

From: [REDACTED]
To: [Tollroads](#)
Subject: Toll Roads submission
Date: Sunday, 1 July 2018 5:09:52 PM

This is the first submission I have ever made so I am unsure of the format.

[REDACTED]

I have two complaint about the toll system.

1. With the recent changes that go via made they have snuck through a price rise that very few people have noticed or cared about. Firstly they receive payment in advance a minimum of \$50 with a median more like a \$100 which they use to reduce their interest repayments, so they have our money for themselves to use as they like, but this is not enough for them. With the changes to the system they now expect the customer to pay to give them money in advance (credit card fees) or give them access to our bank accounts for direct debit.

I find this as simply outrageous that they expect us to pay to give them money in advance.

2. I do not know of the validity of this as I have not seen it in official writing, but I have heard that the gateway bridges and the motor ways for an unknown distance either side are all under the control of the one entity.

If this is the case then the road network is being paid for by the people who just use the bridges and people who use the roads only are getting it free, this is not an equitable situation. If the road network feeding the bridges is not part of the Bridge setup then disregard this.

Thanking you for your attention
Graeme Thompson

[REDACTED]