

SCHEDULE 2 – Appendix 3

Payments

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1 Products for purchase

Table 1: Products that can be purchased and the cost (Parameterised)

Product	Cost
Single Congestion Charge (Normal)	£8
Single Congestion Charge (Higher)	£25
Single Congestion Charge (Pay Next Day)	£10
Single Congestion Charge (Higher Pay Next Day)	£27
Weekly Congestion Charge (5 Day)	£40
Monthly Congestion Charge (20 Day)	£136
Annual Charge (252 Day)	£1696
Weekly Congestion Charge (Higher 5 Day)	£125
Monthly Congestion Charge (Higher 20 Day)	£425
Annual Charge (Higher 252 Day)	£5300
Weekly Residents Charge	£4
Monthly Residents Charge	£16
Annual Residents Charge	£201.60
Standard Fleet Charge	£7
Euro V Heavy Vehicle Charge	£6
Euro V Heavy Vehicle Charge (Pay Next Day)	£8
Weekly Euro V Heavy Vehicle Charge	£30
Monthly Euro V Heavy Vehicle Charge	£120
Annual Euro V Heavy Vehicle Charge	£1512
Unknown Vehicle Default Charge	£8
Low Emission Zone Charge (HGV, buses & coaches)	£200
Low Emission Zone Charge (LGVs & minibuses)	£100
Remote Zone (e.g. Thames Gateway Bridge)	TBD
Carnet	TBD
Cordon Crossings Style Charge	TBD
Capped Cordon Style Charge	TBD
Resident Discount Charge (Weekly/Monthly/Yearly)	£4/£16/£201.60
Discount Registration Charge	Refer to appendix 8 - Table 1 (Discounts)
Fleet Annual Charge per Vehicle ¹	£10
Account Administration Charge ²	£10

This list is for illustrative purposes only and is not exhaustive

¹ Registration Charge for Lease/Hire Vehicle is incorporated in the usage Charge. However, 100% Discount Fleet Partners pay this annual registration fee.

² Unnecessary if Customer already has 'Tag in a box' or if Account type is exempt from Tag payment or if Tag was stolen.

2 Other Transaction Charges

Table 2: Potential Amendments and Administration costs (Parameterised)

Amendment	Cost
Amend Customer Account details	Exempt
Amend Charge Payment (VRM)	£2.50
Amend Charge Payment (start date-N/A for a daily charge)	£2.50
Amend Charge Payment (Product)	Not Currently Possible Future Charge TBC
Amend VRM for Resident	£2.50
Amend VRM for a personal Discount (e.g. Blue Badge)	£0
Add VRM to non-discount Customer Account	£0
New Resident Registration	£10
Change Resident address within 12 months of registration	£0
Annual Organisation VRM Charge Payment	£10
Administration Charge for Refund when surrendering Monthly or annual Charge Payment	£10
Administration Charge for Repayment of a daily Charge	Not Currently Possible Future Charge TBC
Administration Charge for Residents requesting a 100% Repayment when they have used a hire car instead of their primary Vehicle for: <ul style="list-style-type: none"> • All the period for which they have previously paid the Charge • Part of the period for which they have previously paid the Charge • None of the period for which they have previous paid the Charge (90% Repayment) 	£10 £7.50 £5
Duplicate Receipts	£0
Subject Access Request	£10
FOI Request	£0
EIR Request	£0
Blue Badge Organisation amending VRM	Exempt
Tag deposit	£10.00

This list is for illustrative purposes only and is not exhaustive

3 Required Service for provision of Receipts to Customers

Table 3: Methods of original Receipt delivery

Transaction Type	Channel	Receipt Type	Charge Payment Type			
			Daily	Weekly	Monthly	Annual
CC & TGB Charge Payment	Telephone (CSR)	Paper	P	P	P	P
		Verbal	A	A	A	A
		SMS	P	P	P	P
		E-Mail	P	P	P	P
	Retail	Paper	A	A	A	A
	Internet	Electronic(PDF)	A	A	A	A
		E-Mail	P	P	P	P
		Paper via Post	P	P	P	P
	Post	Paper	A	A	A	A
		E-Mail	P	P	P	P
		SMS	P	P	P	P
	IVR	Paper via Post	P	P	P	P
		E-Mail	P	P	P	P
		Verbal	A	A	A	A
		SMS	P	P	P	P
	SMS	SMS	A	A	A	A
Post		P	P	P	P	
TGB CC & LEZ transaction	Telephone (CSR)	Paper	P	P	P	P
		Verbal	A	A	A	A
		SMS	P	P	P	P
		E-Mail	P	P	P	P
	Post	Paper	A	A	A	A
		E-Mail	P	P	P	P
		SMS	P	P	P	P

Key

A – Always

P – Proactive (offered to Customer) only if the Customer has not previously stated a preference

Notes

- Unique transaction reference number (same number as on paper Receipt if issued) given for all telephone payments;
- Residents will receive same service for Discounted Charge Payments;
- “Charge Payment” transaction type above includes Refunds and Amendments to Charge Payments;
- The Service Provider shall ensure that the following are included as a minimum on full Receipts for Charge Payments:

- customer service contact number;
 - date of payment;
 - Product purchased;
 - amount spent;
 - required Data Protection Information; and
 - terms and conditions applicable to the Charge Payment.
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- Transaction numbers will be given to the Customer when receiving Receipts of all types.