

Electronic Toll Collection at the Peace Bridge – Passenger Vehicles – Related E-ZPass® FAQs

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1. General Passenger Vehicle Questions

Can I use E-ZPass for customs and immigration clearance into the U.S. or Canada?

No. E-ZPass is an electronic *toll collection* method. The customs clearance program called NEXUS is not connected in any way to E-ZPass.

How much do E-ZPass transponders cost?

The Peace Bridge Authority purchases the tags for our passenger customers and absorbs the cost. Each passenger account is allowed four free tags and a maximum of four tags in total.

2. Using E-ZPass at the Peace Bridge

Where can I use E-ZPass?

All E-ZPass toll agencies display the E-ZPass logo shown below.



The following is a list of E-ZPass toll agencies:

- [Peace Bridge Authority](#)
- [Burlington County Bridge Commission](#)
- [Chicago Skyway](#)
- [Delaware Department of Transportation](#)
- [Delaware River and Bay Authority](#)
- [Delaware River Joint Toll Bridge Commission](#)
- [Delaware River Port Authority](#)
- [Illinois Tollway](#)
- [Indiana Toll Road](#)
- [Maine Turnpike Authority](#)
- [Maryland Transportation Authority](#)
- [Massachusetts Turnpike Authority](#)
- [Massachusetts Port Authority](#)
- [MTA Bridges and Tunnels](#)
- [New Hampshire DOT](#)
- [New Jersey Turnpike Authority](#)
- [New York State Bridge Authority](#)
- [New York State Thruway Authority](#)
- [Ohio Turnpike](#)
- [Pennsylvania Turnpike Commission](#)
- [Port Authority of New York & New Jersey](#)
- [South Jersey Transportation Authority](#)
- [Rhode Island Turnpike and Bridge Authority](#)
- [Virginia Department of Transportation](#)
- [West Virginia Authority](#)

Which toll lanes do customers need to use for E-ZPass?

E-ZPass is accepted in every toll lane at the Peace Bridge. Some lanes are designated as E-ZPass dedicated lanes.

What happens if the lane reading equipment malfunctions and does not register my toll transaction?

At the Peace Bridge, the toll gate does not operate to open the lane for crossing the Bridge. Traffic attendants are on hand to assist customers in this situation.

How do I know my tag is working when I receive it?

All tags are pre-tested at three different points before distribution. If you suspect your tag is not functioning properly, please call the Customer Service Center - toll free - at 1-866-522-6080.

How will my account be replenished?

If you are a credit card customer, you don't have to worry. Your account will be automatically replenished whenever your account balance falls below \$10. If you are a check or money order customer, you will receive a low balance message in the toll lane when your account falls below 50% of your replenishment amount. If you are a passenger customer who pays with a check or money order, you can mail your payment in U.S. funds to the E-ZPass Customer Service Center, IL1-6227, P.O. Box 2015, Elgin, IL 60121-2015. Cash payments cannot be accepted nor can E-ZPass accounts be replenished at the Peace Bridge.

What if the driver feedback message in the lane indicates a low balance, but I believe my account is sufficiently funded?

You can check your account balance by logging on to the E-ZPass Customer Service website at www.pbaezpass.com and using your PIN number to check your individual account or by calling an E-ZPass Customer Service Representative.

Will I receive any type of feedback message in the toll lane?

When you proceed through toll plazas equipped to handle E-ZPass transactions, the message sign just beyond the tollbooth will give you transaction feedback. This message will vary based on the toll facility.

1. If your tag is properly installed, you have a sufficient toll balance, and the toll has been deducted from your account, the gate will rise, the traffic light will turn green, and the message board will say "E-ZPass Go"
2. If you have a low toll balance, and the toll has been deducted from your account, it will prompt you to proceed through the lane with a "low balance" message. If you are a cash or money order customer, you must replenish your account as soon as possible. If a credit card customer sees this message they should call the Customer Service Center.
3. If your tag is improperly installed, or you have an insufficient toll balance, the toll can not be deducted from your account. The patron fare indicator will indicate "unpaid" or "call customer service center" message. If you receive this message in an E-ZPass lane with a toll attendant, you will be required to pay the full cash toll to the attendant at that time.

