Congestion Charging
Managing your Resident Discount
User Guide
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Welcome to the Residents’ Discount User Guide

This guide provides all the key information you will need to manage your Residents’ discount service online at https://reg.tflcc.co.uk/TFL_LRUC.AccountAuth/S1.

Online you will be able to;

• Pay the Congestion Charge for your discounted vehicle at the discounted rate.
• Renew your Residents’ discount service.
• Add and remove your discounted vehicle, and continue to pay the Congestion Charge at the discounted rate.

If you require further information please call us on 0343 222 2222.

Glossary

Account Holder
The Account Holder is the person responsible for the account. All correspondence about the account will be sent to them. They will also be responsible for the resolution of any issues.

The Account Holder can designate up to 5 Account users

Account Number
An account number is a unique number to enable a user to identify themselves, when contacting us by telephone and when using the automated telephone system (IVR). The Account Number is used together with the customer’s PIN or password.

Account Users
Account Users are people authorised, by the account holder, to manage the Residents’ service through a secure sign in process. Account users have the same permissions as the account holder, except that they can’t remove the account holder, themselves or close the account.

Customer ID
The Customer ID is a unique number given to each Account Holder/ User. Along with the user’s password, the customer can access the account online. For the Account holder this number is the same as their Account number.
| **Password** | A password is an eight digit alphanumeric code (containing at least one letter and one number) that is used in conjunction with an account users’ Customer ID to access their account online securely. |
| **PIN** | The PIN is a six digit numeric code that is used to identify an account user when they try to access services through the call centre. It is used in conjunction with the Account Holder’s Account |
| **Registered Vehicle** | The vehicle registered to your Residents’ discount service. |
| **Sign In** | To access the account online and manage the Residents’ service you need to sign in using your Customer Number and Password. |
| **Vehicle Registration Mark** | The Vehicle Registration Mark (VRM) is used to identify your vehicle on your account along with other characteristics such as its make, model, and colour. |
Step by step task guide

1. Sign into your account

To access your account go to tfl.gov.uk/congestioncharge and click on the “Sign-in” link in the top right hand corner of the page. This will open the screen you see below. Enter your numeric Customer ID (you will find this on all correspondence we have sent to you) and Password. If you have not yet set up a password please enter your PIN provided on registration, and follow the on screen instructions.

(Figure 1)
Once you have signed into your account you will be presented with your account landing page.

You will then need to select from your LRUC account landing page.

You will then be taken to the following page.
From the ‘My Discounts’ page access your Residents’ discount by clicking on the > to the right of the ‘Manage my residents’ discount’ text at the top of the page. As shown below.

You will then be taken to the your ‘Manage residents’ discount’ landing page.

2. Manage Residents’ discount landing page

This page displays all the key features of your Residents’ discount service. If you have a vehicle registered to your discount it is shown here and you can change your vehicle. You can also see the date your discount is due to expire. If this date is less than 25 days in the future, there will also be an opportunity to apply to renew your discount. You can view the vehicles that have been associated to your discount in the past in the vehicle history section and pay the Congestion Charge for your vehicle at the 90 per cent discounted rate.
3. Paying the Congestion Charge at the discounted rate

You can pay the Congestion Charge at the 90 per cent discounted rate for the vehicle that is associated to your discount.

Customers with a residents' discount on the Congestion Charge will, for a limited time, also benefit from a 100% discount on the Ultra Low Emission Zone (ULEZ) charge. If your vehicle doesn't meet the T-Charge emissions standards you still need to pay the T-Charge, discounted by 90%, until your ULEZ discount expires on 24 October 2021.
The discount will only be applied if you pay it through your Residents’ account. To make a payment select the ‘Pay to drive in London’ tab:

This will take you to the following page
Select the vehicle you wish to pay for and then press

This will take you to the following page
You then need to select the charge period you wish to pay for and then add the charge(s) to your basket. If your vehicle is required to pay the T-charge, this charge will also be displayed here.

If you travelled within the charging zone on the previous charging day, you can still pay the charge but no discount will applied to this charge. The Residents’ discount will be applied if you choose a weekly charge, a monthly charge or pay up to the expiry date of your Residents discount.

