

Congestion Charge

A guide from Alphabet





The Congestion Charge is £15 daily charge imposed by Transport for London (TfL) for driving a vehicle within the charging zone. It applies between 7:00 - 18:00 Monday-Friday and 12:00 - 18:00 Sat-Sun and bank holidays. No charge between Christmas Day and New Year's Day bank holiday (inclusive).

Am I entitled to discount or exemption from the Congestion Charge?

If you think you might be exempt or entitled to a discount, please visit the [Discounts and Exemptions section](#) on TfL's website where you'll find the most up-to-date information.

You can apply for a discount online, however you'll need to supply certain documents to prove you're entitled to it. These are all clearly shown on the Congestion Charge website under each category which include:

- Blue Badge Holder
- Ultra-low emission discount
- Roadside recovery vehicle

If you need any supporting documentation from us, we can provide that, but we're not responsible for registering you for any discounts or exemptions.

You'll need to continue to pay the daily Congestion Charge in full when travelling within the Congestion Charge zone, until TfL provide you with written confirmation that your application was successful. Applications will apply for 12 months and then need to be renewed – if you're renewing, then make sure the documents show your up-to-date vehicle registration details.

When do I need to pay it?

The daily charge is £15 if you pay in advance or on the same day. This rises to £17.50 if you pay by midnight of the third charging day after travel. If you haven't paid by that point, you will receive a Penalty Charge Notice.

How do I pay for the Congestion Charge?



Auto Pay

The easiest way is to set up an Auto Pay account. This system stores your contact, vehicle, and payment details, and then automatically charges you for the number of days your vehicle travels within the Congestion Charge area. It also protects you from receiving any PCNs. An annual £10 registration charge will apply to each vehicle you add to Auto Pay.

Auto Pay can cover up to five vehicles but if you regularly have more than five vehicles travelling in and out of London, you can set up Fleet Auto Pay which also has a few more benefits.

Details of how to set up an account are available on the [Congestion Charge website](#).



Online

Visit TFL's [Pay to Drive in London](#) page.



Using the TFL Pay to Drive in London app

You use the app to:

- Pay a penalty
- Set up Auto Pay
- Check if a postcode is in a charging zone
- Manage your account
- Save your vehicle details for future use
- See your payment history

It's available to download for free at both the Apple App Store and Google Play Store.



By phone

UK: 0343 222 2222

Opening hours:

Monday to Friday: 08:00-20:00

Closed on weekends and Bank Holidays

International: +44 20 7649 9122

Textphone (for those with impaired hearing): 020 7649 9123

How do I avoid receiving a Penalty Charge Notice?

If you have a Congestion Charge account with TFL you should:

- Keep your registration number and payment details up-to-date
- Check your account regularly
- Check the Auto Pay function is activated (if you've requested it)

For one-off payments make sure you:

- Check the registration provided is correct e.g. '0' instead of 'O'
- Check you've paid for the correct date – payment outside of the date parameters will still result in a Penalty Charge being issued to the registered keeper of the vehicle (us).

What should I do if I receive a Penalty Charge Notice?

As the registered keeper of the vehicle, if a PCN is issued for the Congestion Charge, it will be sent to us. We cannot transfer liability for TFL's Congestion Charge, so we'll pay it on your behalf and recharge the PCN onto you.

If you feel there are grounds to dispute it, take a look at the Congestion Charge website for details on [how to challenge a Penalty Charge Notice](#).

Please include the third party authorisation letter which is included within the email notification for the fine when making an appeal. TFL can also be contacted using 0343 222 2222 or through their website <https://tfl.gov.uk/help-and-contact/>.

More information

www.tfl.gov.uk/modes/driving/congestion-charge



Have another question?
Contact our Vehicle Administration Team at:
www.alphabet.com/en-gb/vehicle-fine-support

This document is for general information purposes only and is not to be relied on as advice. Alphabet accepts no liability to any party for the content. Information is correct to the best of our knowledge at the time of publication.

Alphabet (GB) Limited. Registered office: Alphabet House, Summit Avenue, Farnborough, Hampshire GU14 0FB. Registered in England and Wales No.3282075. Tel: 0370 50 50 100