
Road User Charges (RUC) – Off-Road Refunds

What is an off-road refund?

If your RUC vehicle travels distance off-road you can apply for a refund. Off-road travel is defined as distance travelled that was not used on a road or was used on a road that the RUC collector/Waka Kotahi is satisfied is not maintained by public funds.

When can I apply for an off-road refund?

You can apply at any time, however:

- Your total claim must be for \$20 or more.
- Claims can only be submitted on RUC licences that have expired i.e. all distance covered by that licence has been used, or if the vehicle has been sold or deregistered.
- Claims must be received within two years of the issue date of the RUC licence which the claim is for.
- Records of the off-road distance must be maintained and made available on request. These records must be sufficient to validate the claim.

How do I apply?

Fill out the RUCOR application form. You can complete the form online (www.nzta.govt.nz/ruc-refunds) and save it for emailing or printing. Ensure all fields of the application form are completed.

Send your form to us via email or post:

- Email: Admin.RUCAssessments@nzta.govt.nz
- Post: NZ Transport Agency
RUC Assessments
Private Bag 11777
Palmerston North 4442

Once received, please allow up to 10 working days for your application to be processed.

Completing the RUCOR application form

All panels on the application form must be carefully and accurately completed. Incomplete, illegible or inaccurate applications may be returned, lead to inquiries and delay refunds.

Important points to note:

- If you have had previous claims, enter your off-road customer number in the field provided, otherwise leave blank.
- Current licences cannot be claimed unless the vehicle has been sold or deregistered.
- Distances claimed must be made against the licence that was in effect at the time the off-road distance was travelled. I.e. If a RUC licence starts at 1,000km and ends at 2,000km, only off-road distances travelled between the start and end of this licence can be claimed against this licence.
- Distances claimed must be in whole kilometres only.

What records must be maintained?

All off-road refund applications are subject to audit, and records can be requested/sighted by an authorised officer at any time.

Vehicle operators must keep records of all distance travelled off-road¹ and must be retained for a period of two years from the date of the application for a refund. There is no particular format for the type of records that must be kept, however, an officer authorised by Waka Kotahi must be satisfied as to where, when and how much distance was travelled off-road.

¹ Where more convenient, records of on-road travel can be kept. Off-road travel can be calculated by subtracting on-road use from the RUC licence distance.

Your records must:

be sufficient to prove the distance travelled falls within the RUC licence it has been claimed against.

Manual claims:

The off-road distance travelled must be recorded within the actual start and end distance of a licence and not the date the licence was purchased

GPS Provider based claims:

The off-road distance travelled must be claimed within the “in-use” dates and not based on the date the RUC licence was purchased.

Your records must:

be sufficient to prove the distance claimed is accurate.

Manual claims:

The distance travelled off-road must be recorded by the driver and is recommended to be recorded on their daily travel/job sheet. I.e. Start off-road travel at 24,510km and finish at 24,517km = 7km off-road²

GPS Provider based claims:

Copies of the off-road distance travelled must be made available when requested which clearly shows the distance of the off-road travel.

Your records must:

be sufficient to prove that the distance claimed was done off-road.

Manual claims:

Locations/addresses must be recorded.

GPS Provider based claims:

Copies of the off-road distance travelled must be made available when requested which clearly shows the location of the off-road travel.

² For off-road distances which are travelled on a regular basis, the distance may be pre-measured. The pre-measured distance must be recorded and easily accessible for audit purposes and should include the clients/property name, address and measured distance.

Important note: Claims must be made on actual distances travelled. Percentages, averages, estimates or other calculation based claims are not accepted without prior approval. If you need to make claims based on these methods you must contact us first.

If you own a light diesel vehicle (3.5 tonnes or less) and use your vehicle exclusively off-road or almost exclusively off-road you may qualify for a RUC exemption.

For further information please contact us on **0800 655 644** or visit www.nzta.govt.nz/ruc