existing equipment in trucks’

- › User friendly
- › Possibility to pay in multiple European countries

- › This means: EETS-friendly policy

How?

- › Open communication: sounding and dialogue
- › Smooth accreditation process: parallel accreditation, no freeze, no participation fee, alignment with surrounding countries
- › T2M: early start possible
- › Opportunities for different sized providers
- › Remuneration based upon cost structures and “cost-plus-principle”
- › MSP as addition

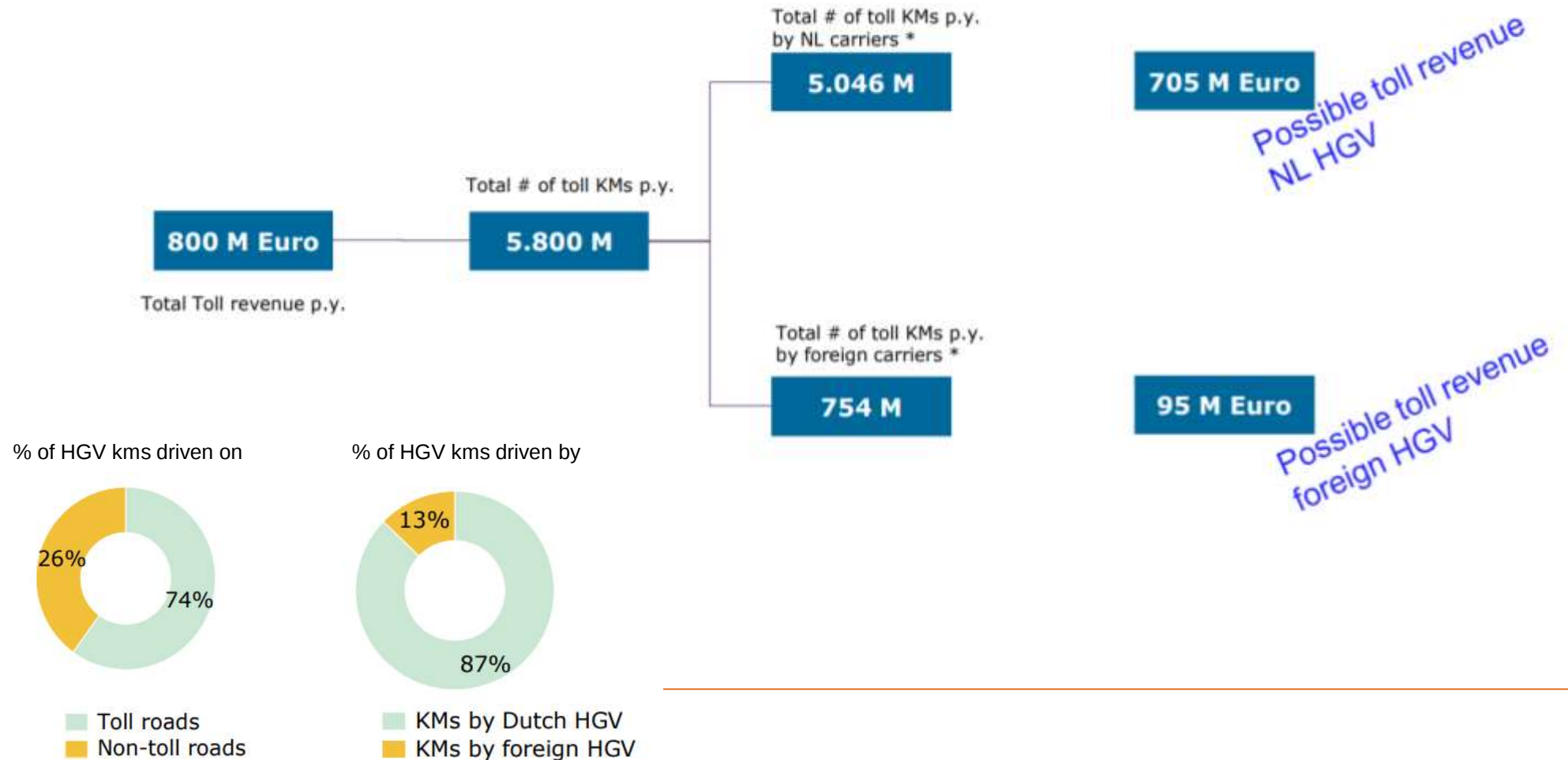


2. Provisional base case figures

EETS: It is your business (case)

