

TD reminds public of implementation of HKeToll in Western Harbour Crossing from 5am this Sunday

The Transport Department (TD) reminded the public today (August 4) that the HKeToll will be implemented in the Western Harbour Crossing (WHC) from 5am this Sunday (August 6). Motorists can drive through the toll plaza and pay tunnel tolls using the HKeToll without having to stop or queue at toll booths for payments. All manual toll booths and Autotoll lanes will be cancelled.

To tie in with the implementation of the HKeToll, temporary traffic arrangements will be implemented in phases in the vicinity of the WHC starting from 10pm on August 5. The speed limit on the West Kowloon Highway towards Hong Kong Island will be reduced to 70 kilometres per hour starting from Hoi Ying Estate, and will be reduced to 50km/h near Olympian City 1 and beyond. Both directions of the WHC and the slip roads leading to the WHC will be closed from 4am to 5am on August 6. During the closure of the WHC, two overnight franchised bus routes (Route Nos. N962 (Tuen Mun (Lung Mun Oasis) – Causeway Bay (Moreton Terrace)) and N969 (Tin Shui Wai Town Centre – Causeway Bay (Moreton Terrace)) will be diverted via the Cross-Harbour Tunnel (CHT). In accordance with the route diversion, the bus stops of the two bus routes (in both directions) at the WHC Toll Plaza will be temporarily suspended and at the same time, temporary bus stops will be added at the CHT Toll Plaza and Jordan Road (near Austin Station). Please refer to Annex 1 for the temporary traffic and public transport arrangements.

As of August 3, about 800 000 vehicle tags had been issued, accounting for about 98 per cent of licensed vehicles in Hong Kong, of which about 87 per cent had opened HKeToll accounts. The HKeToll collected tolls of about 300 000 vehicle trips on an average per day at the Tsing Sha Control Area, Shing Mun Tunnels, Lion Rock Tunnel and CHT.

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 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. Furthermore, 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 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 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. The locations and service hours of the facilities are shown in Annex 2.

Following the WHC, the HKeToll will be implemented at the Eastern Harbour Crossing at 5am on August 27. Details of the temporary traffic and transport arrangements, and the one-off special refund arrangements for toll tickets will be announced separately.