



## CUSTOMERS' FREQUENTLY ASKED QUESTIONS

### CASHLESS TOLLING

#### **How does cashless tolling work?**

Cashless tolling allows all customers to pay without stopping at toll plazas. Motorists no longer pay with cash on the roadway. All tolls are collected electronically while motorists travel at the posted speed. Motorists pay using [E-ZPass](#) or [PA Turnpike TOLL BY PLATE](#), the Pennsylvania Turnpike Commission's (PTC) license plate tolling system.

#### **How do I pay if I don't have E-ZPass?**

Customers without E-ZPass who pass through a cashless tolling point will be sent a PA Turnpike TOLL BY PLATE invoice. We'll take a picture of the license plate and mail an invoice to the vehicle's registered owner. Convenient payment options are available online, by phone and through the mail.

Please pay close attention to road signs, the PTC does operate **E-ZPass Only** interchanges and ramps that continue to only take E-ZPass. If you do not have an E-ZPass transponder you may not use these interchange or ramps.

#### **Why is the PTC piloting cashless tolling?**

Agencies that have converted to cashless tolling find it safer, quicker, more convenient for customers and better for the environment. Cashless tolling is safer because customers no longer have to change lanes depending on their payment method which reduces the chance of accidents. Because customers no longer have to stop at toll plazas, travel times are shortened and vehicle emissions are reduced. In addition, the growth in E-ZPass usage makes it clear that customers support cashless toll collection. E-ZPass now accounts for nearly 80 percent of all PA Turnpike toll transactions system-wide and is greater than 85 percent at some locations.

#### **Will any toll collectors lose their jobs because of the pilot cashless tolling projects?**

No employee layoffs will occur with the pilot projects at the Delaware River Bridge, Beaver Valley Expressway (Toll 376), Findlay Connector or Clarks Summit and Keyser Avenue tolling points. The Turnpike's Board of Commissioners made a commitment that no employee will lose their job as part of the pilot projects and that commitment remains. Toll collectors will be relocated to other toll plazas or positions within the system.

#### **Will the Turnpike still be as safe as it is today?**

Yes. The safety and security of our customers and employees will always remain our top priority. The Pennsylvania State Police and the Turnpike's State Farm Safety Patrol will continue to cover our system and provide service to those in need. In addition, our maintenance crews will continue to ensure safe travel.

Other agencies have found that cashless tolling reduces the number of accidents at toll plazas because motorists no longer have to stop or move from one lane to another in order to pay their toll.



**Will speeding tickets be issued through this system?**

No. By state law, toll collection systems cannot be used for speeding citations.

**How do I know that my personal information is secure when using E-ZPass or PA Turnpike TOLL BY PLATE?**

Motorists who opt to use PA Turnpike TOLL BY PLATE will have the same privacy protections currently enjoyed by our E-ZPass customers. The security of personal and credit card information is of primary importance. The PTC maintains Payment Card Industry compliance through a building security system, routine intrusion detection, and penetration testing to secure personal and credit information.

**My vehicle is registered in another state; will I be able to use the new cashless tolling system?**

Yes. Out of state customers will be tolled either through E-ZPass or PA Turnpike TOLL BY PLATE, which is our license plate tolling system that sends the registered owner of vehicles without E-ZPass an invoice by mail. This is only available at locations where cashless tolling pilot testing is under way. See the [No Cash Zone website](#) for active locations.

**What if my vehicle is stolen?**

If the vehicle is stolen and has been reported as stolen to the police, you will have a basis for an affidavit to show that you are not responsible for the tolls assessed for using the PA Turnpike System. In order to appeal any tolls incurred, fill out Section A of the Appeal Form found on the PA Turnpike TOLL BY PLATE invoice.

## **PA TURNPIKE TOLL BY PLATE**

**Do I have to slow down or stop so the camera can take a photograph of my license plate?**

Continue driving at the posted speed limit through the cashless tolling point. The cameras will capture images of the vehicle's license plate. For your safety, keep moving through the cashless tolling point as directed by the road signs.