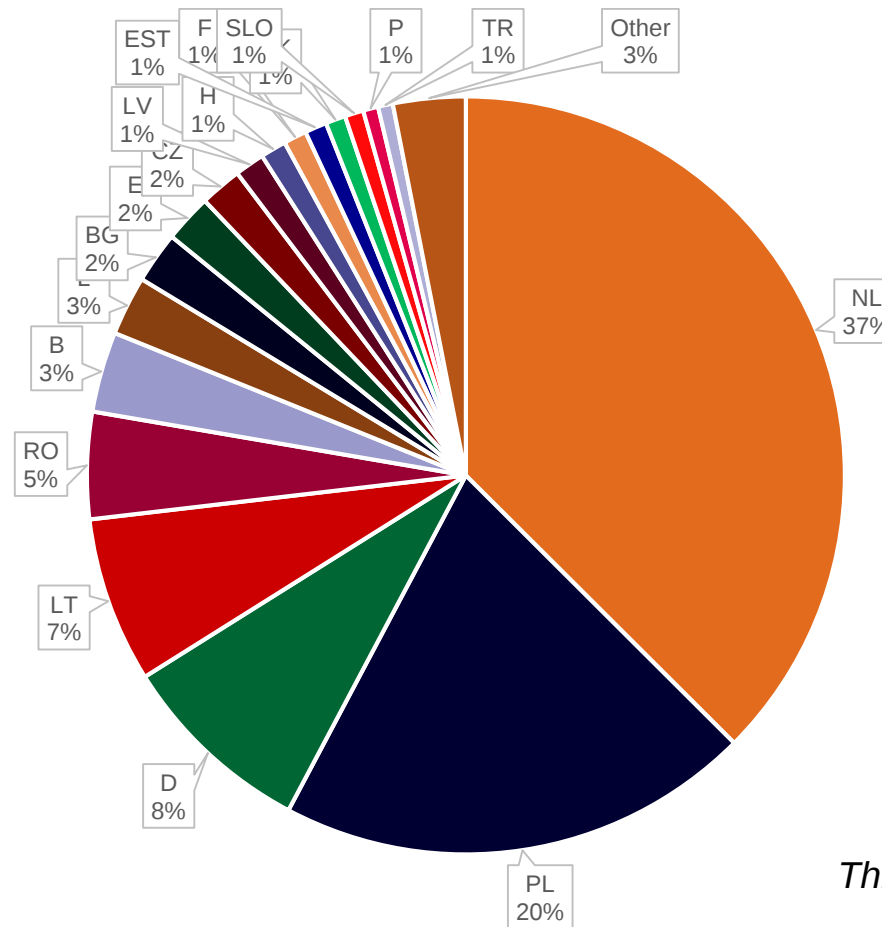


Estimates: annual toll revenue and toll KMs



Eurovignet: origin of LPN-countries (excluding DK and SE) in % of Turnover year 2022

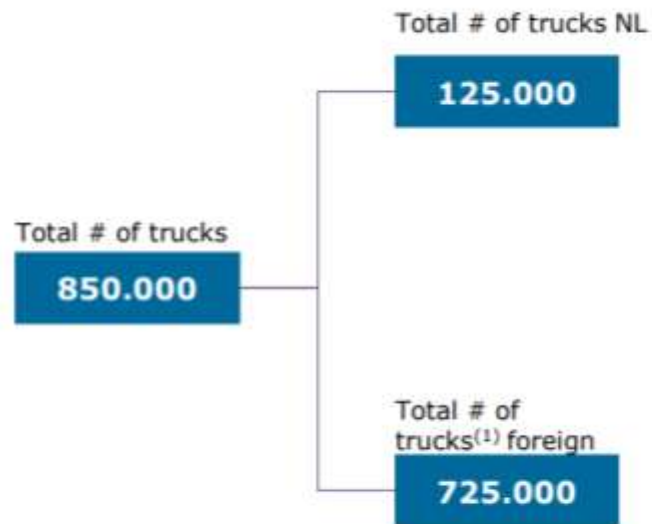
NL	37,5%
PL	20,3%
D	8,3%
LT	7,1%
RO	4,6%
B	3,4%
L	2,5%
BG	2,2%
E	2,1%
CZ	1,8%
LV	1,3%
H	1,1%
F	1,0%
EST	0,9%
SK	0,9%
SLO	0,8%
P	0,6%
TR	0,6%
Other	3,1%



