

## Paying the Congestion Charge

Guidance notes for completing this form.

This form is to be used for the payment of a daily, weekly, monthly or annual Congestion Charge, before travelling in the Congestion Charging zone.

It is important that you read these notes carefully before completing the form.

### How Congestion Charging works

Anyone, except those exempt or discounted, driving or parking a vehicle on public roads in the Congestion Charging zone between 7am and 6.00pm, **Monday to Friday** (see below for exclusions), has to pay the daily Congestion Charge.

### Exclusions

The charge is not applicable on the following days;

- Bank Holidays
- The first 3 charging days (whether or not consecutive days of the week) that follow the 26th December.

You can pay the Congestion Charge beforehand, on the day of travel or the following charging day.

The charge is £8 if you pay by midnight on the day of travel or £10 if you pay by midnight the following charging day (you can pay the following charging day via the call centre and website only).

If you do not pay the Congestion Charge we will send a Penalty Charge Notice of £100 to the registered keeper of the vehicle. As with parking penalties, this is reduced to £50 if paid within 14 days.

### Advance payment of the Congestion Charge

You can use this form to pay for your Congestion Charge up to 90 calendar days

in advance of driving in the Congestion Charging zone.

The following standard charges apply. (Please note that discounts are applied when a charge is paid for 20 or 252 consecutive days).

- £8 for a day (1 charging day)
- £40 for a week (5 consecutive charging days)
- £136 for a month (20 consecutive charging days, including a 3 day discount)
- £1696 for a year (252 consecutive charging days, including a 40 day discount)

**Please allow 10 days for your payment to be processed.**

There is no facility to pay for the previous charging day via post.

Alternatively, if you are a resident within the Congestion Charging zone and you are registered for the residents' discount, you can pay the following discounted amounts.

- £4 for a week (5 consecutive charging days)
- £16 for a month (20 consecutive charging days)
- £201.60 for a year (252 consecutive charging days)

**If you drive in the Congestion Charging zone before you receive a letter confirming proof of your payment, you will have to pay the Congestion Charge or you will receive a Penalty Charge Notice.**

## How to complete this form

Please complete the form in CAPITALS using BLACK ink.

There are several places on the form which MUST be completed, for example:

- Your vehicle registration number
- The start date and duration for which you are paying the charge
- Your payment details

These, and other compulsory items, are marked with an asterisk \* and must be completed otherwise the form may be returned to you.

Please ensure that you sign and date the form, or it will be returned to you.

## Where to send the form

Send this form with your Congestion Charge payment to:

**Congestion Charging**  
**PO Box 2982**  
**Coventry**  
**CV7 8WR**

Cheques or postal orders should be made payable to 'Congestion Charging London' and crossed 'account payee'. Please allow 10 days for your cheque to clear with your bank. You can pay by credit/debit card when paying by post. If you wish to do this, please complete section 4 with your card details. We recommend that you do not send cash through the post.

## What happens next?

After you have made your payment by post you will receive a letter confirming proof of payment. Please do not assume that payment has been successful until you have received this confirmation. Transport for London cannot be held responsible for postal delays.

## Other ways to pay the Congestion Charge

You can pay your Congestion Charge in the following ways:

**Online** - follow the links on our web site at [www.cclondon.com](http://www.cclondon.com)

**Call centre** - phone 0845 900 1234 and give the operator your details. Or, you can use the automated telephone service, which allows you to make your payments without speaking to an operator.

**Mobile phone text messaging** - you can register to pay by text message through our web site at [www.cclondon.com](http://www.cclondon.com) or by phone on 0845 900 1234. Please remember that you should never text while driving.

You are also able to pay your Congestion Charge at the following sales and service points where you see the Congestion Charging sign.

**Self service machines** - mainly at public car parks in the Congestion Charging zone.

**Selected petrol stations** - in the Greater London area.

**Selected retail outlets** - throughout the Greater London area, Home Counties and nation-wide.

## Further Information

If you need more information on Congestion Charging, you can visit our website at [www.cclondon.com](http://www.cclondon.com) or phone us on 0845 900 1234. If you are calling from outside the UK, please dial (+44) 20 7649 9122. If you have hearing difficulties and use minicom, please dial 020 7649 9123.

