

Warning over unofficial C-Charge websites

MOTORISTS are being reminded to take extra care when paying the Congestion Charge online and to only use the official website - tfl.gov.uk/cclondon.

A number of websites offer to pay the Congestion Charge on behalf of drivers but these websites are not official payment channels and they charge motorists a premium, in some cases as much as £6. There have also been a number of cases where these unofficial sites have failed to pay the Congestion Charge on behalf of their customers, resulting in drivers receiving a Penalty Charge Notice (PCN) from Transport for London (TfL) for non-payment.

Garrett Emmerson, TfL's chief operating officer for Surface Transport,

said: 'We are doing as much as we can to minimise the risk of unofficial websites or adverts misleading customers into paying more than they need to, including talking to Trading Standards, the Office of Fair Trading, the Advertising Standards Authority and search engine providers.'

'We will continue to pursue these avenues but in the meantime we urge motorists to take care and only use TfL's website.'

Unofficial sites pay search engines to promote their businesses and ensure they are the top items when people use terms like 'Pay Congestion Charge'. Around 1,000 people per day are, in many cases, unwittingly using unofficial sites to pay the Congestion Charge.

These websites justify their inflated prices by claiming they offer extra services for customers such as email confirmation and a dedicated phone helpline. However, TfL offers these services for free. By paying via the official

TfL website, customers will avoid any unnecessary charges imposed by unofficial websites and they will remove the risk of receiving a PCN.

Customers can avoid paying via unofficial websites by registering with TfL for the automatic payment service, CC Auto Pay. TfL automatically records the number of charging days a vehicle travels within the charging zone each month and bills the customer's debit or credit card monthly.

With CC Auto Pay, registered customers never need to remember to pay the charge again; they pay a reduced daily charge (£9 instead of £10) and are protected from receiving Penalty Charge Notices as long as the vehicle is registered with TfL and the CC Auto Pay account is active.

■ To find out more, go to tfl.gov.uk/cclondon



► Red buses going green

NEW Routemasters have been introduced on route 390 between Notting Hill and Tufnell Park.

During peak hours, 21 of the new buses are now in passenger service to carry the 18,400 people who travel on the route each day.

Route 390 runs 24 hours a day (with N390 service) between Notting Hill Gate and Archway, via Queensway, Lancaster Gate, Marble Arch, Oxford Circus, Tottenham Court Road, Euston, King's Cross and Tufnell Park.

It is the fourth route in the capital to use the new hybrid buses, which significantly cut emissions and improve air quality. They are already running on routes 11, 24 and 38.

It is part of Transport for London's plan to introduce a total of 600 New Routemasters by 2016. Together they will reduce carbon dioxide emissions by around 20,600 tonnes a year.

■ **Route 148 will be the next bus to go green.**



Going to Winter Wonderland?

WINTER Wonderland is now open at Hyde Park and runs until January 5.

Passengers are advised to avoid using Hyde Park Corner station if possible to prevent possible queues and congestion.

Alternative stations include Green Park (which has step-free access) and Victoria (which is a short walk away and served by buses).

Marble Arch station on the Central line is on the north side of the park and also a short walk from the event.

Extra staff will be on hand to provide assistance and there will be information at stations about alternative routes.

■ **Plan your journey before you travel at tfl.gov.uk/journeyplanner**

■ **Winter Wonderland is open 10am until 10pm every day except Christmas Day. To find out about what's on offer at the event, go to www.hydeparkwinterwonderland.com**

London travel advice: plan your journey now

 tfl.gov.uk

 24 hour travel information
0343 222 1234*

   tfl.gov.uk/socialmedia

London Travelwatch
London's transport watchdog
call 020 3176 2999, or visit
www.londontravelwatch.org.uk

*Service and network charges apply.
See tfl.gov.uk/terms for details.



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