This also includes vignets sold in LU

Breakdown of estimated # trucks

Key figures – Trucks

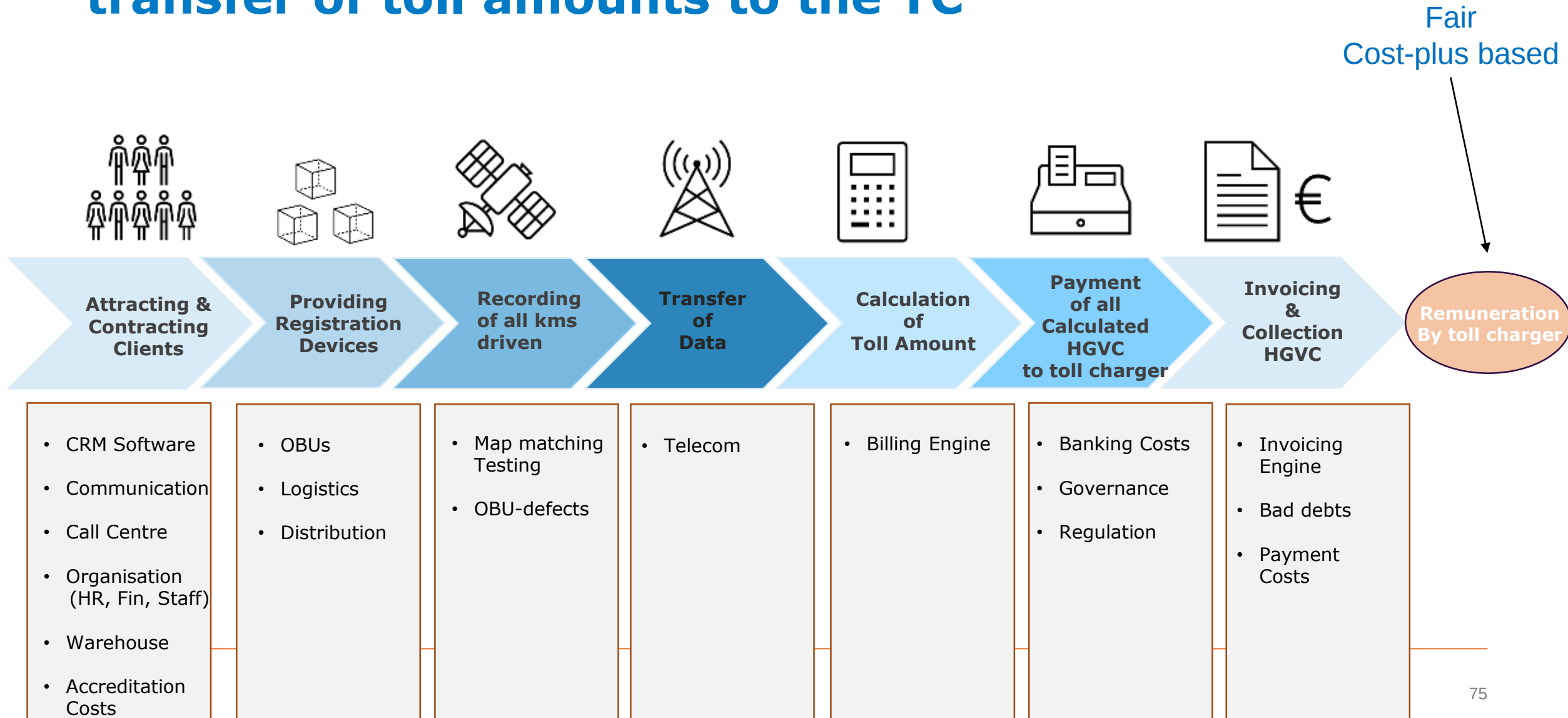


3. Performance regime

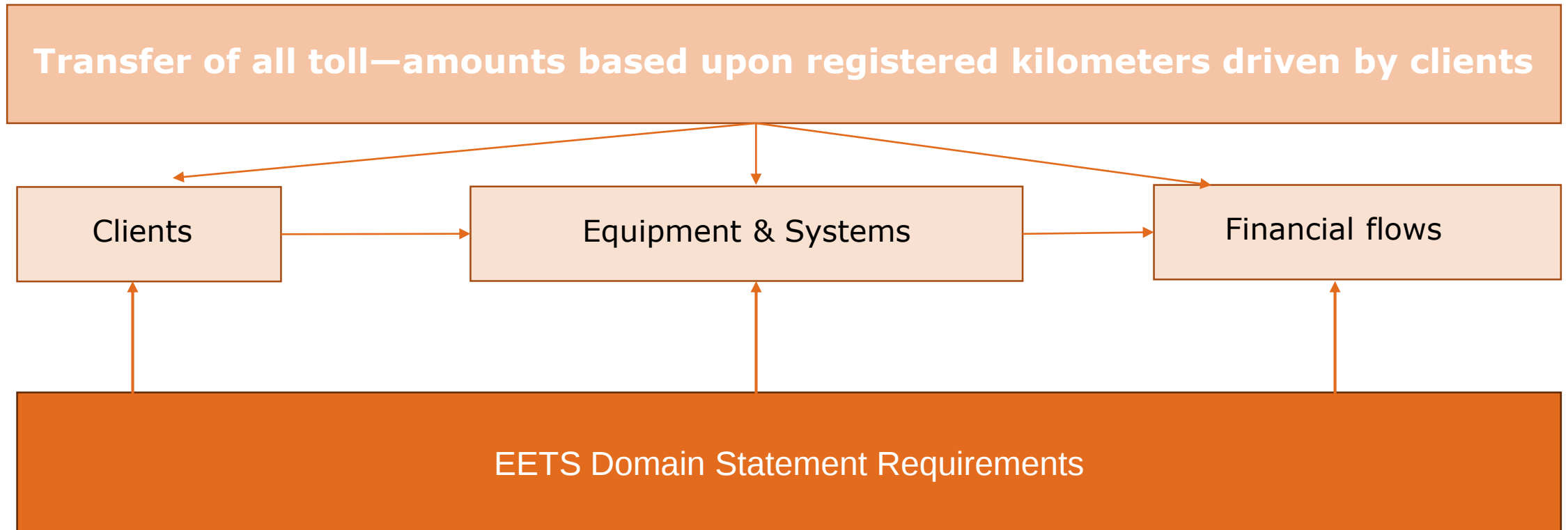


EETS-providers render toll service: transfer of toll amounts to the TC

Fair
Cost-plus based



EETS Performance regime



4. Remuneration Scheme



Performance regime & remuneration scheme aligned...



Policy goals



Level playing
field



Market standards



Financially viable
Business Case



... To achieve a robust, efficient, user-friendly EETS-environment

Recap: remuneration based upon policy goals

POLICY GOAL

1. Accurate and complete toll
2. High penetration grade in market of EETS
3. Access also for all EETS-providers

INSTRUMENT

1. Incentive for parallel interest
2. Incentive to invest in low kilometers-clients
3. Compensation for fixed investments

ELEMENT OF SCHEME

1. Percentage of toll
2. Amount per active OBU
3. Periodic fee

Remuneration Scheme: 3 components

EETS	
1	% of toll revenue: - First 60 M Euro E_1 % - From 60 till 160 M Euro E_2 % - Above 160 M Euro. E_3 %
2	Fixed amount of B Euro per active OBU per quarter
3	Periodic fee per year

