



Pennsylvania Turnpike Commission
E-ZPass Customer Service Center
300 East Park Drive
Harrisburg, PA 17111
Attn: CSC

March 2017

Dear E-ZPass Customer,

IMPORTANT - Changes for PTC E-ZPass Customers

We're writing to notify you of important changes to the E-ZPass system that will be made by the Pennsylvania Turnpike Commission (Commission or PTC) starting this month. The Commission will begin installing new Electronic Toll Collection (ETC) equipment at toll plazas. The new equipment will be installed incrementally through the end of the calendar year; it is part of the Commission's strategic plan to upgrade our toll technology infrastructure.

How will this change affect me?

As the Commission prepared to update toll equipment in the lanes, we were required to incorporate new Federal Highway Administration standards. The biggest change that E-ZPass customers will notice is the **removal of the Feedback Signal or Traffic Light** that customers have used to verify their transponder was read. Federal guidelines prohibit the use of such signals at toll plazas. No change is ever "E-Z," and this one is no exception. The Commission has been advising E-ZPass customers to look for the signal over the past 16 years, and we understand their removal may cause some initial confusion.

Customers should continue to travel through E-ZPass lanes at the posted speeds for their own safety as well as the safety of our toll collectors and other motorists. If you have questions about your E-ZPass account, including whether your transponder is working properly, contact the PTC E-ZPass Customer Service Center at 1.877.736.6727.

What should I do?

To minimize the impact of this change, we urge all PTC E-ZPass customers to take the following steps:

1. Mount the transponder properly as required by the E-ZPass [Terms of Agreement](#).
2. Review your E-ZPass [account activity](#) monthly.
3. Keep your [account](#) up-to-date including your address, license plate and payment information.
4. Sign up to receive [account](#) notifications by email. A notification will be sent to the email address provided.

Following these steps will ensure you keep your account in good standing and avoid violations. If you replenish your E-ZPass account manually, closely monitor your account and sign up for email notifications. When your account reaches low-balance status, an email will be sent advising you that a payment is required.

Other E-ZPass News

Over the last few years, the PTC E-ZPass Customer Service Center has implemented several changes to improve customer service, including:

- **Email Account Notifications** — Contact the PTC E-ZPass Customer Service Center at 1.877.736.6727 to sign up or log in to your account via our website, www.paturnpike.com/EZPass.
- **Expanded Call-Center Hours** — The PTC E-ZPass Customer Service Center is open Mondays - Fridays from 8 am to 7 pm EST. The website is available 24/7 at www.paturnpike.com.
- **Add Rental Vehicles in One Step** — Access your account online to add a rental vehicle. Click the button to identify it as a rental, and the system will prompt you to enter the start and end dates. Customers can also contact the PTC E-ZPass Customer Service Center and speak to a representative.
- **License-Plate Verification** — When entering a license plate via our website, customers are now required to enter the information twice to verify it is correct and avoid erroneous toll charges.