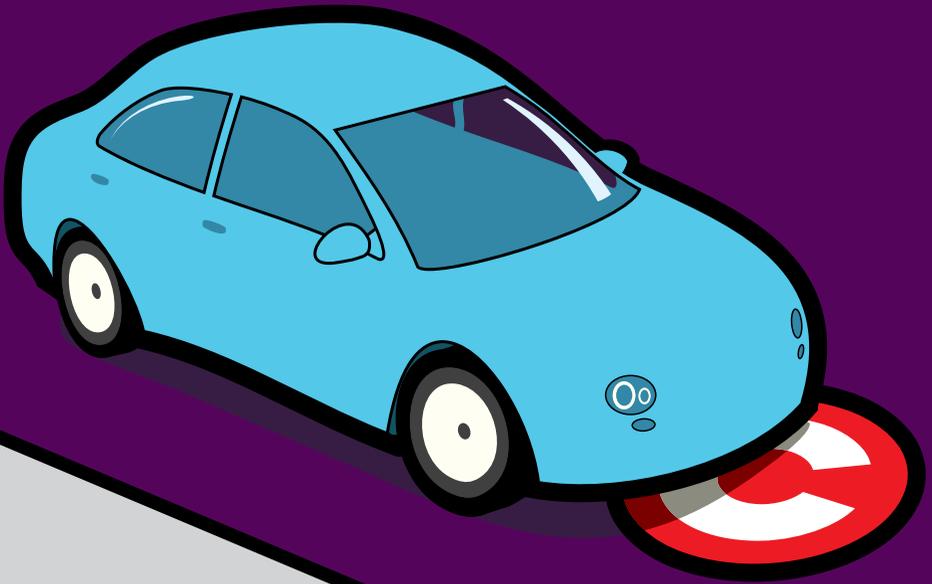


What do you need to know about Congestion Charging?



Contents

Introduction

This leaflet contains the key information you need to know about Congestion Charging, how it works, how it will affect you if you drive in the Congestion Charging zone, and how you can pay the charge.

If you have any questions after reading this leaflet, please visit cclondon.com or call 0845 900 1234*.

Use Textphone 020 7649 9123 if you have impaired hearing. You can also write to us at: Congestion Charging, PO Box 4782, Worthing, BN11 9PS.

For a large print or audio CD version of this leaflet, please call 0845 900 1234*.

This leaflet is also available in Arabic, Bengali, Chinese, French, German, Greek, Gujarati, Hindi, Italian, Polish, Punjabi, Spanish, Tamil, Turkish and Urdu. To obtain your copy, download it at cclondon.com or call 0845 900 1234*. The large print, audio and translated editions can also be requested via Textphone on 020 7649 9123.

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*Calls from BT landlines cost up to 4p a minute. Cost of calls from other lines may vary.

How does Congestion Charging work?

The Congestion Charging zone includes the areas of Victoria, St James's, Waterloo, Borough, City of London, Clerkenwell, Finsbury, Holborn, Bloomsbury, Soho, Mayfair and parts of Marylebone. There is no charge for driving on the boundary roads around the zone. Please refer to the map on page 7 for further details.

The charge and hours of operation

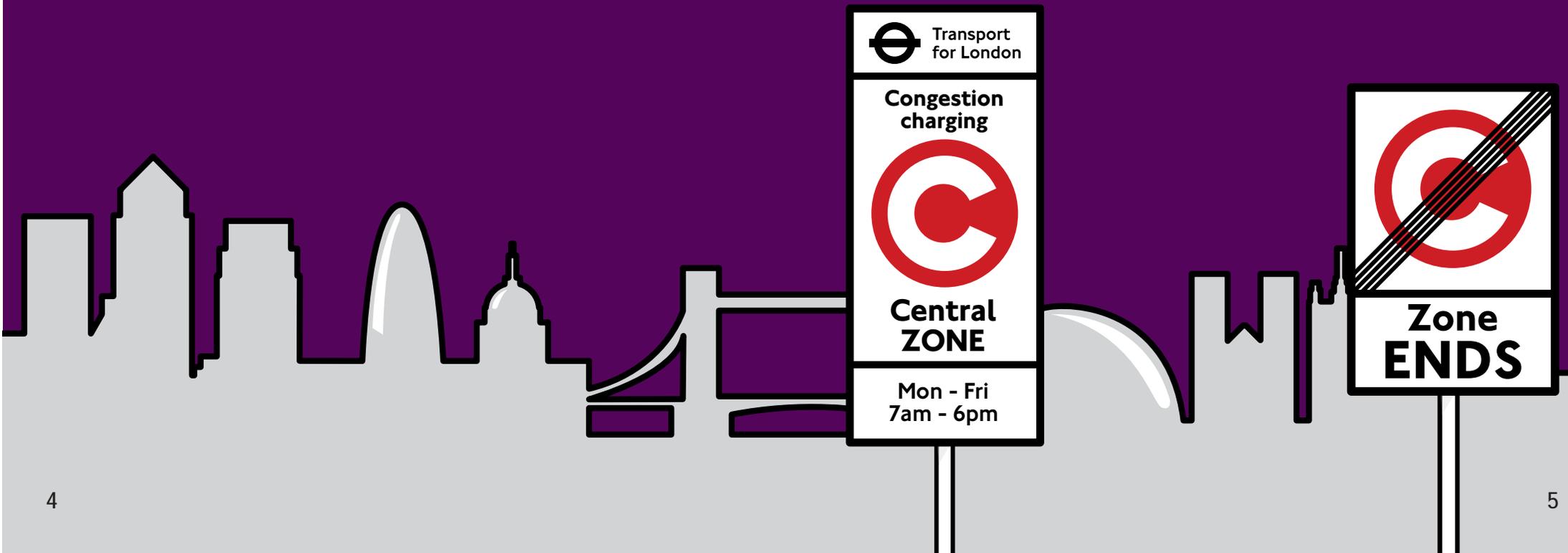
The Congestion Charge is a £10 daily charge for driving a vehicle within the Congestion Charging zone, 7.00am to 6.00pm, Monday to Friday, excluding public and bank holidays, and between 25 December and 1 January inclusive. Payment of the daily charge allows you to drive into the zone, leave and re-enter as many times as you wish on that day. You can also pay by midnight the next charging day, but you will pay £12. You can only pay the next day online at cclondon.com or over the phone on 0845 900 1234.

