



Appendix-13

Non-Chargeable Mileage Refund Explanation

SIMULATED REFUNDS FOR NON-CHARGEABLE MILEAGE

To request a simulated refund, a participant submitted a Non-chargeable Mileage Refund form via the California Road Charge Pilot website. For out-of-state miles, participants needed to input miles by day, including starting and ending locations, and total miles traveled on a given day. For off-road and private road miles, participants needed to provide the location in California where the miles were driven, and the total number of miles driven. The pilot delivery team reviewed requests for non-chargeable miles refunds. In cases of a mistaken entry, such as an unreasonably large number of miles per day, or inclusion of in-state miles in an out-of-state mileage refund request, the pilot delivery team asked for re-submission. Upon successful completion of the form, the pilot delivery team sent the participant a Non-chargeable Mileage Simulated Refund Notice. An example of such a notice appears on the next page.



California Road Charge Pilot Project

Non-chargeable Mileage Simulated Refund Statement

Participant Name:

License Plate:

Account Manager:

Refund Form Submittal Date:

Refund Processing Date:

Date	Start Location (closest city)	End Location (only out of state)	Claimed Miles	Confirmed Miles	Confirmed Refund (\$)
12/16/16	Reno, NV	Denver, CO	1040	1040	18.72
Confirmed Total Refund					\$ 18.72

* after a confirmed mileage field indicates a discrepancy

Explanation of Discrepancies (if any)