

SCHEDULE 2 – Appendix 18

PCN Template

[Note that the template in this appendix was valid at the time of original publication but may subsequently have changed]



Penalty Charge Notice The Road User Charging (Charges & Penalty Charges)(London) Regulations 2001 as amended, The Road User Charging (Enforcement & Adjudication)(London) Regulations 2001 as amended and The Greater London (Central Zone) Congestion Charging Order 2004 as varied.

To:	Issue date	
	Penalty Charge Notice number	
	Automated payment reference	

This Penalty Charge Notice has been sent to you as the registered keeper/hirer of the following vehicle:
 Registration Mark:
 Make:
 Model:
 for the following contravention: the use of a vehicle on a road in the charging area to which a charging scheme applies without payment of the appropriate charge, at the time and location stated below:
 Contravention Location:
 Contravention Date: Contravention Time:
Failure to respond within 28 days of service of this notice will result in a Charge Certificate being issued which will increase the penalty charge to . Failure to then pay the increased penalty charge will result in the outstanding balance being registered as a debt in the County Court.
 You have days from service of this notice to pay the discounted penalty charge of . If this is not paid by then the full penalty charge of is payable. If you fail to pay the penalty charge or make a representation by a Charge Certificate will be issued which will increase the amount payable to

		Penalty charge payment slip		tear off section
Please complete the details below and sign as necessary.				
Tick to indicate payment method:		Penalty Charge Notice number		
<input type="checkbox"/> By credit/debit card		Vehicle registration mark		
<input type="checkbox"/> By cheque/postal order		Automated payment reference		
Tick box to authorise/include payment of:				
<input type="checkbox"/>	- for a penalty charge paid within	days	<input type="checkbox"/>	- for a penalty charge paid within
Card Number	[Grid for card number]			
Valid from (mmyy)	[Grid]	Expiry date (mmyy)	[Grid]	Switch issue number (if applicable)
Name on card (block capitals)	[Grid]			
Signature	[Grid]	Date	[Grid]	

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MAYOR OF LONDON

Important

Liability for this penalty charge lies with you, the registered keeper or hirer. You are advised to pay the penalty charge or, if you have reasonable grounds, dispute this notice in the form of a representation. This can be done by completing and returning the representation section provided at the back of this notice.

The images displayed on the front of this notice were taken at the time of the contravention. They show the image of the number plate and the image of the vehicle in the lane taken by the camera when the contravention occurred. The contravention is also supported by additional colour images. If the images on this Penalty Charge Notice are not of your vehicle, you must still make a representation.

Data Protection Statement

Transport for London (TfL) and its agents will process your information for the operation of the congestion charging scheme. Processing will include the use of cameras to record data. Your information may be disclosed to, or requested from, the Driver and Vehicle Licensing Agency (DVLA), local authorities, law enforcement agencies and other organisations for the administration (including verification of discount entitlement) and enforcement of the scheme; the prevention and detection of crime and protection of public funds. TfL randomly selects and monitors vehicles subject to a discount to identify possible fraudulent use. If you persistently fail to pay congestion charges due or attempt to defraud the scheme, TfL may record your vehicle's movements and may disclose relevant details to local authorities and/or law enforcement agencies, to assist in tracing persistent evaders and those committing fraud.

How to pay your Penalty Charge

To pay by the internet (using a credit/debit card)

This is the quickest and easiest way to pay your penalty charge and ensures your payment is immediately credited. You can also request a receipt electronically or by post. Please visit www.cclondon.com/paypenalty and follow the links to pay the penalty charge.

To pay via the call centre (using a credit/debit card)

Telephone the call centre 0845 900 1234, where you can use the automated telephone response system to pay the penalty charge. Listen to the options carefully and please have this Penalty Charge Notice and your credit/debit card available. You **MUST** wait until your payment is confirmed to you by the automated payment system.

Please note: You can also continue after the payment confirmation to request a receipt of payment by post. Calls may be monitored or recorded for administration purposes.

To pay by post

If paying by post please ensure your payment is received by the date shown on the front of this notice allowing time for any postal delay. Using the tear-off strip overleaf please complete the required details to pay by credit/debit card, cheque or postal order. Cheques or postal orders should be made payable to 'Congestion Charging London' and crossed 'Account Payee'. Write the Penalty Charge Notice number on the reverse of your cheque. Do **NOT** send cash through the post. Please send your payment with the completed penalty charge payment slip to: **Congestion Charging, PO Box 2984, Coventry CV7 8YR.**

To make representations against the penalty charge

Listed below are the formal grounds on which you may make a representation or an appeal as laid down under regulation 13 of the Road User Charging (Enforcement and Adjudication) (London) Regulations 2001 as amended. If none of these grounds are applicable you may still make a representation. Please give further details in the space provided on the next page and, where appropriate, provide supporting evidence in the form of copied documentation.

Your representation must be returned to: **Congestion Charging, PO Box 2984, Coventry CV7 8YR.** Your representation may be disregarded if it is received more than 28 days after service of this notice.

On receipt of your representation, TfL will consider it and all the relevant evidence. If your representation is rejected you may appeal to an independent adjudicator within 28 days of service of the notice of rejection (unless the adjudicator allows more time). You may make additional representations on any of the six statutory grounds upon appeal. TfL will comply with the adjudicator's directions. **Please remember to complete the form and enclose any relevant evidence.**

Representations against the notice Tick one box only:

1. I was not the keeper at the time of the contravention e.g. I have never been the keeper, I ceased to be the keeper, I became the keeper after the date of the contravention. **Please provide as much supporting evidence as possible e.g. a copy of a receipt for the sale of the vehicle or a copy of the notification of change of keeper sent to the DVLA and complete the details below.**

Name

Address

Postcode

Buyer / Seller Date bought/sold/notified DVLA
(Cross out where not applicable)

If you have not notified the DVLA that you no longer have the vehicle, you should write to Vehicle Customer Services, VIP 16/LCC/D13, DVLA, Swansea, SA99 1BL providing the date of sale and the name and address of the person who bought the vehicle.

2. I had paid the congestion charge due for the vehicle used on that date, at the time and in the manner required by the charging scheme. **Please enclose proof of payment and/or enter the receipt number below.**

3. In the circumstances, no penalty charge is payable under the charging scheme e.g. I was not within the charging area during charging hours **(please provide all evidence to support your representation).**

4. The vehicle was used or kept without my consent e.g. stolen **(please provide an explanation over the page, the crime reference number and the name of the police station to which it was reported, if applicable).**

5. The penalty charge exceeds the amount payable in the circumstances of the case, e.g. I have been requested to pay a penalty charge amount above that detailed in the regulations **(please provide an explanation and all required evidence to support such a representation).**

6. We are a vehicle hire firm and the vehicle was hired under an agreement at the time and the person liable signed a statement of liability for any resulting penalty charges. **Vehicle hire firms must provide copies of all relevant documents which provide the name and address of the hirer and their signed copy of the statement of liability. Hire agreements provided must be in accordance to Section 66 of The Road Traffic Offenders Act 1988 which contains all the relevant particulars required under Schedule 2 of The Road Traffic (Owner Liability) Regulations 2000.**

