

Our ref: FOI 102272

Highways England
Dart Charge
2 Colmore Square
Birmingham
B4 6BN

Via Email

21 July 2021

Dear

Thank you for your correspondence dated 7 July 2021 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.

How much income has been generated in the last 12 months from dart charge accounts that have been closed due to inactivity, which still have funds at the time of closure and refunds are not claimed.

£1.984m has been claimed by Dart Charge between July 2020 and June 2021 for accounts closed due to inactivity.

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/complaintsprocedure>.

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 FOI 102272.

Yours sincerely

Dart Charge Team