

Question for written answer E-003449/2022
to the Commission
Rule 138
Valter Flego (Renew)

Subject: Croatian nationals are being unduly fined for alleged unpaid motorway tolls in Italy

Croatian nationals are receiving fines for allegedly not paying motorway tolls in Italy. The fines have been issued by Nivi S.p.A on behalf of Autostrade per l'Italia. The unpaid motorway tolls go back several years to 2019, 2018, 2016, 2014 and even 2013.

Nonetheless, the Croatian nationals concerned claim that they passed through motorway tollbooths only after paying their tolls. Furthermore, they claim that there was no warning of a possible unsuccessful payment on the tollbooth screen.

Even if the tollbooth payment system was down, the responsibility for this cannot be attributed to the drivers. However, the fines received refer to different periods of the year in different motorway sections, which makes it difficult to believe that there was a problem in all those tollbooths.

It is clear that this must be an IT system error, which has unfortunately affected Croatian nationals and has resulted in very expensive fines. Furthermore, it is not a question of a few fines, but of hundreds of them, which implies that there has been a systemic error.

1. How does the Commission intend to intervene to solve this problem?
2. What tools does the Commission have to intervene?
3. Is there a common EU mechanism that monitors European motorways and that can help the Croatian nationals concerned?