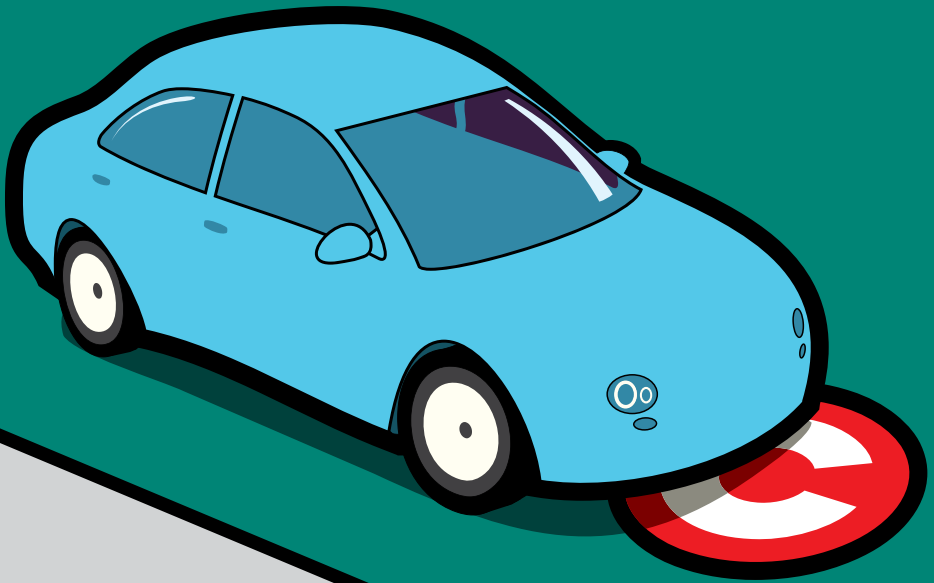


How will changes to Congestion Charging affect you?

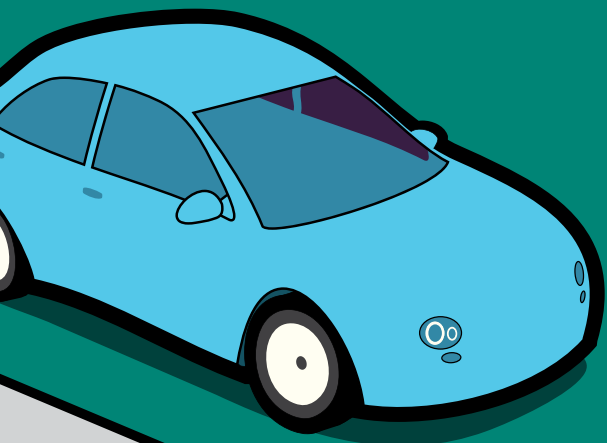


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This leaflet explains the key changes to the central London Congestion Charging scheme that came into effect on 4 January 2011.

If you have any questions after reading this leaflet, please visit cclondon.com or call us on **0845 900 1234***. You can use textphone **020 7649 9123** if you have impaired hearing.



The Congestion Charging zone is now smaller

Congestion Charging now operates in a smaller area of central London, as the Western Extension, which covered the areas of Bayswater, Notting Hill, North and South Kensington, High Street Kensington, Knightsbridge, Brompton, Chelsea, Belgravia and Pimlico has been removed from the charging zone.




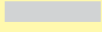

The Congestion Charging zone now includes the areas of Victoria, St James, Waterloo, Borough, City of London, Clerkenwell, Finsbury, Holborn, Soho, Mayfair and parts of Marylebone. Please see the map on page 6.

There is no charge for driving on the boundary roads around the zone and the charging hours are Monday to Friday 7am to 6pm, excluding public and bank holidays. There is also no charge between 25 December and 1 January inclusive.

Residents who live in the areas which were covered by the Western Extension and immediately adjacent to the boundary will no longer receive the Residents 90% discount. If they wish to drive within the charging zone during charging hours, they will need to pay the full daily charge.

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

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



© Transport for London
January 2011

The charge has increased

The daily Congestion Charge is now:

- £10 if paid in advance or on the day of travel
- £12 if paid the next charging day after driving within the zone.

There is a reduced daily charge of £9 if you register for the new automated payment method called Congestion Charging Auto Pay (CC Auto Pay). For more information on how CC Auto Pay works, please see page 9.