You can also choose to pay from a future date to the end of your discount. Remember that you can’t pay a charge for a date that has already been paid for, so for example if
you had a weekly charge in place already and you tried to pay from today until the end of your discount you would not be able to as charges cannot overlap.

You will then be taken to the following page

Pay a charge

Customers with a residents' discount on the Congestion Charge will, for a limited time, also benefit from a 100% discount on the Ultra Low Emission Zone (ULEZ) charge.

If your vehicle doesn't meet the T-Charge emissions standards you still need to pay the T-Charge, discounted by 50%, until 14 October 2021.

D04VRM
Green Volvo Volvo 9700
Active on Residents

Mon Jan 01 i Congestion Charge £0.00

TOTAL £0.00

We'll send receipts by your preferred channel.

* Required field

Once you are happy with the charge in the basket you want to pay for, select 'continue to payment'.

You will then be taken to the following page
Once you have completed payment you will be shown a confirmation screen and given a receipt number for your records.

4. Setting up Autopay for your Residents’ Discounted vehicle

You can add your discounted vehicle to the Auto Pay service. This means that you will be charged automatically for each day that you travel in the zone. You will be charged at the discounted rate of £1.05 a day. If your vehicle does not meet the T-Charge emission standard, this charge will include an additional T-Charge amount of £1 totalling £2.05 a day. You will be billed monthly and the amount will be taken either from your payment card or by direct debit.

To set up Auto pay for your discounted vehicle go to your account landing page shown below
From this page click on the next to ‘Set up Auto Pay’

Set up Auto Pay

Auto Pay automatically records the number of charging days a vehicle travels within the Congestion Charge zone, and if it doesn’t meet the emissions standards, the ULEZ and then bills users each month.

You will then be taken to the following page
Apply for Auto Pay

Auto Pay lets you pay the Congestion Charge and Ultra Low Emission Zone (ULEZ) charge automatically each month.

Before you apply

You need to create a London Road User Charging account. (Already have an account? Sign in now.)

Then, to set up Auto Pay, you will need your:

- Vehicle registration details
- Bank or payment card details

Annual charge

The £10 administration charge for each vehicle added to Auto Pay must be paid every year. You don’t have to pay this charge immediately - it will be added to your first statement.

Click

You will be taken to the following page

Choose vehicles

You can add up to 5 vehicles to your Auto Pay service.

Each vehicle costs £10 a year to register with Auto Pay. This will be added to your monthly statement.

You can select a vehicle that is already on your account or add a new one.

Add a new vehicle
You can add up to five vehicles but only the vehicle that you have registered for the 90 percent Residents’ discount will be charged at the discounted rate of £1.05 or the discounted rate of £2.05 for vehicles which do not meet the T-Charge emission standards. Any further vehicles will be charged at the full rate of £10.50. Please be advised that ULEZ charges may apply to non-resident discounted vehicles.

Once you have selected the vehicles you would like to add select ‘Continue’. You will be taken to the following page

You can review your application on this page; please check that the vehicle details are correct and click continue to proceed.

You will now be taken to the following page.
Select the payment method you want to set up, you can either pay by direct debit or payment card.

The best way to pay is by direct debit

If you use a payment card you need to update your new card details when they expire - if you forget, your payments will fail. Your Auto Pay service will be closed and penalties issued. This is why we recommend paying by direct debit.

If you select 'Pay direct debit you will need to ensure that you are the bank/building society account holder, and/or have sole responsibility for authorising debits from this account by ticking the box below and selecting confirm.
I confirm that I am the bank/building society account holder, and/or I have sole responsibility for authorising debits from this account.

[ ] Confirm

You will now be taken to the following page

**Set up direct debit**

*Name of account holder*

*Bank/building society account no.*

*Sort code*

XX XX XX

**Billing address**

This is the address the bank/building society account is registered to. Correspondence from us will only be sent to this address if it is also the address saved in your London Road User Charging account.

*Postcode*

[ ] Find address

Enter address manually

Enter your bank details for the monthly direct debit and select continue. Please make sure you enter your name as held on your bank details in the ‘Name of account holder (s) name’ field, rather than the name of your bank/building society.
If you chose to pay by payment card you will be required to confirm that you are the card holder and provide authorisation for the payments and for the card to be stored.

Select the tick box next to ‘confirm’ and select continue to add your card details.

