

# Road User Charges Administration Fees Review

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## Questions and answers

### What are road user charges (RUC) administration fees?

RUC administration fees are charged when a RUC licence is purchased, or for other RUC transactions/services.

### Why are RUC administration fees charged?

RUC administration fees cover the cost of providing the different ways of purchasing RUC, RUC services and maintaining the RUC system.

### Do these changes also affect road user charges (RUC)?

No, these revised fees relate to the administration fee charged when road user charges are purchased, not the road user charges themselves.

### Why are RUC administration fees changing?

As part of a review of RUC administration fees, the Transport Agency identified:

- that some fees didn't align with the cost of providing the purchasing option/service
- ways of encouraging the adoption of internet-based purchase channels particularly the digital self-service channel
- ways to support the efficient administration of the RUC system.

### When do the revised RUC administration fees come into effect?

The revised fees will come into effect on 1 November 2014.

### When were RUC administration fees last revised?

On 1 August 2012 a range of new and amended Road User Charges (RUC) administration fees came into effect.

### Why are the administration fees that are being introduced different to those that the Transport Agency consulted on in late 2013 and early 2014?

The Transport Agency modified the administration fees after receiving information from stakeholders during the consultation process.

**What are the high level changes?**

- The number of different administration fees associated with the purchase of RUC has been reduced from seven to five. The five new types of fees that will be charged depending on what channel is being used to purchase RUC
  - A range of adjustments have been made to fees to ensure they reflect the actual cost of providing the purchase option or service provided
  - Enable a convenience surcharge to be charged to recover bank charges such as the use of credit cards from 1 July 2015
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**What are the changes in detail?**

	Current administration fees			Administration fees from 1 November		
	Purchasing channel or service	Excluding GST	Including GST	Purchasing channel or service	Excluding GST	Including GST
<b>RUC Licence Purchase Channel Fees</b>	Public counter agents	\$6.78	\$7.80	Face-to-face channel	\$6.78	\$7.80
	Commercial fuel stop (counter)	\$5.39	\$6.20			
	Industry agent	\$1.83	\$2.10	Digital self-service (electronic service provider)	\$1.83	\$2.10
	Self service agent	\$1.83	\$2.10			
	Electronic system provider	\$1.83	\$2.10			
	Commercial fuel stop agent (digital)	\$5.39	\$6.20	Digital self-service (Truck Stop)	\$5.39	\$6.20
	Purchased over internet	\$4.17	\$4.80	Digital self-service (internet)	\$4.17	\$4.80
	Purchased by telephone or fax	\$5.13	\$5.90	Digital assisted	\$7.50	\$8.63
<b>Other RUC Fees</b>	Replacement RUC licence	\$3.57	\$4.11	Replacement RUC licence	\$3.55	\$4.08
	Assessment issued by RUC collector for distance overrun	\$6.09	\$7.00	Assessment issued by RUC collector for distance overrun	\$5.95	\$6.84
	Application to change RUC vehicle type	\$43.91	\$50.50	Application to change RUC vehicle type	\$40.00	\$46.00