How it works?

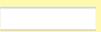
You will know when you are entering and leaving the Congestion Charging zone because you will see Congestion Charging signs on or at the side of the road. There are no barriers and tollbooths; instead you are paying to register your Vehicle Registration Number (VRN) on a database. Cameras will read your number plate as you enter, leave or drive within the charging zone and check it against the database of those who have paid the charge or those who do not have to pay the charge because they are either exempt or registered for a 100% discount. Once your VRN has been matched, the photographic images of your vehicle are automatically wiped off the database. If you are registered for Congestion Charging Auto Pay, the images are retained for the data retention period to enable us to handle any account disputes, after which they are deleted.

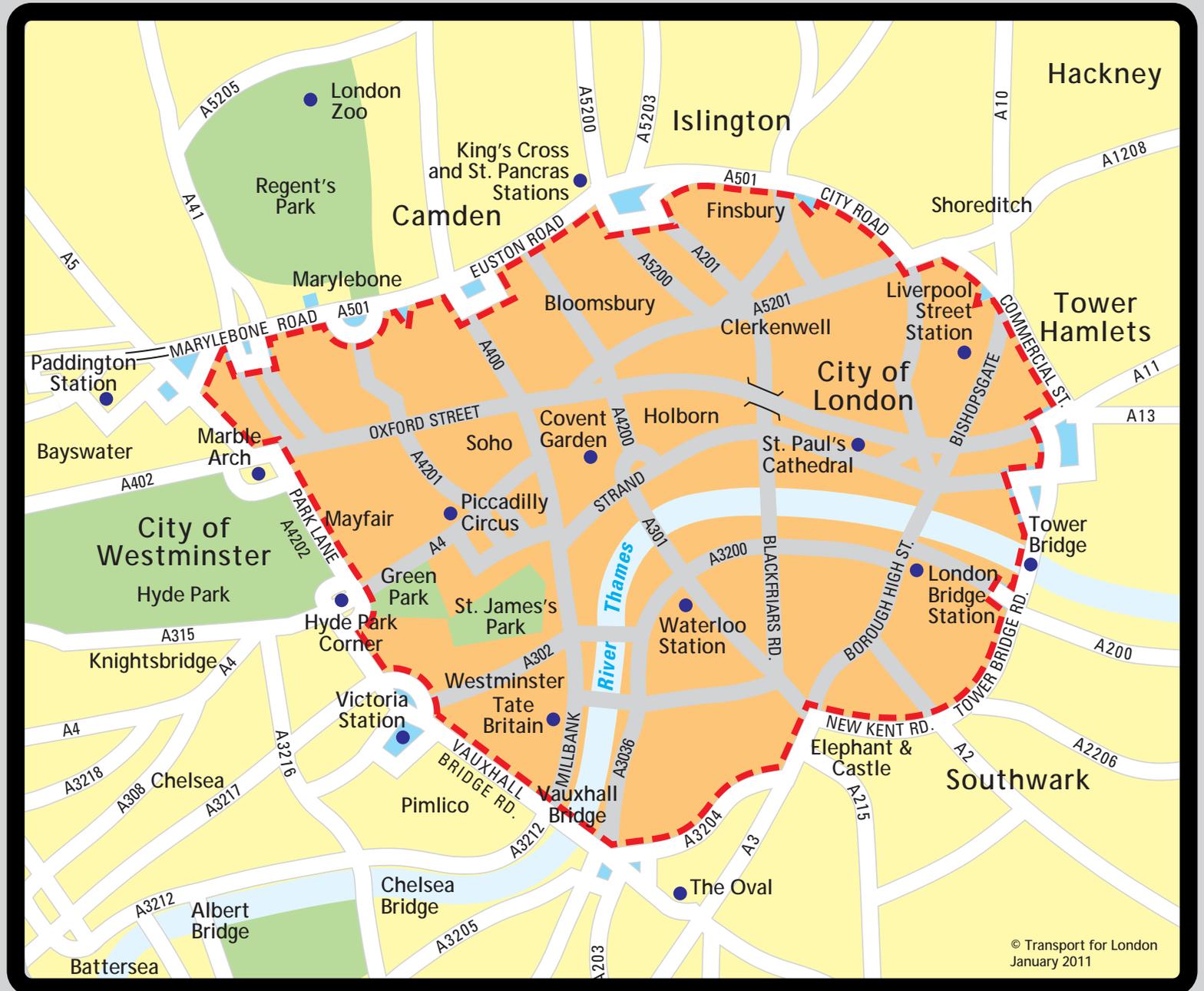
How will you know if you are leaving the charging zone?

You will know when you are about to leave the charging zone because you will see a 'C' sign, indicating the end of the zone, at the side of the road.



