

Question One

The following table details the amount of email statements we have sent to our registered customers for every calendar month and for each account type:

Month Issued	Congestion Charge Auto Payment	Fleet	Total
September-2018	363,506	13,611	377,117
October-2018	366,077	13,690	379,767
November-2018	369,621	13,773	383,394
December-2018	370,485	13,802	384,287
January-2019	372,307	13,852	386,159
February-2019	372,205	13,959	386,164
March-2019	371,485	14,021	385,506
April-2019	393,839	14,126	407,965
May-2019	419,151	14,340	433,491
June-2019	432,980	14,577	447,557
July-2019	441,340	14,697	456,037
August-2019	449,706	14,845	464,551

Question Two

Please see the table below listing the monthly volume of statements issued via email with zero value:

Month Issued	Congestion Charge Account Payments	Fleet	Total
September-2018	245,212	2,225	247,437
October-2018	244,495	2,201	246,696
November-2018	244,995	2,113	247,108
December-2018	248,782	2,234	251,016
January-	255,180	2,858	258,038

2019			
February-2019	249,566	2,241	251,807
March-2019	256,773	2,394	259,167
April-2019	250,641	2,225	252,866
May-2019	256,698	2,350	259,048
June-2019	259,522	2,168	261,690
July-2019	269,165	2,324	271,489
August-2019	279,201	2,319	281,520

Question Four:

The number of account based telephone enquiries that we have received from customers.

Month	Calls received
September-2018	48,691
October-2018	56,663
November-2018	50,162
December-2018	37,546
January-2019	52,304
February-2019	46,188
March-2019	55,689
April-2019	98,667
May-2019	73,982
June-2019	59,912
July-2019	78,113
August-2019	65,278