

Dart Charge stakeholder newsletter

December 2016



Welcome to the very first Dart Charge stakeholder newsletter.

My name is Sarah Green and since April 2016, I have been Head of Dart Charge at Highways England. Prior to this, I was at Transport for London (TfL) for 12 years, managing the Congestion Charge, Low Emission Zone and Traffic Enforcement contracts and delivery.

I have a wealth of customer service experience, driving service provider performance, implementing streamlined business processes and delivering out sourced service management.

I know that there are a number of challenges facing us, and I am working closely with the experienced teams in Dartford, Quinton and Leeds who provide continued support and expertise.

I have already been out to meet a number of you, and will continue to do so in the future. I'm very much looking forward to strengthening our valued relationships, promoting engagement and providing continued support. We are not complacent and are committed to delivering ongoing improvements to the service.

In the meantime, if you have any queries, please get in touch by emailing us at

dartchargepartner@highwaysengland.co.uk

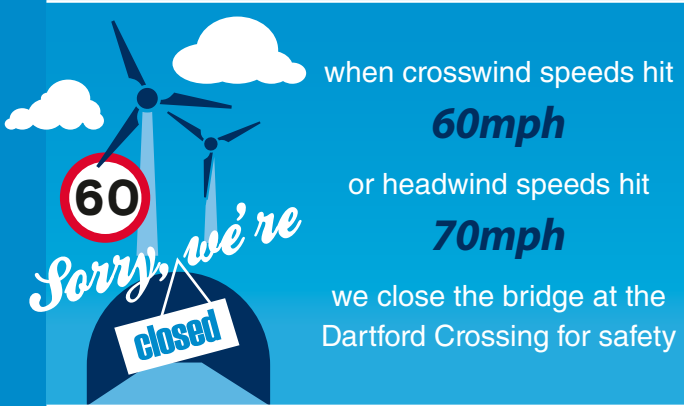
Sarah Green

Head of Dart Charge Service

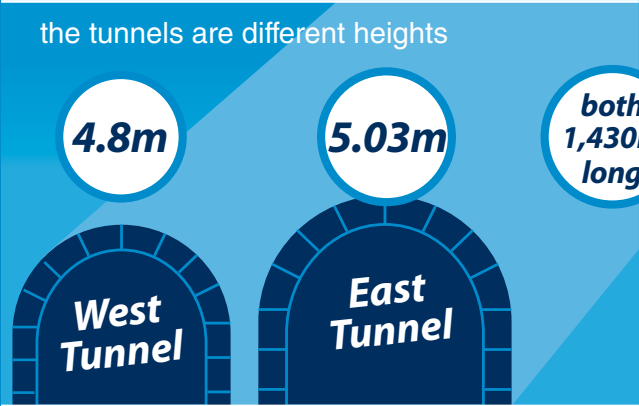


We have pulled together some of our key figures of interest. Let us know if there is something that you are interested in, and we'll see if we can make it available for future issues.

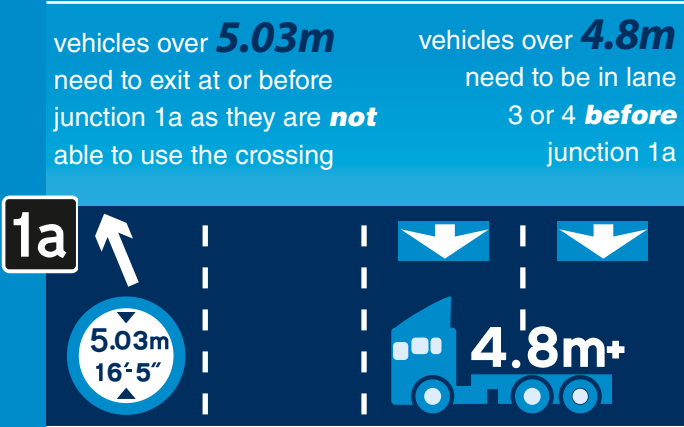
Did you know...?



