

ASX release

23 June 2026

NSW toll notice digitisation and enforcement

Transurban and its investment partners, via their concession holder entities, and the NSW Government have agreed to a comprehensive overhaul to the unpaid tolls framework for NSW toll roads, including the digitisation of unpaid toll reminders. Once implemented, toll notices and their corresponding toll notice administration fees for Sydney's toll roads will be switched off and replaced by digital notifications¹. These changes are expected to be phased in during July 2026.²

Transurban, together with its investment partners, has worked constructively with the NSW Government in relation to these enhancements in the context of discussions regarding Toll Reform.

As part of the changes announced today, the NSW Government, Transurban and its investment partners intend to implement significant changes to the toll payment and enforcement processes, including:

- Transition to digital notifications via email and SMS¹
- Earlier communication with motorists
- Switching off toll notice administration fees
- Clear consequences for people who refuse to pay their tolls
- Support for motorists in financial hardship

These reforms represent the most significant improvement of unpaid tolling processes and enforcement in more than a decade and are expected to deliver a simpler and easier experience for NSW motorists.

Digitising toll notices will result in a better customer experience and reduced operating costs. These changes are consistent with the Government's commitment to respecting the value of existing contracts and the revenue of concessionaires and are contingent on broader toll reform outcomes². The enforcement reforms mark one of the last steps towards a final Toll Reform package, expected to be announced over the coming weeks. Together these reforms are expected to deliver clear benefits for motorists and the State, while also protecting the \$36 billion investment by Transurban and its partners in Sydney's road network.

¹ Where contact details are available.

² The commencement of these tolling payment and enforcement reforms is subject to finalisation of updated administrative arrangements and systems with Transport for NSW which are currently anticipated to occur in July 2026. The continuity of those reforms is contingent on broader toll reform outcomes being concluded and taking effect between private toll road concessionaires and the NSW Government.

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This announcement is authorised by the CEO of Transurban Group, Michelle Jablko.

Classification

Public

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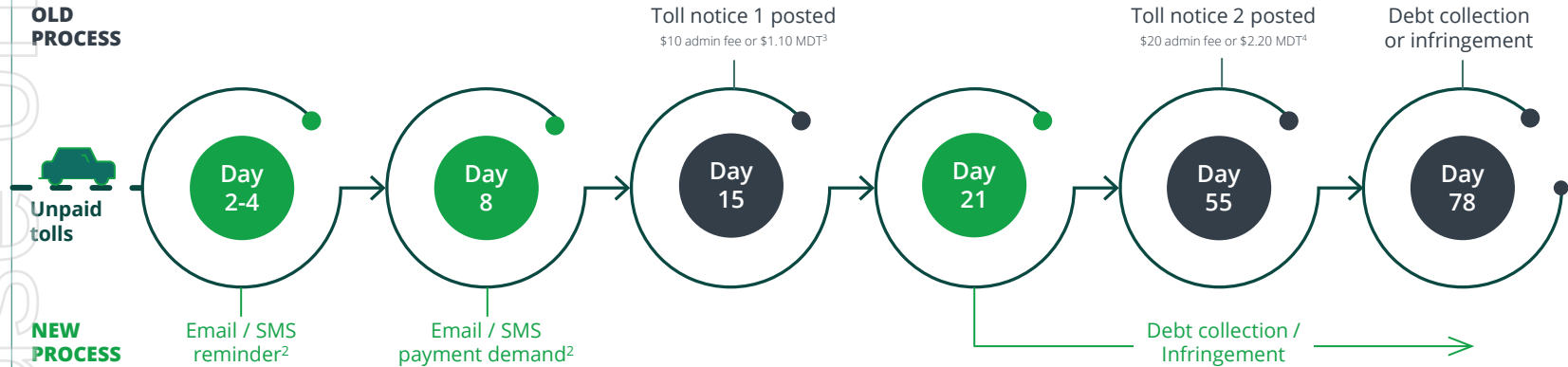
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Comprehensive overhaul of NSW enforcement process

Transitioning to a simpler and easier unpaid tolls process¹

- Transition to digital notifications via email and SMS²
- Earlier communication with motorists
- Switching off toll notice administration fees
- Clear consequences for people who refuse to pay their tolls
- Support for motorists in financial hardship
- Millions of toll notices sent in FY26, with digital channels expected to significantly reduce paper-based toll notices



1. The commencement of these tolling payment and enforcement reforms is subject to finalisation of updated administrative arrangements and systems with Transport for NSW which are currently anticipated to occur in July 2026. The continuity of those reforms is contingent on broader toll reform outcomes being concluded and taking effect between private toll road concessionaires and the NSW Government.

2. Where contact details are available.
3. \$1.90 MDT for Westlink M7.
4. \$2.90 MDT for Westlink M7.