

Road User Charges Administration Fees Review

Summary of changes and guide to how they are applied

BACKGROUND

On 1 August 2012 a range of new and amended Road User Charges (RUC) administration fees came into effect, including discounts for purchases over the internet.

The Transport Agency has reviewed these changes and made adjustments that will support efficient administration and adoption of new purchase channels in particular the digital self-service channel.

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

DESCRIPTION OF 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, are:
 - Face-to-face
 - Digital self-service (i.e. an electronic service provider)
 - Digital self-service (i.e. Truck Stop)
 - Digital self-service (i.e. internet)
 - Digital assisted (i.e. contact centre)
- A range of adjustments have been made to fees to ensure they reflect the actual cost of providing the purchase option (fees exclude GST. Refer to table below for GST inclusive fees)
 - Increase the fee charged for purchasing RUC at BP service stations from \$5.39 to \$6.78 which makes it consistent with other face-to-face channels.
 - Increase the fees for assisted digital channels (i.e. fax and telephone) from \$5.13 to \$7.50
 - Reduce the fee for a replacement RUC licence from \$3.57 to \$3.55
 - Reduce the fee for a RUC assessment issued by a RUC collector for distance overrun from \$6.09 to \$5.95
 - Reduce the fee for changing RUC vehicle type from \$43.91 to \$40.00.
- Enable a convenience surcharge to be charged to recover bank charges such as the use of credit cards from 1 July 2015.

Summary of changes to RUC administration fees

	Current administration fees			Administration fees from 1 November		
	Purchasing channel	Excluding GST	Including GST	Purchasing channel	Excluding GST	Including GST
RUC Licence Purchase Channel Fees	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
Other RUC Fees	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