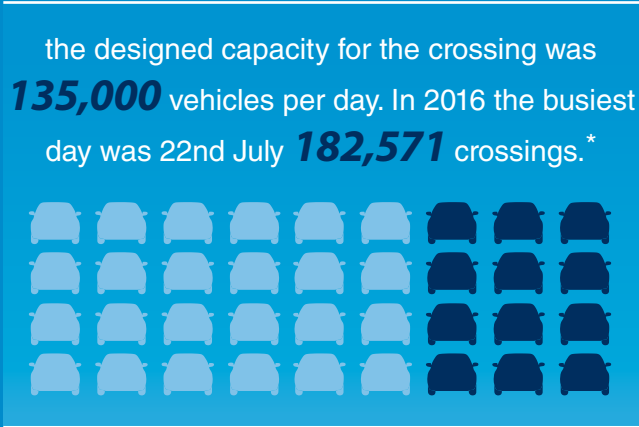
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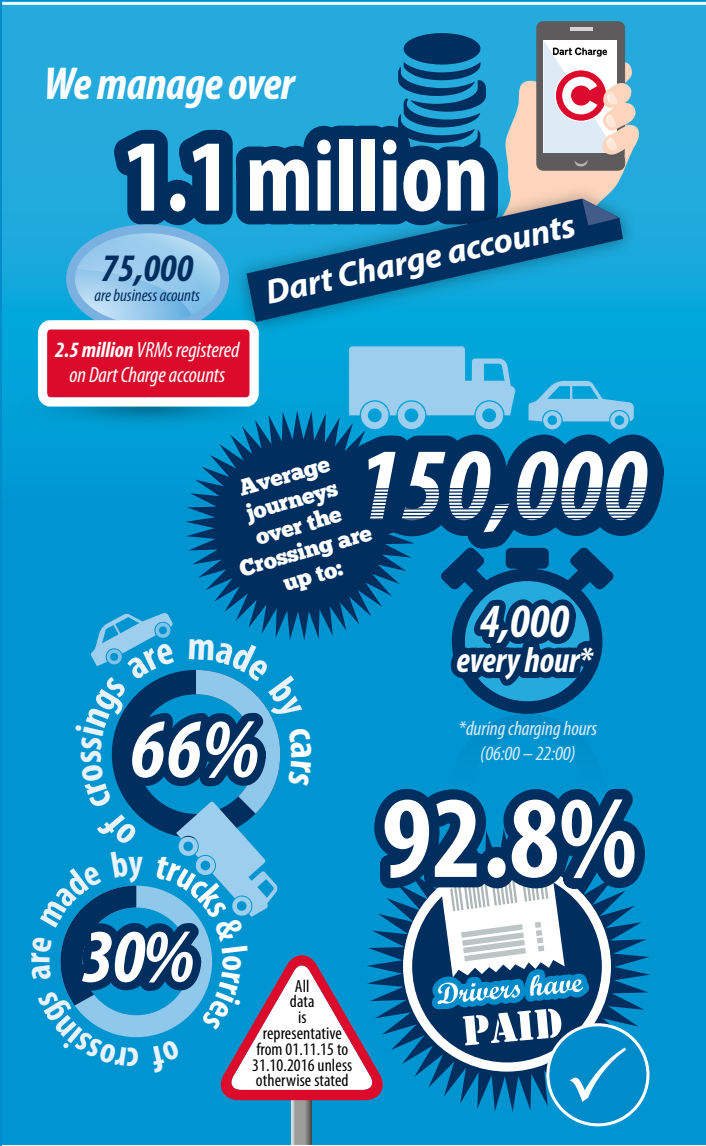
Did you know...?




Did you know...?



*during all hours
















- The charging hours are between 6am-10pm, 7 days a week, 365 days a year.
- The cheapest and most convenient way to pay is using a **pre-pay account**. Visit www.gov.uk/pay-dartford-crossing-charge to view all account options.
- Alternatively, you can make one-off payments in advance or by midnight the day after crossing. Please see table for charges (right).



Dartford Crossing

Road user charges

Vehicle class	Vehicle type*	Dart Charge	
		Non-account	Dart Charge account
A	Motorcycles  	You don't have to pay if you cross with a moped, motorcycle, motor tricycle or quad bike.	
B	Cars (including trailers), motorhomes, passenger vans and buses with less than 9 seats    	£2.50 charge per crossing	£1.67 charge per crossing
C	2 axle goods vehicles (including vans)    	£3.00 charge per crossing	£2.63 charge per crossing
D	Multi-axle goods vehicles   	£6.00 charge per crossing	£5.19 charge per crossing

*For a full breakdown of vehicle types in each class see the vehicle classification table www.gov.uk/highways/dartford

Opening hours for Dart Charge Customer Service – Monday to Sunday 5am to midnight (including bank holidays).

We will be operating at reduced hours during the Christmas period. The contact centre will be closed Christmas Day and New Year's Day.

Contact us by:

- phone: [0300 300 0120](tel:03003000120)
from outside the UK: [+44 \(0\) 300 300 0120](tel:+44(0)3003000120)
- email: CustomerService@dartford-crossing-charge.service.gov.uk
- write to: [Dart Charge Customer Service, PO BOX 842, Leeds, LS1 9QF](#)

- social media: [follow us on Twitter and Facebook](#)









@DartCharge



www.facebook.com/dartcharge

We offer a dedicated fleet email address to help with queries, please email fleet@dart-charge.co.uk or you can call the Fleet Team on [+44 300 300 0120](tel:+443003000120) for advice on how to register your vehicles and manage your account.

Safety advice for drivers using the Dartford Tunnel:

-  never stop in the tunnel (except in an emergency)
-  turn your radio on (for traffic announcements)
-  observe and obey signals – never drive in a closed lane
-  use dipped headlights
-  do not turn or reverse
-  switch off engine if stopped for more than 1 minute



The following link provides further safety advice and information for drivers using the tunnels: [safety advice for drivers using the Dartford Crossing](#)

We have leaflets available on how to pay including the multi lingual leaflet. These can be used to distribute to your customers to help inform and advise. If you would like more information and copies of these, please contact:

dartchargepartner@highwaysengland.co.uk

highways england **Dart Charge**

Do you use the Dartford Crossing?
You'll need to read this.