## Caution

Payment at the discounted rate is only valid for **residents within the Congestion Charging zone who are holding a resident's discount eligibility letter**. TfL take fraud and misuse of all discounts very seriously and will be carrying out verification of the information supplied including residential and on-street inspections and checks.

Do not select to pay the charge at the discounted rate unless you have qualified for the 90% discount from Congestion Charging.

**TfL will prosecute those found committing fraud.**

## Data Protection Statement

Transport for London (TfL) and its agents will process your information for the operation of the Congestion Charging scheme. Processing will include the use of cameras to record data. Your information may be disclosed to, or requested from, the Driver and Vehicle Licensing Agency (DVLA), local authorities, law enforcement agencies and other organisations for the administration (including verification of discount entitlement) and enforcement of the scheme; the prevention and detection of crime and protection of public funds.

TfL randomly selects and monitors vehicles subject to a discount to identify possible fraudulent use. If you persistently fail to pay Congestion Charges due or attempt to defraud the scheme, TfL may record your vehicle's movements and may disclose relevant details to local authorities and/or law enforcement agencies, to assist in tracing persistent evaders and those committing fraud.



# Paying the Congestion Charging

## 1 About you (items marked with an asterisk\* must be completed)

Customer number  
(if known)

Title (eg Mr Mrs Miss Ms)

First name

Middle initials

Last name

Address

Postcode

Country

Contact telephone number

Alternative contact  
telephone number

Email address

Preferred method of contact  Email  Post

## 2 Vehicle details

Vehicle registration  
number\*

Make (eg Ford)\*

Model (eg Focus)\*

### 3 Duration and start date

Standard charge:

- Daily (1 charging day) - £8
- Weekly (5 consecutive charging days) - £40
- Monthly (20 consecutive charging days) - £136
- Annual (252 consecutive charging days) - £1696

Residents' discount:

- Weekly (5 consecutive charging days) - £4
- Monthly (20 consecutive charging days) - £16
- Annual (252 consecutive charging days) - £201.60

Please note, you must be registered with TfL as a resident of the charging zone in order to qualify for the residents discounted rate. You can obtain a residents' discount registration form by visiting the website [www.cclondon.com](http://www.cclondon.com) or contacting the call centre on 0845 900 1234.

Please allow at least 10 days from the date when we are likely to receive your registration.

Start date\*: Day   Month   Year

Please note, for an advance payment the above start date cannot be greater than 90 calendar days from your application date.

### 4 Payment details

Please provide the amount for the charge selected in section 3.

Amount £\*

- I am enclosing a cheque/postal order for the above amount. Cheques or postal orders should be made payable to 'Congestion Charging London' and crossed 'account payee'.

Or

- I authorise you to debit my credit/debit card for the above amount, by:
- Visa       MasterCard       Switch       Delta       Amex/Diners

By signing section 5 of this form I authorise payment to be made using my credit/debit card.

Card number

Start date   Expiry date   Switch issue number

Name on card (block capitals)

## 5 Declaration

Please read the following declaration carefully.

By signing this form, I certify that the details given on this form are to the best of my knowledge true and correct. I understand that filing a false declaration knowingly and wilfully is a criminal offence for which I may be prosecuted.

By signing this form, I confirm that I am aware of the data protection information provided in the guidance notes with this form. Where TfL requires verification from a third party (relevant third parties are listed in the guidance notes), I request that the appropriate third party provide TfL with the information required to verify that the information I have supplied on this form is correct. I understand that TfL needs to identify possible fraudulent use of discounts. I accept that this may include on-street and residential checks, and the analysis of the movements of randomly selected vehicles in the Congestion Charging zone.

By signing this form I understand that I must allow 10 days processing time prior to the date of my journey. TfL cannot be held responsible for postal delays. If I do not allow adequate processing time for the charge to be applied, Penalty Charge Notices may be issued to the registered keeper of the vehicle for which they will be liable.

Signature\*

Date\*

Tick this box if you are happy for us to contact you if you are selected to take part in a customer satisfaction survey.



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**Congestion Charging, PO Box 2982, Coventry CV7 8WR**