Congestion Charging zone

-  Congestion Charging zone boundary
-  Central London Congestion Charging zone – Residents 90% discount applies
-  Additional Residents 90% discount area
-  Main roads within charging zone
-  Uncharged roads



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January 2011

Paying the Congestion Charge

If you are driving within the zone during charging hours you will need to pay the Congestion Charge. The £10 daily charge is payable in advance or before midnight on the day of travel – see pages 10 -18 for how to pay. You can also pay by midnight the next charging day after travelling in the zone but you will pay £12. If you register for Congestion Charging Auto Pay, you'll never have to remember to pay the charge again as payment is automated. Instead you will pay a reduced daily charge of £9 and protect yourself from receiving Penalty Charge Notices (please refer to page 19 for more details).

It is your responsibility to ensure you provide your correct Vehicle Registration Number (VRN) and the correct date of travel at the time of payment or you will receive a Penalty Charge Notice.

To be sure this doesn't happen to you, take extra care as it is especially easy to mix up the letters 'l' and 'O' with the numbers '1' and '0'. If you are unsure of these details, double-check before you make a payment, no matter which payment method you use.

It is also important that you keep your payment receipt number as it is your proof of having made a payment. A credit card receipt, bank statement or mobile phone bill does not provide the details required such as the date of travel, the VRN or the type of charge purchased.

Registration

Register with TfL for the Congestion Charge and you can:

- Sign up to Congestion Charging Auto Pay – an automated payment service which means you'll never get a fine again
- Sign up for our quick mobile phone text message payment service
- Get easy-to-access online payment
- Use our automated telephone payment service, which significantly cuts down the time it takes to pay by phone
- View your recent charge payment history online

There are two easy ways to register:

1. Register at cclondon.com by clicking on the 'Register' link
2. Register by phone on 0845 900 1234.

Paying the Congestion Charge with Congestion Charging Auto Pay

Register for Congestion Charging Auto Pay and you will benefit from:

- Never having to remember to pay the charge again
- A reduced £9 daily charge
- Protection from receiving Penalty Charge Notices (PCNs), as long as you are registered and your account is active
- Being able to register up to five vehicles.



Congestion Charging Auto Pay (CC Auto Pay) is an automated payment system. It automatically records the number of days a vehicle travels within the charging zone each month and bills the account holder's payment card accordingly. Up to five vehicles can be nominated for each Auto Pay account and the Auto Pay account holder will pay a reduced £9 daily charge for each of these vehicles. Because the payment is automated, account holders will not run the risk of receiving any Congestion Charging PCNs for registered vehicles.

How Congestion Charging Auto Pay works

You will need to be registered with Transport for London (TfL) for Congestion Charging before you can sign up for CC Auto Pay. You can do this at cclondon.com or by calling 0845 900 1234.

You can then register for CC Auto Pay through your Customer Account. You will need to provide us with details about the vehicle(s) you want to nominate and you will also need to provide your credit/debit card details (excluding Maestro or Solo).

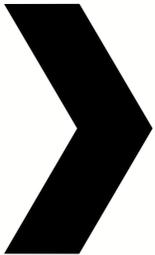
If you are already registered with TfL for Congestion Charging, you can log in to your Customer Account directly and register for CC Auto Pay, following the on-screen instructions.

An annual £10 registration charge per vehicle applies to sign up to CC Auto Pay. The £10 charge will be taken from your payment card when you register. However, once your account is active, you do not need to remember to pay the vehicle registration charge annually as it will be automatically billed to your account each year.

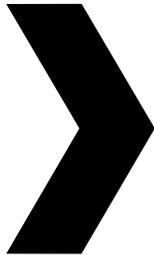
You will be able to amend your vehicle details and view your statements and balance online as well as being able to choose to receive statements by email or post.

How CC Auto Pay works

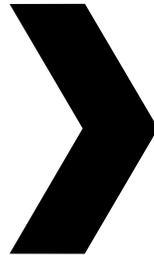
Register payment card and vehicle with TfL for CC Auto Pay (£10 per vehicle)



Drive within the charging zone



Payment is automatically taken from card each month for each day observed travelling (£9 per day)



Pay vehicle registration charge every 12 months (£10 per vehicle will be automatically deducted from the customer's account)

To register for CC Auto Pay please visit cclondon.com or phone us on 0845 900 1234.

Payment

You will be sent a monthly statement detailing the dates of when your registered vehicle(s) was observed in the charging zone during charging hours. Payment will be taken from your registered payment card on a monthly basis. You can change your statement date at any time by calling us on 0845 900 1234. The payment is a recurring transaction and not a Direct Debit as the amount to be taken each month may vary depending on how many days you have driven within the charging zone.

Should there be a problem with your payment and no monies are received by Transport for London (TfL), we will send you a letter to notify you and ask you to arrange for payment to be made within five working days. Should we not receive payment, your CC Auto Pay account will be suspended and you will be required to pay the charge by other payment methods until you have submitted payment. Should the balance remain outstanding after another five working days, your CC Auto Pay account will be closed. You will not receive any Penalty Charge Notices for vehicles registered for CC Auto Pay as long as your account is not suspended or closed.

Alternative ways to pay the Congestion Charge

There are a number of alternative payment methods to choose from.

