###### National Assembly

Question Number: 2750

**Mr C H H Hunsinger (DA) to ask the Minister of Transport:**

What steps is her department taking to ensure that law-abiding road users are not inconvenienced by the many errors and wrong invoices sent to them regard to their e-toll bills? NW3182E

Reply

The facts show differently. The system correctly captures more than 99% of the number plates & transactions. SANRAL accepts that no system is flawless. However, there are customer service options available to users through customer service centres, call centre, and the web to make e-toll enquiries. Also, the honourable member would appreciate that these so called errors and invoices would be minimized if the honourable member would join me in encouraging road users to register their details on the toll system.