



Enforcement Operations Agreement

Schedule 2

Appendix 03 – Penalty Charge Notice Insert

tfl_scp_000555

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The contents of this Appendix are intended to be illustrative examples of the type of a Penalty Charge Notice Insert. These examples are not exhaustive and their format and/or the information and data contained within is subject to change. Where one example of a category of information is provided, this does not necessarily characterise all information in that category.

Important information. Please read.

This leaflet aims to help you understand what action you need to take once you have received a Penalty Charge Notice (PCN) - to either to pay it, or challenge it by making a representation.

Please do not ignore the PCN

We have sent the PCN to you because our records show that:

- You are the registered keeper of the vehicle or have been identified as the person who has hired the vehicle;
- The vehicle was photographed being used within the Congestion Charging zone at the time and date shown on the PCN; and
- We have no record of payment for the Congestion Charge or the vehicle being exempt or registered for a 100% discount for the relevant date

Paying the PCN - If you pay the correct amount, no further action will be taken

Please remember:

- You only have 14 days to pay at the discounted rate. No further reminders will be sent.
- If payment is received after the 14 days but before 28 days, you must pay the PCN in full.

Payment can be made in the following ways:

- Online at www.cclondon.com This is the quickest option.
- By phoning the call centre on 0333 2001000. We accept all major credit and debit cards.
- By post – Send a cheque or postal order to Congestion Charging, PO Box 4783, Worthing, BN11 9PT. Please write the PCN number on the back of the cheque or postal order, and enclose the payment slip from the bottom of the PCN. You must allow enough time for us to receive your payment within the time limit.

If you pay less than the amount shown on the PCN (e.g. £10) or if we receive it after the Penalty Charge has increased, we will take it as part payment and you will still have to pay the outstanding amount. We will send you a letter telling you about this.

If you fail to pay we may have to instruct the bailiffs and this may result in your goods being seized.

Challenging the PCN

If you have received a PCN and you disagree with it, you may be able to challenge it. The first stage of this process is called making a representation. You can get more information on challenging the PCN over the page or online at www.cclondon.com

Protect yourself from receiving PCNs - Register For Congestion Charging Auto Pay

Congestion Charging Auto Pay is an automated payment system. We'll automatically record the number of charging days a vehicle travels within the charging zone each month and bill your debit or credit card at the end of each month. For further details or to register go to www.cclondon.com or call us on 0845 900 1234.

How can I challenge the PCN?

You can challenge the PCN by making a representation. You can make a representation in writing. Just making a phone call will not get the PCN cancelled. You have 28 days to make a representation. This is a legal requirement. If you make a representation after 28 days, you will need to explain the reasons why it is late. If you believe you have a valid reason, such as you were away or ill, please provide proof. If you have just forgotten, we do not have to consider your representation.

Who can challenge the PCN?

It is normally only the person the PCN has been issued to who can make a representation. Do not pass the PCN to someone else such as the driver or new owner to write in. If we have sent the PCN to a company and you are asked to deal with it, please explain your authority to do so.

What can I say?

There are six official grounds (reasons) for making a representation. However, you may also explain any other circumstances not covered by these grounds. We will carefully consider these. This can include 'mitigating' circumstances as to why you should not have to pay the penalty charge. **Please give with your representation, any supporting evidence such as receipts, documents or statements and fully explain the circumstances.**

The following are examples of why you may make a representation. You can get more through information from our website at www.tfl.gov.uk/cclondon

I paid – You need to have paid for both the vehicle and the contravention date shown on the notice. If you have the receipt, please check the vehicle's number plate and the date shown on it to see if they match. If they don't, this is why you got the PCN. If you notice a mistake like this, you can still make a representation and we may decide to cancel it. If you don't have the receipt, please try to provide some other information such as a copy of your credit or debit card statement, date of payment and the credit or debit card number and we will try to trace your payment. If you have no proof, you may still make a representation but it will be very hard to prove that you paid. We will always check our records. Please make sure that you check your receipt every time you pay to make sure that all the details are accurate.

I have a blue badge - Please provide evidence to confirm that the blue-badge holder has registered with Congestion Charging and that we have been given details of the vehicle the discount applies to for the contravention date shown on the PCN.

I am a resident in the zone - If you believe you are registered as a resident with Congestion Charging, please provide proof. You will also need to have paid the Congestion Charge correctly and should provide proof as shown earlier. Remember to provide as much information as possible to support your representation.

It was outside the charging hours or I was only leaving the zone – Our clocks are very accurate and we will not normally let people off for this reason. Just leaving the zone is not a valid reason for not paying and we are likely to reject your representation.

I was diverted or got lost - Please give as many details as possible, including the time and place of the diversion and if you spoke with a police officer. We will check our records to confirm these details. If you drove in the Congestion Charging zone because you got lost, swerved or wanted to avoid traffic, these are not usually valid reasons and we will probably reject your representation.

It's not my car – If you have sold or bought the car before or after the contravention date, follow the advice on the PCN. If you think your vehicle's number plate may have been copied, please explain why you think it is not your car and enclose supporting evidence such as proof your vehicle wasn't there, photographs showing differences or confirmation from the police.

I forgot to pay the congestion charge – If there are no reasons why you forgot to pay, we are likely to reject your representation and you will have to pay the penalty charge.

If it was an emergency or there were other circumstances – Please explain in detail what stopped you from paying the Congestion Charge or why you had to enter the zone. For example, you may have been prevented from paying the Congestion Charge due to a medical emergency. Always provide as much information as possible, enclosing any supporting information, and fully explain your circumstances.

What will TfL do?

When we receive your letter we will put the PCN on hold. We will consider all the circumstances and fully investigate what you say. We will tell you in writing what our decision is. Always read our response as we will often tell you how to avoid any further PCNs. If you haven't had a response after 21 days, please call to check that we have received your representation. If we ask you to pay, we will explain why, explain any other options and how to pay.

Remember do not ignore any letters.
If you make a representation, always give as much supporting evidence as you can.
You can get more information from our website at www.tfl.gov.uk/cclondon