

Cross-Harbour Tunnel to implement HKeToll from 5am on July 23

The Transport Department (TD) announced today (July 5) that the HKeToll will be implemented in the Cross-Harbour Tunnel from 5am on July 23 (Sunday) to replace all manual toll booths and Autotoll lanes. Motorists can drive through the toll plaza and pay tunnel tolls using toll tags without having to stop or queue at toll booths for payments.

To tie in with the implementation of the HKeToll, temporary traffic arrangements will be implemented in phases in the vicinity of the Cross-Harbour Tunnel starting from 1am on July 23. Both directions of the Cross-Harbour Tunnel will be closed from 4am to 5am on July 23. During the closure of the Cross-Harbour Tunnel, nine overnight franchised bus routes and one overnight green minibus route will be diverted via the Eastern Harbour Crossing or the Western Harbour Crossing. Please refer to Annex 1 and Annex 2 for the above-mentioned traffic and transport arrangements.

As of July 4, more than 790 000 vehicle tags had been issued, accounting for over 96 per cent of licensed vehicles in Hong Kong, of which about 84 per cent of vehicle owners had opened HKeToll accounts. The HKeToll collected tolls of about 200 000 vehicle trips on an average per day at the Tsing Sha Control Area, Shing Mun Tunnels and Lion Rock Tunnel. With the progressive implementation of the HKeToll in government tolled tunnels this year, the TD once again appealed to vehicle owners to complete the three steps for HKeToll service as soon as possible: (1) install a vehicle tag, (2) open an HKeToll account and (3) set up an automatic payment means, so as to fully enjoy the convenience of the HKeToll.

The TD reminded vehicle owners that they can select the means of receiving electronic notifications according to their personal needs on the HKeToll website and mobile app to manage the electronic information to be received.

If vehicle owners need assistance, they can browse the HKeToll website, call the 24-hour customer service hotline 3853 7333, or visit the four customer service centres, four service outlets, government car park service counters, and consultation counters located at designated MTR stations and Home Affairs Enquiry Centres in the District Offices. Starting from July 17, new consultation counters will be set up in the Home Affairs Enquiry Centres in Central and Western, Eastern, Southern, Yau Tsim Mong, Kwun Tong and Kowloon City Districts, while those in Tuen Mun, Tsuen Wan, Kwai Tsing, Sai Kung, Tai Po and Islands Districts and the service counter at the Tsuen Wan Government multi-storey car park will cease services. Members of the public can go to nearby MTR consultation centres or customer service centres. The locations and service hours of the above-mentioned facilities are shown in Annex 3.

In addition, the TD will cease to sell toll tickets starting from July

17, and will make a one-off special refund arrangement after the implementation of the HKeToll at the three road harbour crossings. Details will be announced separately.

Following the Cross-Harbour Tunnel, the Government plans to implement the HKeToll at the Western Harbour Crossing and the Eastern Harbour Crossing in August.