You will be taken to the following page.
Enter the details of the card you want to use to make your monthly payments and select continue.
Select ‘save this card’.

If you are expecting to be charged at the reduced residents discounted rate then your vehicle must be associated to your Residents’ Discount service. You will need to pay an annual registration charge for each vehicle added to your CC Autopay service. This charge will be added to your first monthly statement.

You will be taken to the confirmation page below. Your CC Autopay is now set up and the vehicles registered to it can be used in the zone immediately, the charges will be billed monthly to the payment details that you provided to us.
5. **Amending a vehicle on your discount.**

If you want to change the vehicle on your Resident’s discount service you can do so from your account landing page.
From the above page click on the next to the ‘My discounts’ section

You will be taken to the following page:
Click on the next to the ‘Manage my residents’ discount’

You will be taken to the following screen:
Click on the vehicle that is active on your Residents’ discount.

Orange BMW 318i
TOURING
CC Auto Pay
Residents
Date added: 06/03/2019
You will be shown the following warning asking you to confirm that you want to remove the vehicle.

If you are sure you want to remove it select 'Remove'.

Manage residents' discount

Discount status: Active
Discount expiry date: 10 March 2020

Discount vehicle(s)
You have added 0 of 1 vehicles.
If you are adding a new vehicle and you already have one on this discount, you will need to remove it first.

Ultra Low Emission Zone charge: Do you need to pay for vehicles with a residents discount?

Add a vehicle to discount

How do I add a temporary vehicle such as a courtesy or hire vehicle for less than 30 days?

Residents' discount vehicle history

Your vehicle has now been removed. To add a new one click on
You will be taken to the following page:

Select to add your new vehicle.

You will be taken to the following page:
Type in your vehicle registration mark that you want to add, and the press ‘find vehicle’. You will then be taken to the following page.
If our database holds details of your vehicle these will be returned, check the make, model and colour. If it is correct select ‘Continue’. If the make, model and colour are not correct make sure it is the correct VRM before you continue. To add the vehicle to your resident’s discount select ‘Continue’

You will be taken to the following page:
If you can provide your vehicle proof documents you can upload them as part of the online process. You can either drag and drop them into the specified area at the bottom of the above page or click on ‘Or browse to your files’ to select documents saved to your computer’s files. If you can’t then you can send them to us later. Either way you will need to provide proofs that the vehicle is entitled to the residents’ discount within 40 days or the vehicle will drop off your residents’ discount service.

Once you have uploaded all your documents select continue

You will be taken to the following page:
Add a vehicle to residents' discount

Confirmation

Thank you. Your new vehicle has been added to your residents’ discount.

Your vehicle has been temporarily added to your residents’ discount for 30 days. We will review your documents and confirm whether it can be added permanently.

If you have not yet sent in your documents, you will need to do so in the next 30 days to allow for processing time. If we don’t receive suitable documentation within this time, your new vehicle addition will be cancelled and it will no longer benefit from the discount.

If you are sending copies of your documents by post, please either:

- Print this page and send it with your documents OR
- Quote your account number on each piece of correspondence

Address:

Congestion Charging
PO Box 314
Docking
DL4 9OE

If you prefer to email images of your documents, send them to:

RCLondon@RCLondon.com

Your charges have not been transferred

If you have paid any discounted charges for your previous vehicle any remaining days will be automatically refunded back to the card used to make the original payment. If you paid by cheque, the refund will be made by cheque.

You will need to pay the discounted charge for your new vehicle from today’s date.

The vehicle has not been added to your Auto Pay service.

The vehicle has not been added to your Auto Pay service.
Your vehicle has now been added to your Residents discount. If you removed a vehicle in order to add this new vehicle then any discounted charges paid for your previous vehicle will be automatically refunded to the card that was used to make the original payment.

You will need to make payment for your new discounted vehicle if you intend to use it in the zone. If your old discounted vehicle was on Auto Pay it will now be charged at the full rate. If you want to add your new vehicle to Auto Pay please follow the steps in section 2.3 (above), it will not be added automatically.

6. Renewing your Residents’ discount

Your Residents' discount will need to be renewed on an annual basis. You can renew your discount via your account online providing that it is due to expire within 25 days. (You can’t renew your discount online before this.)

