

Our ref: CRS 724,465
Your ref:

via email

[REDACTED]
Charging and Policy Team Leader
WMRCC Quinton
1 Ridgeway, Quinton
Birmingham B32 1AF

17 August 2015

Dear [REDACTED]

FREEDOM OF INFORMATION ACT REQUEST - DART CHARGE

Thank you for your emails under the Freedom of Information Act 2000 requesting further information about Dart Charge. The specific details of your request have been extracted from your email and are highlighted in bold below and answered within the body of this letter.

1. Since taking over control of payments for the Dartford Crossing, how much in un-allocated payments has Sanef/DartCharge accumulated?

We can confirm that out of around 30 million transactions there have been a total of 5,450 instances of payments that have not been matched to a crossing; this equates to a monetary value of £41,256. Payments can be made up to a year in advance and are valid for any journeys made in that period. Payments for journeys that have not been made can be refunded.

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via the [Gov.uk website](http://www.gov.uk).

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at: <https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number CRS 724,465 in any future communications.

Yours sincerely


Charging and Enforcement Policy Team Leader
Email:  [@highwaysengland.co.uk](mailto: @highwaysengland.co.uk)