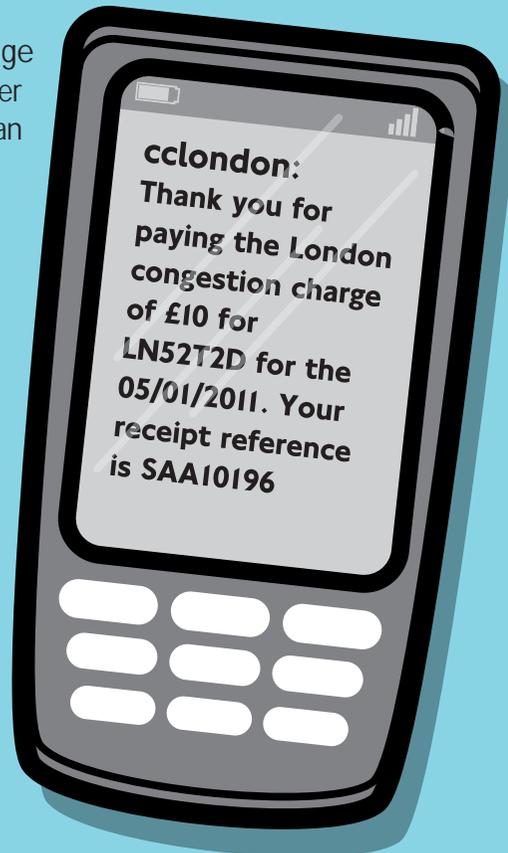
1. Pay online

You can pay by credit or debit card online at cclondon.com. Online payments can be made 24 hours a day – please remember to make a note of your receipt number. You can pay online in advance, by midnight on the day of travel or by midnight the following charging day.

If you are registered with Transport for London (TfL), paying online will give you a record of all your transactions and statements, so you can easily keep track of your payment history. To use this service simply follow the links at cclondon.com

2. Pay by mobile phone text message

To use this service you must first register with TfL for Congestion Charging. You can pay by mobile phone text message before midnight on the day of travel.



How to register:

1. To register, please call us on 0845 900 1234
2. You will be asked to provide your name, address, postcode, credit or debit card details, your mobile phone number and the Vehicle Registration Number of the vehicle that you normally wish to pay for by mobile phone text message
3. You should receive an activation text within 30 minutes
4. To complete the registration process delete everything from the activation text, except the word REGISTER followed by a space and then the unique registration activation reference starting with BS, then forward it to 81099. (e.g. REGISTER BS12345678)
5. You will be sent another text message from us confirming your registration is active. If you don't receive this final text you won't be able to use the mobile phone text message payment facility.

Once registered you will be able to keep track of your historical transactions at cclondon.com

Using the mobile phone text messaging service to pay the charge

To pay the charge for your registered vehicle, text the last four digits of your registered credit or debit card number to 81099. You should receive a return message confirming your payment, along with a payment receipt number, within 30 minutes. Don't forget to keep a record of this number, and always check the reply text. If there has been a problem with your payment the text message will tell you what to do.

If you do not receive a confirmation message within this time, you should assume that your payment has failed, and you should try to pay again by text. However, if it is approaching midnight, we recommend that you consider paying by other means.

Paying for any other vehicle

When you register for mobile phone text messaging you will automatically be able to pay for any vehicle. To do this you need to text the last four digits of your registered credit or debit card, leave a space, and then enter the Vehicle Registration Number in full.

So if your credit or debit card ends with 1234 and your other vehicle's registration number plate is LN52TZD, send the text message 1234 LN52TZD to 81099.

Depending on the contract or tariff of your mobile phone, there may be a charge payable to your network provider for sending a text message. The rate payable will be the same as for a standard text message. Please refer to your network for more details. There is no cost to you for texts sent by us to your phone (such as receipts). Do not text and drive. If you use the mobile phone text message service to pay the Congestion Charge do so before or after your journey before midnight on the day of travel.

Paying by text if you are registered for the Residents 90% discount
If you are a resident of the central London Congestion Charging zone with a vehicle registered with Transport for London for the Residents 90% discount (see page 22 for details on how to register), you can use the text service to pay for a weekly Congestion Charge, i.e. five consecutive charging days at a total of £5 payable before midnight on the first day of travel.

Registering a new mobile phone number

To register a new mobile number, please call us on 0845 900 1234. We will then send you instructions to activate your mobile number. Please note that if your credit or debit card expires, you will need to update your account by registering your new credit or debit card details online at cclondon.com or by phone on 0845 900 1234.

Failure to do this may result in your payment not being accepted.

3. Pay at selected shops and petrol stations

Pay in cash at selected shops and petrol stations located both inside and outside the Congestion Charging zone, where you see the Congestion Charging sign or the epay logo below. You can pay here in advance or by midnight on the day of travel.



Some retailers may accept payment by cheque and credit or debit card at their discretion.

You can find your nearest shop or petrol station by visiting cclondon.com and clicking on the 'Shop Locator' link. Type in the relevant street, town or postcode and the 'Shop Locator' will give you the nearest places where you can pay.

4. Pay by phone

Simply call 0845 900 1234 between 6.00am and 12.30am Sunday to Friday, and 6.00am and 10.00pm Saturday. You can pay by phone in advance, by midnight on the day of travel or by midnight the following charging day.

Remember to have your Vehicle Registration Number to hand and the correct date of travel. If you have registered, you will be able to use the automated telephone payment service to help speed up your payment.

5. Pay by post

Payment by post can only be made using the 'Paying the Congestion Charge' postal form. This can be requested by writing to: Congestion Charging, PO Box 4782, Worthing, BN11 9PS. You can only pay by post in advance of travel.

Alternatively, you can download the form from cclondon.com or call 0845 900 1234 to request it.

It is essential that Transport for London (TfL) receives your payment 10 days before your day of travel to ensure it can be processed with sufficient time for the payment to clear your bank account and that you specify the exact date of travel which you are paying for.

Paying in advance and multiple payments

You can pay the £10 daily charge in advance, via all payment methods except for mobile phone text messaging. You can also pay weekly (five consecutive charging days) or for several single days in one transaction if you know in advance the days you will be travelling. You will automatically get a payment receipt for any transaction.