1. % of toll: but decreasing

To avoid excess returns

2. Amount per active OBU

To stimulate penetration grade

Towards less economically viable clients

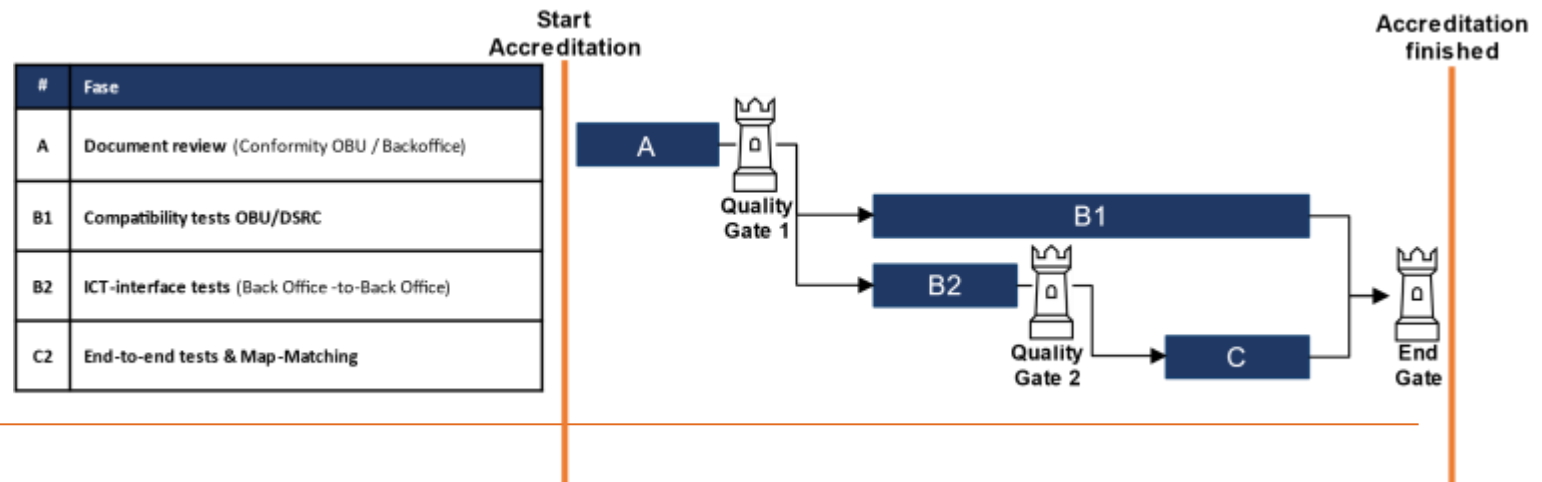
3. Periodic fee

To stimulate new entrants as well as investments in Dutch market

Besides the remuneration provided by the toll charger, EETS providers have the possibility to charge their customers a fee

Accreditation and expenses

- › No freeze period, no (extra) participation fee above the following;
- › Expense for accreditation TSP to TC: around 200.000€ (in line with BE, and calculated as an amount per phase)
 - › To be paid in full in advance, no later than two weeks before start of the accreditation.
- › The accreditation expense is earmarked as a **deposit** (like in DK): current view is to link it to the Q-gates
 - › When a gate is passed (*parameters, like timewindow, are to be set*) the involved part of the deposit will be refunded
 - › No refund in case of early withdrawal



Remuneration scheme does not only serve 'policy goals' and "regulation"



Policy goals



Level playing field



Market standards



Financially viable
Business Case

But...has to support a viable business case as well!

Robust cost calculations



+



An open dialogue

5. Remuneration amounts



Provisional remuneration scheme

	EETS
1	% of toll revenue: - First 60 M Euro 2,7% - From 60 till 160 M Eur 2,1% - Above 160 M Euro. 1,5%
2	Fixed amount of maximum 4.50 Euro per active OBU per quarter
3	Periodic fee: 500k yr1; 350k yr2; 100k- per year

Costs as a result of changes to the EDS by the toll charger will be compensated above a threshold linked to the periodic fee

Figures pending:

1. Final decision making and approval by Minister
2. Conditions to be worked out in EETS domain statement

Thank you!

Wrap-up

- › How did we meet your expectations?
- › What topics have we missed?
- › Between present and publishing of EDS in Q2 2024: what would help you to be fully prepared?

Thank you!

