

# Operation of HKeToll at Aberdeen Tunnel generally smooth

The Transport Department (TD) said today (December 27) that the operation of the HKeToll has been generally smooth since its implementation at the Aberdeen Tunnel from 5am last Sunday (December 24).

The TD's Emergency Transport Co-ordination Centre has been closely monitoring the traffic situation at the Aberdeen Tunnel. The overall traffic flow has been smooth in general and motorists can adapt to the new traffic arrangements.

From 0.00am to 5pm today, a total of about 38 000 vehicles passed through the Aberdeen Tunnel. Among them, about 92 per cent of the vehicles were detected with vehicle tags installed, and about 72 per cent of the vehicles used an automatic payment means. With the implementation of the HKeToll in all government toll tunnels, the TD once again appeals to vehicle owners who have received vehicle tags to complete the three steps for the 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 reminds that vehicle owners must pay the toll within 14 business days after passing through the tunnel. They can log on to the HKeToll website ([hketoll.gov.hk](http://hketoll.gov.hk)) or mobile app to check and pay the outstanding tolls. The HKeToll website provides a video to guide vehicle owners on how to set up the automatic payment means and pay tolls online. Payments of tolls can also be made at the four customer service centres and four service outlets. If vehicle owners have any enquiries about setting up an automatic payment means, paying a toll or the other HKeToll services, they can call the 24-hour customer service hotline at 3853 7333 or visit the customer service centres, service outlets or consultation counters at designated MTR stations (service will be provided until January 31, 2024). The staff will provide appropriate assistance. The locations and service hours of the above-mentioned facilities are in Annex 1.

Motorists should note that late payments will incur a surcharge of \$175, and that the maximum penalty for evading tolls is a fine of \$5,000 (per trip), and the licence of the vehicle concerned will not be renewed.

In addition, since the HKeToll is implemented in all government toll tunnels, Government Tunnel Toll Tickets (toll tickets) are no longer accepted. Holders of toll tickets may apply for refunds at the eight refund centres located at car parks until June 30, 2024. The locations and service hours of the refund centres are shown in Annex 2. Applicants should fill in the application form in advance and bring along the toll tickets for refund. Those applying for a refund for a large quantity of toll tickets are advised to contact the contractor by email ([info@wilsonparking.com.hk](mailto:info@wilsonparking.com.hk)) or call 2830 3814 in advance to facilitate arrangements for the necessary assistance.