

## **Frequently Asked Questions (FAQs)**

### **TOLL ZONES**

#### **How do you charge for tolls on the Atlantic City Expressway?**

Toll gantries are used to determine your entry and exit point from the Atlantic City Expressway. The first gantry that your vehicle is read at will be your entry point and the last gantry your vehicle is read at is your exit point.

Tolls are determined based on your entry and exit points.

#### **Since the first gantry on the west side of the Atlantic City Expressway is east of the Cross Keys exit, how are you collecting tolls at this location?**

The tolls at Exit 41 westbound on ramp and eastbound off ramp are the only toll locations that will continue to be processed at the ramps. The only difference is anyone without E-ZPass will receive a Toll Bill in the mail.

### **TOLL BY PLATE - Billing**

#### **I just traveled on the Atlantic City Expressway without paying. Now what do I do?**

If you had a valid E-ZPass tag in the vehicle and your account is in good standing, you do not need to do anything. The toll will be automatically deducted from your E-ZPass account.

If you did not have a valid E-ZPass tag in your vehicle, a Toll Bill will be mailed to the vehicle's registered owner after 30 days or once \$50 in tolls are recorded, whichever occurs first. A photo of the vehicle's license plate was taken at the time of the transaction, and the plate number is used to obtain the vehicle's registered owner information.

#### **Why did I receive a Toll Bill?**

You received a toll bill because you traveled through a Toll-by-Plate location without an E-ZPass account. The Toll-by-Plate program allows non-E-ZPass-equipped drivers to travel through Toll-by-Plate locations without stopping to pay a cash toll.

#### **Is Toll-by-Plate the same as E-ZPass?**

Toll-by-Plate is not the same as E-ZPass. Toll-by-Plate is used for anyone who does not have a valid E-ZPass account. It uses license plate data to bill the vehicle's registered owner for the amount of the tolls at a higher Toll-by-Plate rate. If you have a valid E-ZPass account but your transponder is not read, your transaction will begin processing as a Toll-by-Plate, but will convert to an E-ZPass transaction once we determine that the license plate is attached to a valid E-ZPass account. The toll charges will be deducted from your account at the E-ZPass toll rates. ***It is very important that E-ZPass customers ensure that their vehicle license plates are up to date on their account.***

### **I do not have an E-ZPass account. How will you know where to send my Toll Bill?**

When you travel through a Toll-by-Plate location, a picture of your vehicle's license plate is captured. We use the license plate to obtain the registered owner information from the state motor vehicle office and your Toll Bill is mailed to that address.

### **Can I open an E-ZPass account now and have a Toll Bill applied to it?**

No. Any Toll Bills you have received must be paid before you can establish a new E-ZPass account. Once you have paid your Toll Bill(s) you can open an account. To maximize the convenience of your E-ZPass account, be sure to place your license plate on your account and set your account up for auto-pay to keep funds in your E-ZPass account. Your tolls will be deducted from your account automatically, payments to increase your account balance will be made automatically, and you should never receive another Toll Bill.

### **How can I avoid getting a Toll Bill?**

You can avoid receiving Toll Bills entirely by opening an E-ZPass account. E-ZPass customers enjoy the convenience of having all tolls, including those from Toll-by-Plate locations, automatically deducted from their accounts. In addition, when you use an E-ZPass tag you pay a lower toll rate. The Commission's E-ZPass service provider is the regional New Jersey E-ZPass Customer Service Center. You can sign up for an account by visiting [www.ezpassnj.com](http://www.ezpassnj.com), by calling the NJ E-ZPass Customer Service Center at 1-888-AUTO-TOLL (288-6865) or by visiting SJTA's Customer Service Center at the Farley Service Plaza, milepost 21 on the Atlantic City Expressway.