To renew your discount sign into your account online, you will be taken to your account landing page below.
Select the next to 'My discounts'.

Manage my residents' discount

You will be taken to the following page:
If your Residents’ discount is due to expire within the next 25 days you will see the following link at the top of the page:

Select the next to ‘Renew discount’. You will be taken to the following page:
Read the ‘before you start’ information and then click ‘Continue’

You will be taken to the following page:

The system will run a check on your address click continue if the address is correct.
You will be taken to the following page where you can check your vehicle registration mark. If you want to change it click on:

You will be taken to a page where you can add your new vehicle registration mark. If you change your vehicle during the renewal process please remember that your new vehicle won’t become active on your discount until the first day of your new discount. Your old vehicle will stay on your discount until the current discount expires. If you want to change your vehicle immediately you will need to do so before you renew your discount. To change it immediately follow the steps outlined in Section 5 ‘Amending a vehicle on your discount’.

If the vehicle registration mark is correct and you don’t want to amend it click ‘Continue’

You will be taken to the following page:
Upload proof

To renew your discount you need to provide evidence of both the address and discount vehicle.

Upload images of these documents:

Address documents:

To show that you live in the Congestion Charge zone you need to provide an image or copy of 1 of the following:

- A current resident’s on-street parking permit or a parking permit approval letter (must show the Vehicle Registration Mark)
- A residential council tax bill (valid for the current year)
- Your income support entitlement letter (no more than 7 months old)
- A bank or credit card statement (no more than 3 months old)
- A formal tenancy agreement or housing association rent document (dated within the last 12 months)
- A current utility bill, for example a gas, water or electricity bill (no more than 3 months old, mobile phone bills are not accepted)
- Your driving licence (must contain the address you are using to register for the residents’ discount)

Vehicle documents:

You will also need to provide an image or copy of 1 document from the list below:

Your own private vehicle:

- Your VSC vehicle registration certificate (logbook). (The vehicle must also be registered with the DVLA in your name and at the address you are using to apply for the residents’ discount)
Company car:

- A company car authorisation letter - this must be on company headed paper, state your full name, the Vehicle Registration Mark and confirm that the vehicle is for your use only. (The vehicle must be registered in the company name with the DVLAI)

Lease vehicle:

- Vehicle lease document - this is the document that you signed to lease the vehicle. The vehicle must be registered in the lease company name with the DVLAI

A company car provided by a lease company:

- Your company’s vehicle lease document (this is the document that you signed to lease the vehicle)

AND

- A company car authorisation letter - this must be on company headed paper, state your full name, the Vehicle Registration Mark and confirm that the vehicle is for your use only. (The vehicle must be registered in the company or lease name with the DVLAI)

All documents must be clear enough to read easily, if we can't read them we may ask you for more proof. This will delay the registration process.

How do I upload the documents?

Upload files

Drag your file here
Or browse to your files

Continue

You will need to upload your proofs. Once you have uploaded your files click 'Continue'. You will be taken to the following page.
Check that the address, vehicle registration mark, and your uploaded documents are correct and then click continue. You will be taken to the following page to make payment.
Enter your credit card details and click on continue.
Click on 'Make Payment' to proceed

You will be given the chance to save your card to your account to speed up any payments you make in the future. Click on either 'Don’t save this card' or 'Save this card' to complete the payment.

If the payment is successful, you will be taken to the following confirmation page:
This is confirmation that your renewal has been submitted and is being processed.

If you are not registered for Autopay you will be given an option to do so.

Click on 'Register for Auto Pay' to be taken to the online registration process.

If you need to pay a congestion charge for your vehicle then click on to be taken to the payment page:

If you would like to return to your account click on
7. **Viewing your correspondence history**

You can view your correspondence history by clicking on the following link on your account homepage.

This will take you to the following page.

![Correspondence history](image-url)
You can view any item of correspondence that you have sent in regarding your account and any correspondence we have sent to you such as discount renewal reminders or renewal confirmations. To view and download an item click on the to the right of the item.

This will show you the details of the correspondence and give you an option to download it. As shown below.

![Correspondence history](image)

To view the item of correspondence click on ‘Download correspondence’.

8. Viewing your payment history

You can view any payments that you have made through your account by clicking on the following link.

![Payment history](image)