Have your say on the proposed changes to the Congestion Charge
Transport for London (TfL) regularly reviews the Congestion Charging scheme to ensure that it remains effective in reducing traffic and congestion in central London as well as improving the operation of the scheme.

This leaflet explains the changes that we are proposing to make to the Congestion Charging scheme. These changes include:

- Providing the option to pay CC Auto Pay accounts by direct debit
- Enabling discount applications and renewals to be made online
- Increasing the daily Congestion Charge
- Changing the NHS Reimbursement Scheme to allow refunds for CC Auto Pay payments
- Providing the option for customers to amend the date of a pre-paid charge on the day of travel
- Minor Congestion Charge Scheme Order changes

We are seeking your views about the proposed changes set out in this leaflet. You can respond to the consultation online at tfl.gov.uk/ccyourviews or by completing and returning the questionnaire provided at the back of this leaflet.

The consultation ends on 14 March 2014. If the Mayor decides to approve the proposals, they will come in phases over a two year period beginning June 2014.

This leaflet is also available on request in other languages, as well as large print and audio. It may take up to 10 working days to arrive. Please call 0343 222 1234.*

*Service and network charges may apply.
The Congestion Charge applies to all vehicles being driven within the Congestion Charging zone from 7am to 6pm, Monday to Friday, unless they are exempt or registered with Transport for London (TfL) for a discount.

The Congestion Charge is payable in advance or before midnight on the day of travel.
Paying for CC Auto Pay

CC Auto Pay is an automated payment system which records the number of days a vehicle travels within the charging zone each month and then bills the account holder’s registered debit or credit card.

Introducing direct debit

We are proposing to introduce the facility for customers registered for CC Auto Pay to pay their account by direct debit from late 2015. This will be in addition to the existing option of paying with a registered debit or credit card.

This service is already available for Fleet Auto Pay customers.

Enabling discount applications and renewals to be made online

Applying for discounts

At present, customers applying for discounts to the Congestion Charge (for example the Ultra Low Emission Discount) do so by post.

Changing to online

We are proposing to introduce the option to apply for and renew discount registrations online. This will remove the need to download and post forms, and reduces administration time for both customers and TfL.

Customers will be able to scan and upload their supporting evidence rather than having to post it. However, we will still accept evidence submitted by post if customers are unable to scan their documents.

If approved by the Mayor, this change will come into effect from late 2015.

We will also continue to accept phone and postal applications from all customers who are unable to apply online. Customers applying for the Blue Badge exemption will still apply by post.
Explaining the charge
The Congestion Charge has been effective in reducing traffic levels and allowed us to invest in improving London’s transport network.

In order to maintain the effectiveness of the Congestion Charge, we regularly review the scheme. This is to deter larger numbers of vehicles from driving in Central London.

Increasing the Congestion Charge
We are proposing to increase the Congestion Charge (please refer to the next page). The proposed charge increase will help maintain the relative deterrent effect of the charge in line with inflation and in comparison with other transport costs and public transport fares, which have increased over time.

If no changes were made to the Congestion Charging scheme charges, we anticipate that there would be an increase in traffic levels within the Congestion Charging zone.

By law, all net revenue raised by the charge has to be invested in improving transport in London. This will also apply to any additional net revenue raised through a charge increase. This would mean that a charge increase would generate funds to further invest and improve transport in London.

We are encouraging people to use alternative ways to travel into Central London including using public transport, walking and cycling.
## Proposed charge changes

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<thead>
<tr>
<th></th>
<th>Current</th>
<th>Proposed</th>
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<tbody>
<tr>
<td>Standard daily charge</td>
<td>£10</td>
<td>£11.50</td>
</tr>
<tr>
<td>CC Auto Pay daily charge</td>
<td>£9</td>
<td>£10.50</td>
</tr>
<tr>
<td>Pay next day charge</td>
<td>£12</td>
<td>£14</td>
</tr>
<tr>
<td>Charge for fleet customers</td>
<td>£9</td>
<td>£10.50</td>
</tr>
<tr>
<td>Residents daily charge (via CC Auto Pay)</td>
<td>£0.90</td>
<td>£1.05</td>
</tr>
<tr>
<td>Residents charge for five consecutive charging days (paid in advance)</td>
<td>£5</td>
<td>£5.75</td>
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<tr>
<td>Residents monthly charge (20 consecutive charging days paid in advance)</td>
<td>£20</td>
<td>£23</td>
</tr>
<tr>
<td>Residents yearly charge (252 consecutive charging days paid in advance)</td>
<td>£252</td>
<td>£289.80</td>
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</tbody>
</table>
**Paying by CC Auto Pay**

CC Auto Pay is an automated payment system. We automatically record the number of charging days a registered vehicle travels within the charging zone each month and bill customers at the end of each month.