## **TOLL BY PLATE - Payment**

### **How can I save money on my Toll Bill?**

By paying your Toll Bill promptly you will avoid the addition of any late fees. Going forward, the best way to save money on your Toll Bill is to avoid receiving one in the first place. By opening an *E-ZPass* account and using your *E-ZPass* tag to pay tolls, you will not receive Toll Bills. Instead, your tolls will be automatically deducted from your account. As an added benefit you will pay a lower rate for your tolls than drivers who do not have an *E-ZPass* tag. To maximize the convenience of your account, be sure to set up auto-pay.

### **Can I pay less than the total amount due on a Toll Bill?**

No. You must pay the entire amount by the prescribed deadline to avoid additional fees.

### **I lost the return envelope that came with my Toll Bill. What should I do?**

Consider taking advantage of the convenience of paying your Toll Bill online by visiting [www.ezpassnj.com](http://www.ezpassnj.com), calling New Jersey E-ZPass Customer Service Center at 1-888-AUTO-TOLL (288-6865) or by visiting SJTA's Customer Service Center at the Farley Service Plaza, milepost 21.3 on the Atlantic City Expressway. Alternatively, you can place your Toll Bill and your check or money order payment (DO NOT SEND CASH) into a standard letter size envelope and mail to the address below. Be sure to write your Toll Bill number on the check or money order.

New Jersey *E-ZPass*  
PO Box 4971  
Trenton, NJ 08650

### **What if I don't pay my Toll Bill?**

If your Toll Bill is not paid in full on or before the due date, a \$5 late fee will be added. Continued non-payment will result in the addition of per-transaction fees and could result in referral of your bill to a collection agency and possible motor vehicle registration suspension.

### **Can I use cash to pay my Toll Bill?**

DO NOT SEND CASH THROUGH THE MAIL! Cash is accepted only if you choose to pay in person at a Customer Service Center. Cash payments are only accepted at NJ E-ZPass walk-in centers in Newark and Camden, N.J., the Vincent A. Julia Building adjacent to the Delaware River and Bay Authority's Delaware Memorial Bridge toll plaza in New Castle, Delaware and the SJTA Customer Service Center located at the Farley Service Plaza, milepost 21.3 on the Atlantic City Expressway.

### **How long do I have to pay my Toll Bill?**

The Toll Bill will indicate the due date for payment. Generally, it's 30 days from the date of issuance. Remember: prompt payment prevents additional fees and penalties from being applied. A second toll bill carries an additional \$5 late fee charge. Failure to pay a toll bill by the

prescribed deadline results in a \$50 fee being added to each individual overdue toll transaction. Avoid additional costs by paying the first Toll Bill promptly.

**Can I pay my toll the same day that I traveled the Expressway?**

No, it takes about a week for tolls to generate in the system. After a week you can visit the SJTA Customer Service Center to see if the toll has processed and pay in person at the SJTA Customer Service Center at Farley Service Plaza, MP 21.3 on the Atlantic City Expressway.

**I have already paid my Toll Bill. Where can I go to view the status?**

Go to SJTA's E-ZPass customer service center website – [www.ezpassnj.com](http://www.ezpassnj.com). Select “Violations/Toll-by-Plate.” Enter the Toll Bill number and the vehicle license plate number and select “View Violation Notice/Toll Bill.”

**I am visiting from another state and do not have E-ZPass. How can I pay my Toll-by-Plate transactions?**

Toll Bills are sent to registered vehicle owners, either after 30 days of a transaction or after \$50 in tolls are recorded – whichever comes first.

Customers who receive a Toll Bill can pay online, by mail, or by telephone. Payment can be made by credit or debit card, check or money order.

- To pay online, visit [ezpassnj.com](http://ezpassnj.com).
- To pay by phone, call the New Jersey *E-ZPass* Customer Service Center at 888-288-6865.
- To pay by mail, send your check or money order along with the payment coupon or coupons to NJ *E-ZPass*, P.O. Box 4971, Trenton, NJ 08650. Do not send cash.
- To pay in person, visit a Customer Service Center.

**Rental Vehicle**

**I rented a vehicle and drove the Atlantic City Expressway. How can I pay my toll?**

A vehicle renter should check with the rental agency about its policy on travel through tolled facilities.

