

WHAT IS ETC

At present the collection of user fee for the use of the Expressway is done manually at the toll booth in cash. The payment of the user fee can now be done electronically using the new **Electronic Toll Collection System** called **“ETC”**:

HOW ETC WILL BENEFIT YOU

Electronic Toll Collection or “ETC” is the most cost effective and convenient way to pay for your user fee.

Some great reasons to get an ETC:

- You need not stop at the toll booths for user fee payment
- your own dedicated ETC Lane
- lower fuel consumption by not stopping
- your ETC credit never expires if you select the automatic top-up ETC account option
- no hassle of cash handling

Other great reasons that benefit businesses:

- easier to administer
- no need to provide petty cash to drivers to pay user fee
- multiple fleet of vehicles can be linked to one company account
- ETC usage statements obtainable for each company vehicle
- prevents pilfering of user fee by the drivers

WHAT HAPPENS WHEN YOU USE ETC

The ETC “e-tag” is attached to the inside of your vehicle's windscreen. As your vehicle travels under the toll point the user fees deducted from your

ETC account and your remaining balance displayed on the sign at the toll booths.

CRITERIA FOR OPENING AN ETC ACCOUNT

To be eligible to apply for ETC you must have:

- a vehicle that is road worthy and permitted to travel along Expressways
- original of Vehicle Registration Book

Business Customers who own a fleet of vehicles can register some or all of its vehicles for ETC. In order for a business application to be considered the person registering the vehicle for ETC must also have:

- letter of authority signed by authorized Director from the Company for the named person to register the vehicle for ETC on behalf of the company
- letter of authorization signed by an authorized Director from the Company for the establishment of an ETC account with the Bank of Ceylon.
- company registration number

The person registering the vehicle for ETC must take this vehicle to the Customer Care Center, his NIC and completed an ETC Customer Service Application Form.

What if I don't own the vehicle?

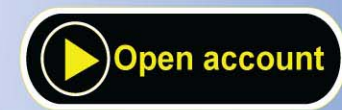
You do not have to be the owner of the vehicle to register for ETC. A very common example being a vehicle registered in your spouse's name but you drive the vehicle. You must give the details of all necessary information (NIC No., etc.) when applying for ETC.

HOW TO “TOP-UP” AN ETC ACCOUNT

You have the choice of topping up either automatically or manually:

Automatically – you can forget about ever having to remember to top-up your ETC account it's all done for you. Simply complete the Direct Debit section in the ETC application form and you can set up a direct debit from any Bank Of Ceylon (BOC) account to automatically top-up your ETC account.

Manually – use either your BOC internet or BOC phone banking or paying cash at a any BOC branch to top up your ETC Account by quoting your ETC Account Number.



STEP 1 – Application Form

The applicant fills in an ETC Customer Service Agreement and ETC Customer Service Application Forms which are available from the Customer Service Centre.

STEP 2 – Go to Customer Care Centre

The ETC Customer Service Agreement and ETC Customer Service Application Form will be signed at the Customer Service Centre in front of the Service Assistant. The Customer must provide a valid NIC, Vehicle Registration Book and the vehicle. Business customer must provide the documents to confirm Company information and authorization.

STEP 3 – Set up ETC account

The Customer Service representative will process your application and photocopy relevant information supplied for security purposes. You will also be required to pay in cash for the E-tag.

STEP 4 – Get E-Tag fitted

Your vehicle will be inspected and the information provided in the Application Form verified before the new E-tag is fitted by the Customer Service Centre vehicle inspector. A minimum of Rs. 1000 is required initially to be deposited in the ETC account

STEP 5 – Add credit to activate ETC

In order to drive your vehicle through the ETC lane at the toll plaza you must visit a BOC branch and deposit sufficient money into your ETC Account.

AUTOMATIC DIRECT DEBIT TOP-UP

Simply fill out the Direct Debit Application section in the ETC Customer Service Application Form. The Bank of Ceylon will require 24 hours to set up the direct debit arrangement. We recommend that those customers wanting to start using ETC make the initial cash payment into their ETC account at any Bank of Ceylon branch, after which all future Top-ups will be obtained through the direct debit arrangement.

HOW TO USE THE ETC LANE

Five compulsory rules when driving through the ETC toll point:

- (1) Maneuver vehicle into ETC Lane
- (2) Reduce speed to 15kmph
- (3) Keep your distance: 20m from the vehicle in front so you get detected
- (4) Check barrier opens to proceed
- (5) Check your balance on the sign



What happens if I forget to Top-up my ETC?

The barrier arm will not open and electronic sign will display a message saying your balance is "insufficient". You must change lane to the cash paying lane.

What happens if I drive too close to the vehicle in front?

You will receive a penalty fine from the police for not obeying the regulatory sign. The e-tag may not be detected and therefore barrier would not open.

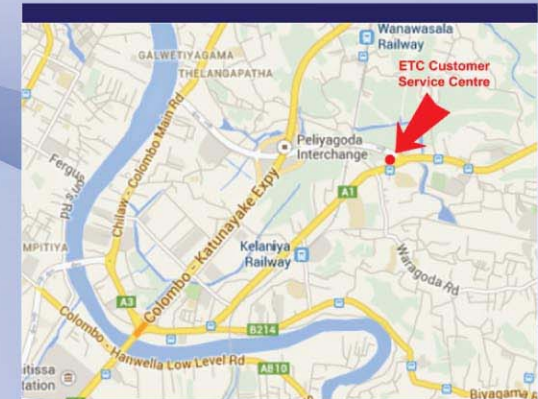
How do I obtain ETC statements?

These are available from the Customer Service Centre.



ELECTRONIC USER FEE COLLECTION

Guidelines to Registering and Using ETC on Katunayake Expressway [E03]



For general inquiries or ETC customer account queries call 1969 or visit the Road Development Authority Customer Service Centre at Thorana Junction, Peliyagoda.

