

Our ref: FOI 101308

Highways England  
Dart Charge  
5 St Phillips Place  
Colmore Row  
Birmingham  
B3 2PW

Via Email

1 September 2020

Dear

Thank you for your correspondence dated 30 July 2020 received under the terms of the Freedom of Information Act 2000. The specific details of your request have been extracted from your email and are highlighted in bold within the body of this letter.

### **The amount held across all accounts closed due to inactivity**

I can confirm that as of 30 July 2020, the amount held across all inactive accounts (both tag and non-tag) was £751,898. However, please be advised that we do not suspend accounts, they are either open or closed. The terms and conditions can be found at the following link: <https://www.dartford-crossing-charge.service.gov.uk/Static/TermsAndConditions>

Upon an account closing due to inactivity, the customer is able to request a refund of their account balance by calling or emailing Dart Charge Customer Services.

### **What happens to the money**

I can confirm Dart Charge do not retain any of the unclaimed funds but instead are paid over to Department for Transport (DfT). I would recommend you contact DfT for further information on how the monies are spent:  
<https://www.gov.uk/government/organisations/department-for-transport#org-contacts>

### **And I would like the same information for the M6 toll road**

Please be advised that the M6 Toll is privately owned by Midland Expressway Limited (MEL) who maintain and operate the road. We do not hold any data or figures.

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](mailto: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 FOI 101308.

Yours sincerely

Freedom of Information Team