Keeping track of your payments

If you want to make sure you paid the Congestion Charge for a particular day and you aren't registered for CC Auto Pay, there are several ways you can check your transactions.

If you are registered for Congestion Charging with TfL you can visit cclondon.com, sign into your customer account to view recent transactions and statements, amend your personal details or to check that your date and vehicle registration number details are correct if you have paid for days in advance.

As a registered customer you can also call us on 0845 900 1234, and we can confirm the date(s) of travel for which you paid the Congestion Charge.

Penalty Charge Notices

There are many reasons why you may be issued with a Penalty Charge Notice (PCN), e.g. if you have not paid the Congestion Charge by midnight on the next charging day after the day of travel. A PCN will also be issued if you have paid the charge for an incorrect Vehicle Registration Number or paid for an incorrect date of travel.

The PCN is issued at £120 and is discounted to £60 if paid promptly within 14 days. If you do not pay the PCN within 28 days, the penalty increases to £180. Failure to pay the £180 charge will result in registration of the debt with the County Court, increasing the amount owed to £185. If this is not paid, a warrant will be requested and issued to Bailiffs to recover the amounts due.

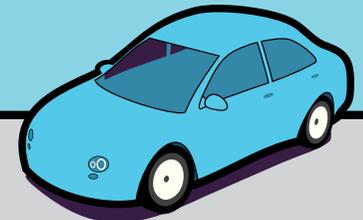
Registration of the debt with the County Court does not result in a County Court Judgement and does not affect your credit rating. Vehicles with three or more outstanding PCNs may be immobilised or removed anywhere within Greater London. It will be released on payment of all outstanding and related costs. Recovery of unpaid PCNs issued to non GB registered vehicles is undertaken by a dedicated European Debt Recovery Agency and Bailiff action is undertaken by certified Bailiff companies.

You can pay PCNs online at cclondon.com or by calling the number shown on the PCN or by post.

Should you receive a PCN you have a right to contest it. This may be done through the Representation and Appeals process. Representations may be made in writing or online.

Further details of how to make representations against the PCN will be provided on all PCNs issued. If your representation is rejected, you can then make an appeal to the Parking and Traffic Appeals Service, an independent body. Representations can be made in writing.

Do not ignore a Penalty Charge Notice.



How to claim a refund

If you have paid your Congestion Charge monthly or annually, you can apply for a refund for future unused days. If you pay in advance for a charge that commences on an incorrect date you will need to give seven days' notice before the date of travel to be eligible for a refund.

Refunds are calculated from the number of whole charging days from, and including, the date from which you want a refund, i.e. the refund date, multiplied by the cost for each of these days, less £10 to cover the cost of administration.

The start date of the refund (the refund date) must be a minimum of seven charging days from the date Transport for London (TfL) receives your request. When you request a refund, you must provide us with either the original payment receipt/receipt number, or a copy of your V5C (Vehicle Registration Document) sent to you by the Driver and Vehicle Licensing Authority (DVLA).

You are not able to obtain a refund for past unused days or for a daily charge.

Refund payments will be made using the same method by which you made the payment. If you paid by credit card, your refund will be by credit card. However, if you paid by cash, you will receive your refund payment by cheque within 28 days.

You must apply for a refund in writing to: Congestion Charging, PO Box 4782, Worthing, BN11 9PS. You can download a 'Refund Form' from cclondon.com or you can request one by calling us on 0845 900 1234.

Exemptions and discounts

There are a range of exemptions and discounts available to certain categories of vehicles and individuals.

Exemptions

Based on taxation class, some vehicles are automatically exempt from paying the Congestion Charge. You do not have to register the vehicle or contact us to claim this exemption.

The following vehicles are automatically exempt:

- Motorbikes, mopeds and bicycles
- London licensed minicabs and taxis (licensed with the Public Carriage Office)
- Emergency services' vehicles exempt from Vehicle Excise Duty (VED)
- Any vehicle belonging to the Ministry of Defence
- NHS vehicles that are exempt from VED
- Vehicles used by disabled persons that are exempt from VED
- Disabled passenger-carrying vehicles (e.g. Dial-A-Ride) exempt from VED
- Vehicles with nine or more seats licensed with the DVLA as a bus. Please note, vehicles registered in a European Economic Area state outside the UK are not automatically exempt but they can receive 100% discount as long as they have registered with TfL.

Residents 90% discount

Residents who live in the charging zone may be eligible for a 90% discount from the Congestion Charge. Some residents living just outside the charging zone may also be eligible for the Residents 90% discount because they live so close that their day-to-day travel will be affected. Please see map on page 7. Eligible residents can register one private vehicle each for the Residents 90% discount. This must be a vehicle for which they are the registered keeper, a vehicle that they hire, or their company car.

The discount is subject to verification of residency status and vehicle documentation.

An annual payment of £10 is required to register for this discount.

Once your completed Residents' registration form has been received, we will confirm in writing whether your application has been accepted. Until you receive this confirmation letter, you must pay the £10 daily charge if you drive within the charging zone. Please allow a minimum of two weeks for your application to be processed.

Once registered with Transport for London (TfL), residents can set up Congestion Charging Auto Pay meaning that you will be able to pay the discounted 90p charge daily, rather than only weekly, monthly or annually in advance through other payment methods. You will be required to pay an annual £10 Auto Pay vehicle administration charge per vehicle and the annual £10 administration charge to renew your Residents' discount. See page 10 for more information about CC Auto Pay.

