

Our ref: CRS 715,250
Your ref:

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

27 January 2015

Dear [REDACTED]

FOI REQUEST: DART CHARGE

Thank you for your request for information about Dart Charge dated 26 December 2014 via the DfT website under the terms of the Freedom of Information Act 2000 specifically requesting -

1. The name of the European debt recovery agency of which the Highways Agency will be using for non-payment of a Dart Charge crossing by Non-UK registered vehicles and;
2. How this company has guaranteed that it will be able to recover fines issued to vehicles registered in France?

Our service provider Sanef are using a European Debt Recovery Agency, called Euro Parking Collection plc (EPC plc) to follow up on non-payment of Dart Charge by overseas drivers.

EPC plc have been appointed as they have significant experience in this field, and are able to effectively recover the non-payment of Dart Charge and any associated penalty charges issued thereafter in countries all across Europe, including France. They have not guaranteed, and cannot guarantee successful recovery of penalty charges in 100 per cent of cases; they have however guaranteed that all possible action will be taken.

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:



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<https://www.gov.uk/government/organisations/highways-agency/about/complaints-procedure>

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail ha_info@highways.gsi.gov.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 715,250 in any future communications.

Yours sincerely

[Redacted signature]

Dart Charge
Email: [Redacted]



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