

Operation of HKeToll at Cross-Harbour Tunnel generally smooth

The Transport Department (TD) said today (July 24) that the operation of the HKeToll has been generally smooth since its implementation at the Cross-Harbour Tunnel from 5am yesterday (July 23).

The TD's Emergency Transport Co-ordination Centre has been closely monitoring the traffic situation at the Cross-Harbour Tunnel. The overall traffic flow has been smooth in general. During today's morning peak hours, the traffic queue at Princess Margaret Road towards Hong Kong Island is at the petrol station near the Oi Man Estate, which is similar to that before the implementation of the HKeToll. With less lane-cutting activities at the tunnel portal, the driving experience is smoother than before, and generally motorists can adapt to the new traffic arrangements.

At present, 97 per cent of vehicles are issued vehicle tags. From 0.00am to 5.30pm today, a total of about 73 000 vehicles passed through the Cross-Harbour Tunnel. Among them, about 90 per cent of the vehicles were detected with vehicle tags installed, and about 70 per cent of the vehicles used an automatic payment means. With the progressive implementation of the HKeToll in 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. He/she can log on the HKeToll website (hketoll.gov.hk) or mobile app to check the outstanding toll and pay, either by credit card or by following the instructions to generate a QR code to either pay via the Faster Payment System or at 7-Eleven convenience stores by cash.

The HKeToll website provides a video to guide vehicle owners on how to set up the automatic payment means and pay outstanding tolls online. Payments of outstanding 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 an outstanding toll or the HKeToll, they should 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 and Home Affairs Enquiry Centres in the District Offices. The staff will provide appropriate assistance. The locations and service hours of the above-mentioned facilities is at the Annex.

Following the Cross-Harbour Tunnel, the HKeToll will be implemented at the the Western Harbour Crossing and the Eastern Harbour Crossing in August. Details and exact dates will be announced separately.