Drivers will no longer receive a discount for paying the charge monthly (20 consecutive charging days) or annually (252 consecutive charging days) in advance, as with new CC Auto Pay, you only pay for the days that you actually drive within the charging zone.

Residents of the Congestion Charging zone that have registered with Transport for London (TfL) for the Residents 90% discount will be able to pay a discounted 90 pence daily charge if they register for CC Auto Pay. Residents who choose to pay the charge via other payment methods are able to pay weekly (5 consecutive charging days) at £5, monthly (20 consecutive charging days) at £20 or annually (252 consecutive charging days) at £252 charge.

Fleet Operators registered with Fleet Auto Pay will pay a £9 daily charge per vehicle and the minimum number of vehicles a fleet can register for a Fleet Auto Pay account has been reduced from ten to six vehicles.

Benefit from Congestion Charging Auto Pay

Register for CC 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 your vehicle is registered and your account is active
- Being able to register up to 5 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

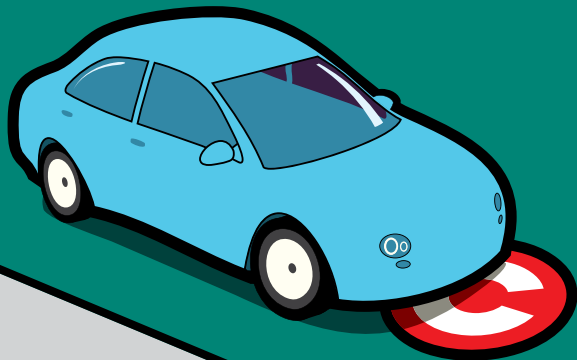
You will need to be registered with Transport for London (TfL) for Congestion Charging before you can sign up for CC Auto Pay. You can do this at cclondon.com or by calling .

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.



Residents living within the charging zone and Auto Pay

Residents registered with TfL for the Residents 90% discount from the Congestion Charge can also choose to register for CC Auto Pay and receive the additional benefit of being able to pay the charge daily at 90 pence, rather than only weekly, monthly or annually in advance through other payment methods.

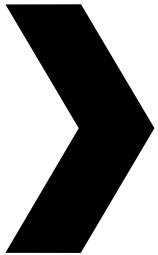
Payment

You will be sent a monthly statement detailing the dates of when your registered vehicle(s) is observed in the charging zone during charging hours. Payment will be taken from your registered payment card on a monthly basis and once registered for CC Auto Pay, you will be able to amend your statement date at any time by contacting us. 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.

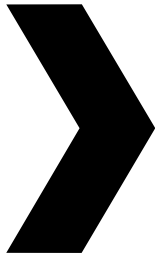
Should there be a problem with your payment and no monies are received by TfL, we will send you a letter to notify you and ask you to arrange for payment to be made within five working days. After that, if we don't receive payment, your CC Auto Pay account will be suspended and you will be required to pay the charge by other payment methods until you have cleared the balance on your account. Should the balance remain outstanding after another five working days, your CC Auto Pay account will be closed and TfL may try to recover any outstanding debt via the Small Claims Court. You will not receive any PCNs for vehicles registered for CC Auto Pay as long as your account is not suspended or closed.

How CC Auto Pay works

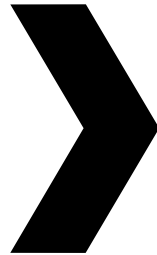
Register payment card and vehicle with TfL for CC Auto Pay (£10 per vehicle)



Drive within the charging zone



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



Pay vehicle registration charge every 12 months (£10 per vehicle will be automatically deducted from your account)

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

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 provides 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 as new 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 Transport for London (TfL) for the GVD and make an annual payment of £10 per vehicle. You can register for the GVD by visiting ccondon.com and downloading an application form, or by calling **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.

Electric Vehicle and Plug-In Electric Vehicle 100% discount

The eligibility criteria for the electric vehicle 100% discount has been widened to include plug-in electric hybrid vehicles (PHEVs). PHEVs run on electric power and another fuel which is usually petrol. They are different from a standard hybrid vehicle that does not need to be plugged in to recharge its battery. You will need to make an annual payment of £10 to receive the discount.

To apply for the electric vehicle 100% discount, visit cclondon.com to download an application form or call **0845 900 1234**.

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





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CC CHG 01/11