If you do not wish to register for CC Auto Pay, the minimum charge payable through other payment methods is for five consecutive charging days at £5. This is payable before or on the first day of travel by midnight – see pages 10-18 for how to pay.

You can also pay the next charging day after travelling in the zone but this will cost you £12. The £12 charge is only payable online at cclondon.com or by calling 0845 900 1234. There is no Residents 90% discount for a charge payment made after the first day of travel.

Residents can also make payments monthly (20 consecutive charging days) at £20 and annually (252 consecutive charging days) at £252.

If you think you're eligible for a Residents 90% discount you can visit cclondon.com for a registration form or to provisionally register call us on 0845 900 1234.

What if my car is parked in the zone?

If you park in a residents' parking bay in your own local parking zone, or off-street inside the charging zone and don't move your car during the hours of operation, you do not need to pay the charge. However, if you do move your car within the charging zone during charging hours, you will need to pay the charge.

What if I sell my car and buy another one?

If you are registered with TfL for the Residents 90% discount and you buy a replacement car, and you are waiting for the V5C (Vehicle Registration Document) to be issued by the Driver and Vehicle Licensing Authority, you can provisionally register the vehicle by visiting us online at cclondon.com or by calling us on 0845 900 1234.

From the date of notification, you will be given three weeks to submit a new keeper slip, a copy of a motor insurance certificate showing your name and the Vehicle Registration Number, or a purchase receipt from a garage on headed paper. You will then be given a further 10 weeks to produce the V5C document. During this time you will continue to pay the charge at the discounted rate. If none of the relevant documentation is supplied in the time allowed, the vehicle details will be removed from your discount, and you will have to pay the standard £10 daily charge for that vehicle until the correct paperwork is submitted.

What if I drive a hire or courtesy vehicle in the zone?

Please let us know before you drive in the Congestion Charging zone that you intend to use a hire or courtesy vehicle as a replacement for your primary registered vehicle. Failure to do so will result in a Penalty Charge Notice being issued.

What if I rent a car or van temporarily?

You must register the vehicle with Transport for London (TfL) before you drive in the Congestion Charging zone. There is no charge to register. Please note that you must pay the full £10 daily charge during the hire period and then claim a refund. Call 0845 900 1234 for a refund application form.

What if I have a visitor?

If your visitor's vehicle is not eligible for an exemption or for a discount from the Congestion Charge, and they drive their vehicle on a public road within the charging zone during the hours of operation, they will have to pay the £10 daily Congestion Charge.

Vehicles that qualify for a 100% discount and do not have to pay the charge

The vehicles listed below do not have to pay the charge provided that they register, free of charge, with TfL:

- Certain operational vehicles used by emergency services (NHS, fire, police and ambulance)
- Certain operational vehicles used by the Local Authorities within or partly within the charging zone and the Royal Parks Agency
- Vehicles used for lifeboat haulage and HM Coastguard purposes, and certain Port of London Authority vehicles in use to attend emergencies on the River Thames

The charge does not have to be paid for vehicles listed below, provided that they are registered with TfL. However, an annual payment of £10 per vehicle does apply for registration:

- Motor tricycles up to 1m in width and up to 2m in length
- Vehicles that emit 100g/km of CO₂ or less and that meet the Euro 5 standard for emissions. See the Greener Vehicle Discount section on page 30 for more details
- Vehicles with nine or more seats that are not registered as buses with the Driver Vehicle and Licensing Agency (DVLA)
- Specially adapted recovery vehicles
- Breakdown vehicles in use to provide roadside assistance or recovery services operated by accredited organisations (e.g. AA, RAC, Green Flag)
- Electrically propelled vehicles and plug-in hybrid electric vehicles

To receive the 100% discount, you must complete a registration form. Once received we will confirm in writing whether your application has been accepted.

Until you receive this confirmation letter, you must pay the £10 daily Congestion Charge if you are driving in the zone. Please allow a minimum of two weeks for receipt of your confirmation letter.

Visit cclondon.com or call 0845 900 1234 to obtain the relevant registration form.

Source London

Source London is a new city wide electric vehicle charging network which will be launched in Spring 2011. The new scheme will see 1,300 charging points across London by 2013. Owners of electric vehicles will be able to register to use Source London for an annual fee of £100 per vehicle.

To find out more, visit www.sourcelondon.net



100% discount for Blue Badge holders

Disabled persons or organisations in receipt of a Blue Badge do not have to pay the Congestion Charge provided they have registered with Transport for London (TfL) and paid the initial £10 administration charge.

This discount also applies to individual Blue Badge holders from anywhere in the European Union.

You can nominate two vehicles for your use on any given day and those vehicles can be nominated until the end of your discount but can be temporarily replaced by other vehicles when needed. These could include your own vehicle, or vehicles that friends, relatives or carers use to drive you. This is because the discount applies to the person or organisation holding the Blue Badge and not to the vehicle being used.

Call us on 0845 900 1234 to apply for this discount or go online at cclondon.com to download an application form.

If somebody who is not the Blue Badge holder uses the registered vehicle and is not driving, dropping off or picking up the Blue Badge holder, they must pay the £10 daily Congestion Charge for that day.

Your discount questions answered

How do I nominate a vehicle?

Visit cclondon.com or call 0845 900 1234. If you choose to use the online method, you will need to sign in to your account and follow the instructions for managing your Blue Badge vehicles.

How many vehicles can I nominate?

You can nominate up to two vehicles per charging day. If you have already nominated two vehicles for a particular day and would like to make changes, visit cclondon.com or call 0845 900 1234. Please take care to ensure you provide the correct VRN and remove details of the vehicles you are not using. Only the last two vehicles nominated before midnight will be eligible for the discount.

