



# **Transport for NSW**

## **Responses to post-hearing questions**

**Committee: Portfolio Committee No. 6 - Transport  
and Customer Service**

**Inquiry into Road tolling regimes**

**Hearing Date – Monday, 14 February 2022  
Redirected questions from Transurban**

## QUESTIONS ON NOTICE

**QUESTION 1: (page 53 transcript)**

See Transurban Question on Notice 1 – the cost of issuing toll notices

**Could Transport for NSW please provide a response on the cost of issuing toll notices?**

**ANSWER:** The administrative fees for toll notices reflect the cost of issuing toll notices to customers. It should be noted that where a customer is able to allocate an unpaid toll to an existing toll account the amount is significantly less. Costs relate to the operation of the system, resourcing required to process toll notice related issuance and payments under different scenarios, and other costs such as postage.

**QUESTION 2: (page 54 transcript)**

See Transurban Question on Notice 2 – the setting of the \$10 toll notice administration fee  
**Could Transport for NSW please provide the following details:**

- 1. Why is the administration fee set at \$10?**
- 2. Why has this amount not changed since 2001?**

**ANSWER:** The administrative fees for toll notices reflect the cost of issuing toll notices to customers. It should be noted that where a customer is able to allocate an unpaid toll to an existing toll account the amount is significantly less. Costs relate to the operation of the system, resourcing required to process toll notice related issuance and payments under different scenarios, and other costs such as postage.

**QUESTION 3: (page 55 Transcript)**

See Transurban Question on Notice 7 – whether any change to the administration fee would require agreement between Transport for NSW and toll road operators

**Could Transport for NSW please provide the following details:**

- 1. Is Transurban correct to assert that 'due to the arrangements and processes that exist with TfNSW, our expectation is that any change to the administration fee would require agreement between TfNSW and toll road operators'?**
- 2. From a contractual/legal perspective, can the administration fee with just Transurban (for one or more toll roads operated by Transurban) be changed?**
- 3. Has Transport for NSW ever suggested to Transurban that the administration fee be changed?**

**ANSWER**

Due to the TfNSW policy and governance frameworks, any decision to amend administration fees would require agreement between TfNSW and individual toll road operators.