**I have E-ZPass already. Will I also get a PA Turnpike TOLL BY PLATE invoice if I travel through a cashless tolling point?**

No. PA Turnpike TOLL BY PLATE is only for customers without a valid E-ZPass account. E-ZPass customers will continue to pay for tolls as they do today as long as the account is in good standing and the transponder is properly mounted. For more information, please see the [E-ZPass](#) page on our website.



### **What happens if I'm in a rental vehicle? How will I be invoiced?**

Customers with rental vehicles should check with the rental company regarding their toll policy and payment options before traveling on the PA Turnpike. Each rental company has a different policy for the payment of tolls.

E-ZPass customers may use their own transponder. You may log into your account and add a rental car license plate to your account and set a start and end date for that plate. Once the entry expires the rental car tag will be removed from your account.

See the [Rental Vehicles](#) page on our website for more details.

### **What happens if a license plate is illegible or covered up?**

While this can happen, most images are accurately captured and recognized by modern equipment and software used in the tolling industry worldwide. The PA Turnpike uses several methods to identify license plates to ensure the invoice is sent to the registered vehicle owner. While the vast majority of our customers pay their toll, it is a criminal offense to intentionally cover up or falsify license plates. If a driver intentionally evades tolls on the PA Turnpike the offender could be charged with a third degree misdemeanor. If convicted, the driver could be punished with fines and/or jail time. For more details see the law governing this activity, [Title 75](#) online.

### **What if I receive a PA Turnpike TOLL BY PLATE invoice in the mail, but I never drove on the PA Turnpike?**

Invoices are sent to the registered owner of the vehicle. You can visit the website indicated on the invoice to see a photograph of the vehicle that drove through the tolling point. If you still believe it is an error, please contact the [PTC Customer Service Center](#) at 1-877-PENNPASS (736-6727).

### **How long do I have to pay my TOLL BY PLATE invoice?**

PA Turnpike TOLL BY PLATE invoices are distributed monthly and will contain all tolls incurred during that period. The invoice must be paid within 20 days from the invoice date which is clearly stated on the invoice along with instructions on payment options.

### **What payment methods are available?**

Convenient options are available including payment online, by phone and through the mail. Payments can be made via check, money order or by credit card (i.e.: Master Card, VISA, American Express and Discover). Cash payments are only accepted at the PTC Customer Service Center located in [Harrisburg, PA](#).

### **I own multiple vehicles. Will they all show up on a single invoice?**

If the vehicles are all registered to the same owner (DMV records reflect the same name and address), then you will receive one PA Turnpike TOLL BY PLATE invoice that will include transactions for multiple vehicles. If the DMV records indicate different names and/or addresses for the vehicles, you will receive separate invoices.



### **Where can I find the toll rate information?**

You can find the toll rates on the PA Turnpike Website on the [Toll Calculator](#) page. The toll schedule is also available on that page under Printable Toll Schedules.

Customers have the option to open an [E-ZPass](#) account and take advantage of the lower toll rate when they receive their TOLL BY PLATE invoice in the mail. E-ZPass will always be the most affordable and convenient way to pay tolls on the PA Turnpike.

## **E-ZPASS ONLY INTERCHANGES**

### **I accidentally used an E-ZPass Only Interchange, but don't have E-ZPass. What do I do?**

If you exited at an E-ZPass Only interchange, keep your entry ticket. You will receive a violation in the mail, at that time please call our Customer Service Center at 1.877.PENNPASS (736.6727) and tell them you have an entry ticket. We will work with first time offenders if they have proof of entry.

If you entered through an E-ZPass Only interchange, use a cash lane at your desired exit and you will be subject to pay the toll from the furthest entry point.

If you are using a rental vehicle, please contact the rental company about their tolling policy. See our [Rental Vehicles](#) page for more information.

### **Why does the PA Turnpike have E-ZPass Only interchanges?**

E-ZPass Only interchanges have several benefits over traditional toll plazas. They cost significantly less than interchanges with traditional cash tollbooths, have less impact on the environment, require less property to build and, in general, offer more flexibility in terms of where new interchanges on the PA Turnpike can be located. Most E-ZPass Only interchanges were constructed at the request of local municipalities to provide better access to area businesses centers, and the only financially feasible way for the PA Turnpike Commission to honor those requests was with E-ZPass Only interchanges.