



Department  
for Transport

Julia Lopez MP  
House of Commons  
London  
SW1A 0AA

From the Parliamentary  
Under Secretary of State  
**Richard Holden MP**

Great Minster House  
33 Horseferry Road  
London  
SW1P 4DR

Tel: 0300 330 3000  
E-Mail: [richard.holden@dft.gov.uk](mailto:richard.holden@dft.gov.uk)

Web site: [www.gov.uk/dft](http://www.gov.uk/dft)

Our Ref: MC/434379  
Your Ref: JL24201

 August 2023

Dear 

Thank you for your email of 1 August to the Secretary of State, about the difficulties your constituents had experienced when trying to pay the Dart Charge or access their accounts. I am replying as Minister for Roads and Local Transport.

On behalf of the Department and National Highways, I apologise for the service issues encountered by users of the Dartford Crossing over recent days. I recognise fully that this will have caused distress on the part of those seeking to pay and worried about the possibility of penalty charges. To reassure users of the Crossing, payment deadlines have been extended to ensure everyone has sufficient time to pay the charge.

Dart Charge account holders have until 31 August to update their card details on the website. Non-account holders who use the crossing between 27 July and 14 August will have until the 15 August to pay the charge. This will help ensure that people who have tried to do the right thing but have been unable to pay will not be penalised. These messages have been communicated widely and it would appear that motorists are increasingly aware of them.

The Dart Charge websites and customer contact centres are now all operating. While some customers may still experience short delays, performance was considerably improved during the first three days of operation, and most will now be able to access the website without difficulty.

Despite the issues encountered in the transition to the new website, motorists should find the new website, which has been designed following user feedback, easier to use whatever their individual needs.

Best wishes,

A handwritten signature in blue ink, appearing to read 'Richard Holden', with a long, sweeping underline that extends to the right.

**RICHARD HOLDEN MP**

**MINISTER FOR ROADS AND LOCAL TRANSPORT**