Any additional vehicles used by the Blue Badge holder for that day will be liable for the full £10 Congestion Charge. This includes any long-term nominated vehicles or vehicles replaced by a short-term nomination.

If the £10 daily charge is not paid on the day of travel, you can pay before midnight the next charging day but you will pay £12. This is payable online or by phone only. If you do not pay by midnight the next charging day after travelling in the zone, a Penalty Charge Notice will be issued.

What happens if I need to use a different vehicle in the short term, perhaps for a day?

If you drive or are driven in a vehicle which you have not registered as a long term nomination, you can nominate an alternative vehicle as the short term nomination for a discount. You must nominate the vehicle in advance of travel by midnight on the day of travel. Short term vehicles can be nominated for up to 65 Congestion Charging days from the date of nomination. To nominate a vehicle visit cclondon.com or call 0845 900 1234.

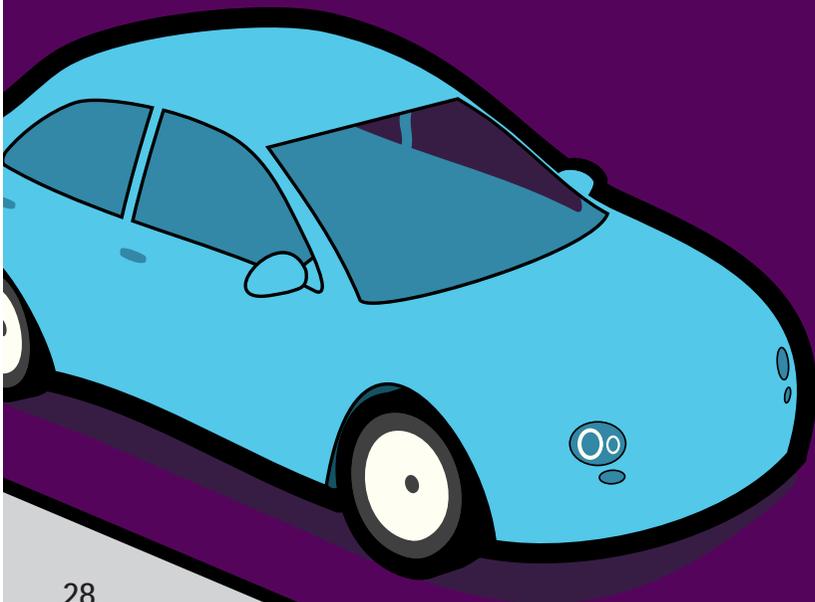
What happens if I forget to nominate vehicles on the day of travel?

Driving, or being driven in any vehicle that you or your carer has not nominated or is not registered for the Blue Badge holder's 100% discount will result in the registered keeper of the vehicle being issued with a PCN.

To avoid being issued with a PCN, you can pay the next charging day after travelling in the zone but you will pay £12. If there are mitigating circumstances which prevented you from nominating the vehicle, please make a representation providing any supporting evidence you may have.

How long is my 100% Blue Badge holders discount registration valid for?

It is valid until your Blue Badge expires. If you are no longer eligible for a Blue Badge, you must notify TfL immediately. If you receive a new Blue Badge from your local council because your existing Blue Badge has expired, you must re-register with TfL within 90 days otherwise you will have to pay a £10 administration charge.



Does TfL send out reminders to renew my registration?

Yes, Transport for London (TfL) will send you a reminder and invite you to renew your Blue Badge holders' 100% discount registration before your current registration expires.

Disabled passenger-carrying vehicles, and vehicles used by disabled people which are exempt from Vehicle Excise Duty (road tax) are automatically exempt from the Congestion Charge, and do not need to be registered with TfL.

However, you may wish to apply for the Blue Badge holders' 100% discount if you sometimes use other vehicles to travel in the Congestion Charging zone.

To receive the 100% discount, you must complete a 'Blue Badge holders' discount registration form'. Once received, we will confirm in writing whether your application has been accepted.

Until you receive this confirmation letter, you must pay the £10 daily charge if you are driving within the zone. Please allow about two weeks for receipt of your confirmation letter.

If you think you're eligible for a 100% Blue Badge holders' discount visit cclondon.com or call 0845 900 1234 to obtain a registration form.

Introduction of the Greener Vehicle Discount

The Greener Vehicle Discount (GVD) has been introduced to encourage a switch to cleaner and more CO₂ efficient vehicles. The GVD will provide a 100% discount from the Congestion Charge for cars that emit 100g/km of CO₂ or less and that meet the Euro 5 standard for air quality.

Any car first registered with the Driver and Vehicle Licensing Agency (DVLA) on or after 1 January 2011 would be considered to meet Euro 5 standard. However there are some cars registered before this date that also meet the Euro 5 standard.

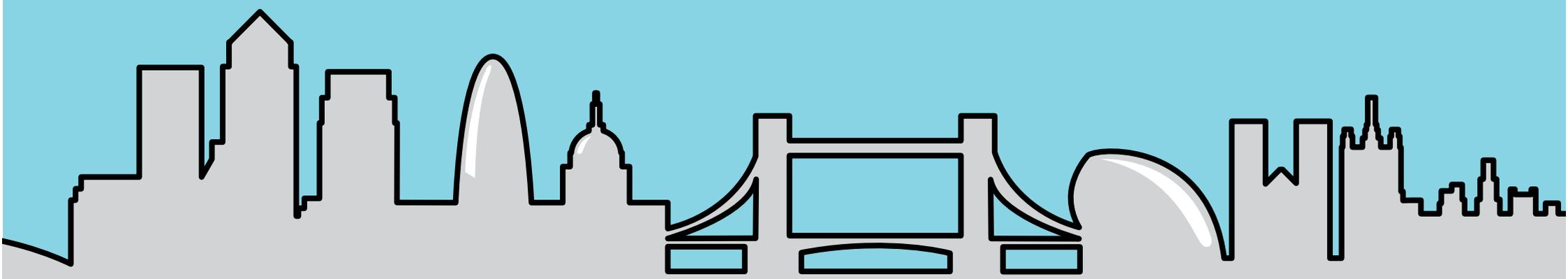
The Euro 5 standard is a European standard that sets the levels of air quality emissions for new vehicles sold in Europe, with which all vehicles must comply when manufactured. Those driving or considering purchasing a new or current vehicle model can check its CO₂ emissions (g/km) and Euro Standard on the Vehicle Certification Agency's website vcacarfueldata.org.uk

