

Operation of HKeToll at Tate's Cairn Tunnel generally smooth

The Transport Department (TD) said today (November 27) that the operation of the HKeToll has been generally smooth since its implementation at the Tate's Cairn Tunnel from 5am yesterday (November 26).

The TD's Emergency Transport Co-ordination Centre has been closely monitoring the traffic situation at the Tate's Cairn Tunnel. The overall traffic flow has been smooth in general. During today's morning peak hours, the traffic queue towards Kowloon was at the College of International Education of Hong Kong Baptist University (Shek Mun Campus), which is similar to that before the implementation of the HKeToll, and generally motorists can adapt to the new traffic arrangements.

From 0.00am to 5pm today, a total of 40 281 vehicles passed through the Tate's Cairn 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. They can log on to the HKeToll website (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. The staff will provide appropriate assistance. The locations and service hours of the above-mentioned facilities are in the Annex.

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 license of the vehicle concerned will not be renewed.

Following the Tate's Cairn Tunnel, the HKeToll will be extended to the Aberdeen Tunnel in December this year. Details and exact dates will be announced separately.