

PA Turnpike TOLL BY PLATE ▶ ▶

FOR CUSTOMERS WITHOUT E-ZPASS

As part of its cashless tolling program, the Pennsylvania Turnpike Commission (PTC) has established PA Turnpike TOLL BY PLATE. The TOLL BY PLATE program is a license plate tolling system. Customers without E-ZPass will pass through existing toll facilities at the posted speed. Cameras will capture a photo of the license plate and the registered owner of the vehicle will receive a toll invoice in the mail. E-ZPass customers will experience no change to how their tolls are assessed. A current list of cashless tolling points is on our website at www.nocashzone.com.

Customers may opt to open an account for their vehicle under the TOLL BY PLATE program for the convenience of viewing transactions online prior to receiving an invoice by mail. An account also makes it easier to pay when using a leased, rented or company-owned vehicle. An account can be created prior to traveling or up to 24 hours after travel.

FREQUENTLY ASKED QUESTIONS:

- How do I sign up for an account? You have two options:
 Go to the Paying With TOLL BY PLATE page on the PA Turnpike
 website (www.paturnpike.com) or call the PTC Customer Service
 Center (CSC) at the number provided below.
- What payment options are available? Tolls may be paid online, by phone, and through the mail using check, money order, or credit card. Cash payments are only accepted at the CSC Harrisburg. More details are included on the invoice
- I have E-ZPass already. Will I also get a 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.

CSC representatives are available five days a week to answer your account-related TOLL BY PLATE questions as noted below.

CONTACT US

PTC Customer Service Center (CSC) www.nocashzone.com

Email: CSC@ezpass.csc.paturnpike.com Phone: 877-736-6727 (Outside the U.S. 717-561-1522) Call Center Hours: Monday - Friday, 8 a.m. to 7 p.m.

HOW IT WORKS





Delaware River Bridge

Beaver Valley Expressway

Proceed through the tolling facility at posted speed.



Cameras take a picture of your license plate. Continue on your trip.



An invoice is mailed to the registered owner of the vehicle. Invoices and vehicle images are also available online.



FOR MORE DETAILS

Watch the PA Turnpike TOLL BY PLATE video: www.nocashzone.com

PAYING YOUR PA TURNPIKE TOLL BY PLATE INVOICE

Payment Options







1 ST INVOICE 20 DAYS TO PAY

TOLLS ONLY. NO FEE.

Cash customers will receive an invoice in the mail. Customers have 20 days to pay their invoice. To avoid late fees, pay the total by payment due date.

UNPAID TOLLS AFTER 30 DAYS

TOLLS + LATE FEE

Late fees will be added to invoices that are not paid within 30 days. The late fee charged will be \$5 or 1.5% of the invoice amount, whichever is higher.



UNPAID TOLLS AFTER 60 DAYS

TOLLS + COLLECTION FEE

Invoices that remain unpaid after 60 days will be sent to a collection agency with a collection fee added.

DID YOU GET SOMETHING OTHER THAN AN INVOICE?

You may have received a Certificate of Passage, a Refund Receipt or an E-ZPass Violation. These documents are not PA Turnpike TOLL BY PLATE invoices. Please see below for information on each of these and how to pay.

If you exit the PA Turnpike **WITHOUT A TICKET** in a staffed lane, the toll collector will require a payment of the maximum toll amount.



Certificate of Passage (COP)

Given to customers at traditional tollbooths when they don't have the money to pay a toll when exiting the PA Turnpike.



Refund Receipt

Given to customers at traditional tollbooths when payment is made by cash or credit card. If you exit the PA Turnpike WITHOUT A VALID TRANSPONDER at an E-ZPass Only lane.



E-ZPass Violation

Issued to customers who exit the PA Turnpike through E-ZPass Only lanes without a valid E-ZPass transponder at the time of travel. The violation notice includes a toll amount and an initial \$25 administrative fee.

Each situation can be easily resolved online at the self-service tab at the top of the paturnpike.com homepage.

You may also call the phone number on the document you received.

