Transport for London

Congestion Charging & Low Emission Zone Key Fact Sheet

01 July 2025 to 30 September 2025

Congestion Charging General Scheme Information	
Original Go Live Date	17-Feb-03
Current Zone Size (Central London)	21 sq km

Congestion Charging Scheme Users / Call Centre [1]	
Average valid charges (for each charging day)	41,156
Average Standard charges	7,133
Average Standard Auto Pay charges	14,900
Average Resident charges	57
Average Resident Auto Pay charges	3,178
Average Fleet charges	14,888
Average daily unique captures during Charging Hours [2]	91,010
Average daily unique VRMs during Charging Hours [3]	81,565
Average weekday calls handled (all schemes) [4]	6,102

There are a range of charges that can be purchased and details of the charge amounts can be found on our website.

Congestion Charging Charge Payment Channel Usage	
Auto Pay	45.12%
Fleet	37.19%
Web	15.46%
Mobile App [5]	1.55%
IVR	0.45%
Phone	0.22%
Post	0.00%

We offer a number of ways to pay the charge and more information can be found on our website.

Average Number Of Licenced Taxis & Private Hire Vehicles Detected In The Congestion Charge Zone During Charging Hours On Charging Days	
Taxis	6,024
Private Hire Vehicles	12,779

Congestion Charging Diplomatic Debt	
Current Diplomatic Debt [6]	£165m

We and the UK Government are clear that the Congestion Charge is a charge for a service and not a tax. This means that diplomats are not exempt from paying it. The majority of embassies in London do pay the charge, but there remains a stubborn minority who refuse to do so, despite our representations through diplomatic channels.

We will continue to pursue all unpaid Congestion Charge fees and related penalty charge notices and are pushing for the matter to be taken up at the International Court of Justice.

Congestion Charging Active Discounts (not vehicles) [7]	
Blue Badge	186,066
Cleaner Vehicle Discount [8]	74,104
Resident	17,021
Fleet	22,184
9+ Seater	4,485
Recovery Vehicle	170
Motor Tricycles	557
Selected Partner	136
Accredited Breakdown	38

There are a range of exemptions and discounts available to certain categories of vehicles and individuals.

Congestion Charging Enforcement	
Average daily PCNs issued	2,596
PCN Representations rate [9]	13.94%
PCN Appeals rate [9]	0.38%

A Penalty Charge Notice (PCN) is the formal notification sent when our records show that a vehicle was photographed in the Congestion Charging zone and we have no record of payment of the Congestion Charge and it is neither exempt nor registered for a 100 per cent discount.

Should you receive a PCN you have a right to contest it. This may be done through the Representation and Appeals process. Further details of how to make representations against the PCN will be provided on all PCNs issued. If the representation is rejected, you can then make an appeal to London Tribunals, an independent body.

Low Emission Zone General Scheme Information	
Go Live Date – Phase 1 - Euro III (PM) for HGVs>12 tonnes	04-Feb-08
Go Live Date – Phase 2 - Euro III (PM) for HGVs>3.5 tonnes, buses & coaches	07-Jul-08
Go Live Date - Phase 3 - Euro 3 (PM) for larger vans (1.205 tonnes unladen weight up to 3.5 tonnes gross vehicle weight) & minibuses (up to 5 tonnes gross vehicle weight)	03-Jan-12
Go-Live Date – Phase 4 - Euro IV (PM) for HGVs>3.5 tonnes, buses & coaches	03-Jan-12
Go Live Date – Tougher emission standards for heavy vehicles - Euro VI (PM & NOx) for HGVs>3.5 tonnes, buses & coaches	01-Mar-21
Londonwide Low Emission Zone Size	1,580 sq km

Low Emission Zone Compliance Rates	
LEZ Phase 3 Compliance Rate (Jun 2024)	99.8%
Tougher LEZ Compliance Rate (Jun 2024)	97.4%

TfL monitors the compliance rates of vehicles within the Low Emission Zone.
LEZ emission standards apply to large diesel vehicles.
LEZ Phase 3 emission standards for Particulate Matter (PM) remain in force for large vans and minibuses.
Tougher Particulate Matter (PM) and Nitrogen Oxides (NOx) emission standards were introduced for heavy vehicles from 1 March 2021.

[1] Previous factsheets also reported on web traffic, but due to a change in how cookies are accepted, it is no longer possible to accurately report this figure.
[2] Prior to validation and verification.
[3] Confirmed vehicles post validation and verification. Revised methodologies for data extraction and analysis have been applied since April 2017.
[4] Road User Charging operate a blended call centre, so call volumes cover Congestion Charging and Low Emission Zone, Blackwall and Silvertown tunnels charge, as well as ULEZ.
[5] Mobile App went live on 12/12/2017.
[6] Please refer to separate CC Embassy Debt sheet for further details on Embassy Debt.
[7] Some discounts can have multiple vehicles registered against them.
[8] Ultra Low Emissions Discount (ULED) introduced on 01/07/2013. Replaced by the Cleaner Vehicle Discount on 08/04/2019.
[9] Relate to PCN contraventions in the previous financial year.