Drivers of these vehicles do not have to pay the Congestion Charge provided that they register their vehicle with TfL for the GVD and make an annual payment of £10 per vehicle.

To register for the GVD, visit cclondon.com and download an application form or call 0845 900 1234.

Over the course of the next 12 to 18 months it is anticipated that new electric and hybrid electric plug-in vehicles will be brought to market with significantly lower emission levels. TfL will monitor developments in the market and keep discount criteria under review, with the intention of reducing the discount levels to 80g/km or lower when the time is right. The review of discount criteria will be carried out in 2012.

The GVD has replaced the Alternative Fuel Discount (AFD) which was a 100% discount for certain vehicles powered by alternative fuels. The AFD was introduced to encourage the uptake of such vehicles; however the benefits of these vehicles have in some cases been outpaced by technological development in conventional vehicles. The GVD has been introduced to allow for a more technologically neutral approach to the discount. Owners of vehicles currently registered for the AFD will continue to receive the 100% discount for their vehicle for two years until December 2012.



100% discount for vehicles with nine or more seats

If you drive a vehicle with nine or more seats that is licensed with the Driver and Vehicle Licensing Authority as a bus (taxation classes 'buses' and 'reduced pollution buses') your vehicle is automatically exempt and you don't have to pay the charge or register with Transport for London.

Other vehicles with nine or more seats are also eligible for a 100% discount if registered with TfL and must pay an annual £10 administration charge per vehicle:

- Vehicles with nine or more seats not licensed as a bus
- Vehicles with nine or more seats registered in Northern Ireland (including taxation classes 'buses' and 'reduced pollution buses') or other EEA states.

Examples of some vehicles that would qualify for this discount are:

- Works buses
- Community service buses
- Private hire minibuses
- Minibuses belonging to schools, colleges, sports clubs and charities.

If you need any further information please visit cclondon.com or call 0845 900 1234.

100% reimbursement

A 100% reimbursement applies for certain journeys undertaken by firefighters, NHS staff, and certain NHS patients.

This applies to:

- Vehicles used by firefighters for operational journeys between fire stations
- Vehicles used by NHS staff on certain operational journeys when carrying bulky, heavy or fragile equipment, confidential patient notes, controlled drugs etc, or responding to emergencies when on call
- Vehicles used by certain patients attending NHS appointments in the charging zone

To be eligible for the NHS reimbursement scheme patients must:

1. Have a compromised immune system, require regular therapy or assessment, or require recurrent surgery; and
2. Be clinically assessed as too ill, weak or disabled to travel to an appointment on public transport.

NHS staff and firefighters will be required to pay the charge and then claim back the reimbursement from their employer. Eligible patients will also be required to pay the charge and then claim back the reimbursement from the relevant NHS body. TfL will refund the charges incurred to these organisations. As a result, it is important that the individual concerned retains the receipt or receipt number showing payment of the Congestion Charge in order to make the claim.

If the vehicle you travel in to your appointment is registered for CC Auto Pay, please remember to pay the charge for that particular day by using another payment method such as call centre, web or a shop and obtain a receipt if you require an NHS reimbursement. TfL will not charge your CC Auto Pay account if you have paid by another channel.

For more information, please call 0845 900 1234.

How is the Congestion Charge money spent?

By law, for the first 10 years of its operation, all net revenue earned from Congestion Charging has to be invested in improving transport in London, so everyone can benefit.

In 2009/10 Congestion Charging generated £148m that was put towards making improvements to transport in London, such as bus network improvements, road safety measures and better walking and cycling facilities.

All these things help make London a better, cleaner and safer place.

Other ways to get around

There are all sorts of ways to get around London, quickly, comfortably and cheaply:

1. To find the quickest and easiest route for your journey in London by public transport, visit tfl.gov.uk/journeyplanner. Alternatively, if you don't have internet access, please call London Travel Information on 0843 222 1234* to find your best route
2. Save money with an Oyster card on the Tube, bus, DLR, tram and some National Rail services in London
3. You can get bus maps by visiting tfl.gov.uk/buses or calling London travel information on 0843 222 1234
4. There are also 14 cycle guides covering the whole of greater London. For your free copy visit tfl.gov.uk/cycling or call 0843 222 1234
5. CABWISE is Transport for London's text service that helps you find a cab. Simply text CAB to 60835 and we'll text two minicab numbers and one taxi (black cab) number straight back to your mobile phone**
6. You can now cycle around central London with the Barclays Cycle Hire scheme. For more information, please visit tfl.gov.uk/barclayscyclehire

* You pay no more than 5p per minute if calling from a BT landline. There may be a connection charge. Charges from mobiles and other landline providers may vary.

** Users of 3 and overseas networks must enter different information. See tfl.gov.uk/cabwise for details and charges.



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Information correct at time of going to print.

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