

Mr Michael Arnold
Tolling Customer Ombudsman
admin@tollingombudsman.com.au

Reference: TCO Review 1st March – 31st August 2013

Dear Michael

Thank you for your recommendations included in your report.

Queensland Motorways in response:

Change of Ownership and failing to update details on a tolling account

Queensland Motorways commented on this situation in response to Mr Arnold's report of September 2011.

Vehicle ownership

This review considers the situation where tolls are charged to a previous owner of a vehicle. This situation arises when

- An account holder fails to notify Queensland Motorways that they no longer accept toll charges for that vehicle, by removing the vehicle details from their account
- A delay in the transfer of a vehicle's ownership by the relevant vehicle registration authority.

As outlined in the review, Queensland Motorways have terms and conditions stating it is the account holder's responsibility to contact us to add or remove vehicles from accounts. We provide customers with account statements, which outline any charges applied to their account. Furthermore, customers can access their account details online to confirm what vehicles are linked to their accounts.

In response to the Tolling Customer Ombudsman's report of September 2011, Queensland Motorways amended account statements to include details of the vehicles, linked to an account, to further educate customers.

When Queensland Motorways are contacted by a customer who has incurred tolls for a vehicle previously owned, as outlined above, those customers are educated to ensure that their account details are accurate and up to date.

Where no payment arrangement exists, the vehicle details are provided to the Department Of Transport and Main Roads (DTMR) who attach details of the registered owner, and the invoice is issued, based on the information available at DTMR.

Queensland Motorways will continue to educate customers on the need to maintain accurate details on their account to avoid such circumstances, as outlined in our terms & conditions. We will continue to assist customers to ensure these impacts are minimised.

No Arrangement Travel and referral to State for enforcement

When a motorist travels on our network and fails to pay the relevant toll within 3 days an invoice is issued to the registered owner of the vehicle in respect of those unpaid tolls.

If a Demand Notice remains unpaid after the due date Queensland Motorways are obliged, by legislation, to notify the Department of Transport & Main Roads, who may in turn, refer the outstanding debt to SPER (State Penalties Enforcement Register). This is a legislative requirement and Queensland Motorways is obliged to comply.

It should be noted that legislation requires Queensland Motorways to pursue the registered owner of the vehicle for unpaid tolls, where no valid tolling arrangement exists. Any changes to these obligations would require changes to the current legislation. It is not anticipated that these changes are likely to be agreed in the near future.

Queensland Motorways will continue to educate customers regarding their obligations to pay tolls and how to do so to avoid unnecessary fees and charges,

Addition of Assets

The proven success of Queensland Motorways in managing the Gateway Motorway, the Gateway Motorway extension and the Logan Motorway has established our reputation as a sustainable toll road operation company. In moving to expand our portfolio, Queensland Motorways has moved to acquire tolling rights to the

- Go Between Bridge
- Legacy Way (due to open 2015)
- Clem7 Tunnel

Queensland Motorways are currently working with Brisbane City Council and RiverCity Motorway to finalise the transfer of these assets to Queensland Motorways.

The change in ownership will provide the opportunity to move towards a one-stop-shop for customers - making life easier for Brisbane motorists. This will benefit motorists in the long-term as it will be easier for account customers to manage their tolling account and for casual motorists to pay one-off tolls.

Delay in postal services for Toll Notices

Queensland Motorways endeavour to send out all correspondence in a timely manner. We will continue to work with our print house and mail provider to ensure this occurs.

General

Queensland Motorways have recently collaborated with other Queensland toll road operators to develop a joint Queensland toll road website (which can be accessed at <http://queenslandtollroads.com.au/> or <http://qldtollroads.com.au/>).

The website has been developed to assist Queensland toll road users better understand their obligations and payment options when using Queensland toll roads. This has been well received by the State.