**Benefits of CC Auto Pay include:**

- Never having to remember to pay the charge
- A reduced daily charge
- Protection from receiving Penalty Charge Notices as long as your vehicle is registered and your CC Auto Pay account is active
- Up to five vehicles can be registered to one account

Customers using CC Auto Pay are required to pay an annual registration fee of £10 per vehicle.

To register for CC Auto Pay please visit [cclondon.com](http://cclondon.com).

If approved by the Mayor, the charge increase will come into effect from 16 June 2014.

**Changing the NHS Reimbursement Scheme to allow refunds for CC Auto Pay payments**

**The NHS Reimbursement Scheme**

NHS patients and staff can apply for 100% reimbursement of the Congestion Charge for certain journeys undertaken within the Congestion Charge zone. The reimbursement scheme aims to ensure that the charge does not act as a barrier to receiving NHS care, recognising that NHS treatment is universal and free at the point of delivery.
Those wishing to apply for the reimbursement can check qualifying criteria at cclondon.com.

**Reimbursements for NHS journeys paid via CC Auto Pay**

The NHS reimbursement scheme does not currently allow charges paid via CC Auto Pay to be reimbursed. If the proposal is approved by the Mayor, from 2015 CC Auto Pay payments will be given a unique reference number which will enable applications for reimbursement for these payments to be made.

**Providing the option for customers to amend the date of a pre-paid charge on the day of travel**

This will enable a customer who had paid the charge in advance, but can no longer travel on the date originally specified, to change the charge purchase to a date in the future. An administration fee of £2.50 will be applicable.

**Minor Congestion Charge scheme order changes**

We are proposing to undertake a number of small updates and administrative changes to the Congestion Charging scheme. These include:

- **Removing the vehicle seat capacity requirement for the Residents’ Discount:** This proposed change will remove the seating capacity of vehicles that can be registered for the 90% Residents’ Discount. This will not affect customers that are resident within the charging zone as vehicles with nine or more seats are eligible for the 100% 9+ Seat Discount.

- **Including a reference to card payment failures:** This change will update the sections in the Scheme Order which refer to dishonoured cheque payments to include card payment failures, Direct Debit failures and indemnity claims.
• **Updating the definition for recovery vehicles:** The definition of an “accredited recovery organisation” refers to an out of date industry standard. This change will reflect the current international standard for quality management systems in relation to a certified accreditation body. Please refer to www.iso.org/iso/iso_9000 for further information.

• **Updating the references in the NHS Reimbursement Scheme:** Following the recent restructure of the NHS, a number of definitions require updating to ensure that the NHS reimbursement scheme continues to operate as intended.

We are planning to introduce these changes from June 2014.

**Next steps**

This statutory consultation ends on 14 March 2014.

We will consider all of the comments provided and prepare a report for the Mayor.

The Mayor will decide whether to go ahead with the proposals, with or without any changes. We will publicise the outcome along with supporting information.

**Your views**

To provide you views on the proposed changes on the Congestion Charging scheme explained in this leaflet, please respond online at tfl.gov.uk/ccyourviews, or complete and return the attached questionnaire by Friday 14 March 2014.
Privacy notice

Transport for London (TfL), its subsidiaries and service providers, and the Greater London Authority will use your personal information for the purpose of administering this consultation and assessing opinions on the proposed changes to the Congestion Charging scheme. Your personal information will be properly safeguarded and processed in accordance with the requirements of the Data Protection Act 1998.

Responses to the consultation may be made publically available, but any personal information will be kept confidential. You do not have to provide any personal information, but this information may help TfL to understand the range of responses. For example, responses may by analysed by postcode to help identify local issues.