Benutzen Sie die Dartford Crossing?
Dann lesen Sie bitte weiter.

¿Utiliza usted el Dartford Crossing?
Entonces debe leer esta información.

Czy korzystasz z przejazdu Dartford Crossing?
Powinienesz to przeczytać.

Utilizati Dartford Crossing?
Va trebui să citiți aceste informații.

Utilisez-vous le Dartford Crossing?
Si oui, lisez ce qui suit.

Utilizza il Dartford Crossing?
Allora deve leggere queste informazioni.

Ползвате ли Dartford Crossing?
Ще трябва да прочетете това.

Užívate Dartford Crossing?
Musíte si prečítať nasledujúci.

Használja a Dartford Crossing-ot?
Ezt el kell olvasnia.

Ways to contact Dart Charge

Online at www.gov.uk/dart-charge Over the phone +44 (0)300 300 0120

Write to us Dart Charge Customer Service PO Box 842, Leeds LS1 9QF

Dartford Crossing

Dart Charge

www.gov.uk/highways/dartford

HE Guildford Creative S160108

Dart Charge

How to pay to use the M25 Dartford Crossing

highways england

Dartford Crossing Road User Charges

(including trailers), trucks, passenger and buses with more than 9 seats		£2.50 Charge per crossing
Light goods vehicles (including vans)		£3.00 Charge per crossing
Heavy goods vehicles		£6.00 Charge per crossing

You can save up to £100 a year by setting up a Dart Charge account
www.gov.uk/dart-charge

You don't have to pay if you cross with a moped, motorcycle, motor tricycle or quad bike.

For a full breakdown of vehicle types in each class see the vehicle classification table www.gov.uk/highways/dartford

Dart Charge

*To pay by post:
Dart Charge Customer Services
PO Box 842,
Leeds LS1 9QF.
Go online to download a payment
form or call to request one.

We are prepared for the forthcoming winter – and we want road users to make sure they are prepared too.

Safety in rain and strong winds

- **Braking time and distance is doubled when the road is wet** – slow down and maintain a safe distance.
- **Losing grip or aquaplaning on surface water** – take your foot off the accelerator to slow down. Do not brake or steer suddenly because you have less control of the steering and brakes.
- **Driving through a flooded road** – drive slowly, use a low gear and try to keep the engine revving at a high rate. Move forward continuously to avoid stalling the engine. When driving an automatic vehicle, engage and hold in a low gear. And remember to test your brakes after driving through water; they may be ineffective.
- **Use dipped headlights** – so that other drivers can see you more easily.
- **Likely to be blown off course** – when travelling empty or carrying a lighter load. Curtain sides should be opened when empty, so there is less to catch the wind.
- **You are likely** to be more affected by high winds and sometimes roads or bridges will be closed to high-sided vehicles. Highways England issue alerts specifically for the freight industry, identifying vulnerable locations. An amber alert means take extra care. A red alert means park up and wait for conditions to improve.

For further information on driving in heavy rain and strong winds please click the following link: [Get ready for Winter](#)



When crosswind speeds hit 60mph or headwind speeds hit 70mph we close the bridge at the Dartford Crossing for safety

Be informed – so that you can plan for bad weather. The Met Office produces specific weather forecasts for the Highways England network. Use this link for the most up-to-date information including special alerts for high sided vehicles: [Specific Weather Forecasts for the Highways England Network](#).

Be prepared – carry all the equipment you will need and do not be tempted to rush pre-journey checks of your vehicles.

Seen and be seen – ensure all windows, lights, plates and reflective markings are clean and clear of ice.

Stick to the main roads – where you can and avoid exposed routes.

Advice for HGV drivers

Take care getting in and out of the cab – remember the 3 points of contact rule when climbing up to a cab. Be careful not to jump down onto what could be a slippery surface.

Check the loading – ensure your load is stable and the weight is evenly distributed.

Empty curtain-sided trailers are less likely to get blown over if you open the sides when driving in windy conditions.

Overnight stops – if you are sleeping in a cab make sure you are well prepared for the night time temperatures. Take all the blankets, flask and sleeping bag with you even if you are not planning an overnight stop – just in case you get stuck.

Stick to the main roads – where you can and avoid exposed routes.

For more information please visit: [Winter Safety](#) or the cross government campaign can be located on the Met Office website: [Get ready for Winter](#)



As a valued customer any suggestions for future publications of this newsletter would be most welcome. Please contact us at dartchargepartner@highwaysengland.co.uk



Merry
CHRISTMAS
& a Happy New Year



from the Dartford Charge Team

If you need help accessing this or any other Highways England information,
please call **0300 123 5000** and we will help you.
www.highways.gov.uk