**I was in a rental vehicle. Where will my Toll Bill be sent?**

Toll Bills are sent to a vehicle's registered owner. In a case like this, the Toll Bill will be sent to the rental agency. Customers should check with the rental agency about their policy for travel on tolled roads, bridges and tunnels.

## **TOLL DISPUTES**

### **How can I dispute a Toll Bill?**

The back of a Toll Bill has a dispute section; follow the provided instructions. Please be sure to attach any supporting documentation when submitting the dispute. Or visit [www.ezpassnj.com](http://www.ezpassnj.com) and select "Violations/Toll-by-Plate". Enter the Toll Bill number and license plate number and select "View Violation Notice/Toll Bill". Select the Toll Bill you'd like to dispute and choose the Dispute Type from the drop-down menu. Click on "Dispute Selected". Fill out the information requested and be sure to attach any supporting documentation.

### **The vehicle in the Toll Bill isn't mine. What should I do?**

If you believe the vehicle was misidentified, please contact the NJ E-ZPass Customer Service Center at 1-888-AUTO-TOLL (1-888-6865).

### **What if someone else was driving? What should I do?**

If you were not in possession of the vehicle on the date(s) of travel, please see Section A1 or A2 in the enclosed dispute form and submit the required documentation. Or visit [www.ezpassnj.com](http://www.ezpassnj.com) and select "Violations/Toll-by-Plate". Enter the Toll Bill number and license plate number and select "View Violation Notice/Toll Bill". Select the Toll Bill you'd like to dispute and choose the Dispute Type from the drop-down menu. Click on "Dispute Selected". Fill out the information requested and be sure to attach any supporting documentation.

## **Discount Plan**

**I use the Atlantic City Expressway a lot. Is there a discount program that can save me money?**

There is! It is called the Frequent User Plan. To qualify, all you need to do is use your E-ZPass tag at least 30 times during a 35-day period and the discount will be applied for the next 35 days. The discount will continue as long as you meet the frequency requirement. You can sign up for the Frequency User Plan when you enroll for E-ZPass by calling the customer service center at 1-888-288-6865 or in person at the SJTA Customer Service Center at Farley Service Plaza, MP 21.3 on the Atlantic City Expressway.

## **Miscellaneous**

### **If I have E-ZPass, will I also receive a TOLL BY PLATE bill?**

If your E-ZPass account is valid and your transponder is functional and properly mounted, you should not receive a TOLL BY PLATE bill. A Toll Bill is only sent to motor vehicle owners who do not have a valid E-ZPass transponder (toll tag) in their vehicles.

### **Well, I do have E-ZPass and I received a TOLL BY PLATE bill. Why did I receive a bill?**

Some of the most common reasons you might have received a Toll Bill if you have an E-ZPass account are:

- Insufficient funds on your E-ZPass account at the time a toll transaction occurred.
- The credit/debit card on the E-ZPass account has expired or was declined.
- The license plate of the vehicle recorded in the transaction was not listed on your E-ZPass account and no transponder was detected during the transaction.
- Your E-ZPass transponder was mounted improperly.

## **E-ZPass Plus**

E-ZPass® Plus allows you to use your E-ZPass® tag at authorized parking facilities.

Your NJ E-ZPass® account will be debited for the parking fee less than \$20. Parking Fees of \$20 or more will be charged directly to the first Credit Card listed as a payment method on your account. Parking transactions will appear on your NJ E-ZPass® statement.

To be eligible for E-ZPass® Plus, at least one Credit Card must be set up as a payment method on your NJ E-ZPass® account.

Use E-ZPass® Plus at the following locations:

- Atlantic City International Airport, Atlantic City, NJ
- [Newark Liberty International Airport, Newark, NJ](#)
- [LaGuardia Airport, NY, NY](#)
- [JFK International Airport, NY, NY](#)
- [Albany International Airport, Albany, NY](#)