

## **Request for Information (RFI) FAQs: Road User Charges – Services for Vehicle Owners**

### **What is the purpose of this Request for Information?**

The Ministry of Transport is interested in the role that the private sector may play in providing new services that will make it easy for people to manage and pay for Road User Charges (RUC). The RFI responses will show where businesses see opportunities and what changes to the current RUC arrangements may be required to meet the needs of New Zealand drivers.

### **When is the Request for Information open?**

The RFI is open from Friday, 21 November 2025 to Friday, 13 February 2026. You can [access the relevant documents here](#).

### **What do you mean by ‘RUC services’?**

This covers any services that support people to purchase RUC. This could range from very simple services that enable people to keep track of their odometer readings and receive purchase reminders, through to full electronic solutions enabling automated purchases.

### **Who do you want to hear from?**

The Ministry wants to hear from any businesses – in New Zealand and overseas – that are interested in providing services to make it easy for people to purchase RUC. This could include:

- tech-focused companies offering software, telematic and electronic systems to manage RUC on behalf of road users
- companies that could combine payment for RUC with other services, such as banks, vehicle insurers, and utilities
- companies that could sell RUC over-the-counter, such as fuel companies, and supermarkets.

### **Who should I contact with questions?**

Questions about the RFI should be emailed to the Ministry of Transport at: **[RUC@transport.govt.nz](mailto:RUC@transport.govt.nz)**. General questions about the transition to RUC can also be emailed to that address.

### **Does the Government have a clear idea of how the system should look?**

The Government has set out some general principles for the system and wants to encourage a range of services that are easy to use, cost effective and protect people's privacy. Through this RFI, the Ministry seeks to better understand how businesses could meet these objectives, and where they think the challenges and opportunities lie. Responses to the RFI will inform decisions on next steps for the transition to RUC.

### **What type of information are you looking for?**

The RFI documents provide background information and questions for respondents to answer. The Ministry is not looking for general promotional material about your business – this is not a procurement process. Rather, respondents should explain what type of services they may be interested in providing and any barriers to entering the market.

### **What will you do with the information?**

The information you provide will give the Ministry a better understanding of the opportunities for greater market involvement in the system, as well as any potential barriers. This will inform decisions on next steps for the transition to RUC.

RFI responses and any commercially sensitive material you provide will only be accessed by the Ministry of Transport. This will help us to develop the policy and understand any further legislative changes or other support that may be required.

A summary of RFI responses and a list of respondents will be published (ensuring no commercially sensitive information is disclosed). Please refer to the terms contained in the RFI for more information.

### **How is this different from the last RFI you did on road user charges?**

This RFI builds on a previous RFI undertaken in late 2024. Since then, the Government has introduced a Bill that addresses legislative barriers identified in that RFI. The Ministry wants to know what further changes might be required to open up the market and encourage new services that will support a smooth transition to RUC.