

Operation of HKeToll at Lion Rock Tunnel generally smooth

The Transport Department (TD) said today (May 29) that the operation of the HKeToll has been generally smooth since its implementation at Lion Rock Tunnel from 5am yesterday (May 28).

The TD's Emergency Transport Co-ordination Centre has been closely monitoring the traffic situation at Lion Rock Tunnel. The overall traffic flow has been smooth in general. Motorists can adapt to the new traffic arrangements after the implementation of the HKeToll. The traffic towards Kowloon started to move slowly from Kak Tin Village without obvious traffic queue during the peak half-hour this morning (from 8am to 8.30am) and was relieved as compared with the traffic queue to Shui Chuen O Estate before the implementation of the HKeToll. It is anticipated that the traffic condition in the vicinity of Lion Rock Tunnel would further improve after the familiarisation of motorists and the demolition of toll booths.

From 6am to 6pm today, of about 57 400 vehicles passing through Lion Rock Tunnels, about 94 per cent have been detected with a vehicle tag.

On the other hand, the toll service provider has issued about 1 000 surcharge notices by post and e-contact means registered with the TD to impose \$175 surcharge to vehicle owners who used Tsing Sha Control Area on May 7 without paying the tunnel toll. If the vehicle owners still do not to pay the toll and surcharge within 21 calendar days of the delivery date of the surcharge notice, an additional surcharge of \$350 will be imposed. The additional surcharge, together with the unpaid toll and initial surcharge of \$175, must be settled within the next 21 calendar days. Evading toll payment is liable to a fine of \$5,000 (per trip). The TD will not renew vehicle licences that have outstanding toll and surcharge payment associated with them.

The TD once again reminds that vehicle owners must pay the toll within 14 business days after passing through a 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 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 paying an outstanding toll, setting up an automatic payment means 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 New Territories District Offices. The staff will provide appropriate

assistance. The locations and service hours of the above-mentioned facilities are in the Annex.

The TD once again appeals to vehicle owners to complete the three steps for HKeToll services 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 HKeToll has been successfully implemented at the three tunnels connecting Sha Tin and Kowloon (i.e. Tsing Sha Control Area, Shing Mun Tunnels and Lion Rock Tunnel) as the first phase. It will be implemented at the three road harbour crossings in the next phase. Details and exact dates will be announced later.