What if my account balance reaches zero?

If you choose the credit card payment option with the Automatic Replenishment feature, you should never have this problem. Your account will be automatically replenished when your balance reaches a \$10 threshold. Check and money order customers will have to pay the full cash toll at the toll booth until a payment is made to your account. In addition, you must not use "E-ZPass Only" lanes. Until you make a payment to your account, you should remove the tag from your vehicle.

What if I forget to make a payment?

You will know when your account balance is low because you will receive the "Low Balance" message at the toll plaza. However, if you are a money order or check-paying customer, it is your responsibility to ensure your account is funded. If you are a credit card customer, you should not receive this message because you have an

Automatic Replenishment feature. If you do receive this message, please call the Customer Service Center. If you know your account is low and you have not made a payment, remove the tag from your car.

What if I want to change my payment method or the number of vehicles on my plan?

You can login to the website and make the change using your PIN number, or call the Customer Service Center using their toll free phone number to change your account plan, payment method, or the vehicles assigned to your account.

Can I have more than one tag? Does it cost me more?

Individual applicants may request up to four tags per account with the first four free of charge. It does not cost more if an individual signs up using a credit card. A \$10 per tag refundable deposit is required however, for customers choosing the check and money order replenishment option.

Must I fund the account with \$25 per car?

No, the initial prepaid toll amount of \$25 applies to an account, which can include up to four tags.

How do I install my tag?

You should install the tag on the inside of your vehicle's clean windshield near or behind your rearview mirror. It adheres to the inside windshield with provided fasteners. Your E-ZPass Customer Guide gives you complete details on how to mount your E-ZPass tag.

Can I use my tag in other vehicles?

Yes, you may transfer a tag between vehicles as long as they are of the same vehicle class, however, the Customer Service Center must have a complete record of the vehicle. There may be penalties for using a tag in a different vehicle class.

Instead of mounting my transponder on my vehicle, can I hold it up as I pass through a toll lane? Will it still pay my toll?

It has not proven to be reliable and therefore the practice is strongly discouraged.

I sometimes pull a trailer with my vehicle. Can I still use my tag?

In this type of situation, you must use a staffed lane and not a dedicated lane. The toll collector will reclassify the vehicle for the proper toll payment.

What if I move?

You can login to the website or call the Customer Service Center using their toll free number 1-866-522-6080 to change your address or to close your account.

What if I lose the credit card that funds my E-ZPass account?

First, call your credit card company to report the loss or theft. Then call the Customer Service Center to report the loss. Another method of payment such as check or money order will be required until your new card is issued.

What if I am issued a new credit card?

Login to the website or call the Customer Service Center to update your credit card information.

Will I get a statement?

Yes. Passenger accounts will receive an itemized statement regularly for the first six months and bi-monthly thereafter. Commercial accounts will receive statements monthly. You do have the option to continue to receive monthly statements for a nominal fee. Note: You have the option of receiving statements by mail, calling the Customer Service Center or suppressing all statements and viewing your transaction on-line.

Will I receive a receipt for E-ZPass in the toll lane?

No. Your statement serves as your receipt for all E-ZPass trips. You can print a copy of your statement by logging in to the website and calling up a your transaction for a specified period of time using your PIN number for access.

What if I get into a non-E-ZPass lane by mistake?

All toll lanes at the Peace Bridge accept E-ZPass. In any case, never back up in a toll lane unless instructed to do so by toll plaza personnel.

How can I identify an E-ZPass lane?

All toll lanes on the Peace Bridge toll plaza will accept E-ZPass. Some toll plazas have special lanes that *only* E-ZPass customers can use. These lanes are clearly marked and say "E-ZPass Only" and some have flashing yellow lights.

Are there any instances when I should not use my tag?

Yes. You should not use your E-ZPass tag:

1. If you reported your tag lost or stolen but later find it.
2. If you have an insufficient toll balance in your account.
3. If you use a different type of vehicle than noted on your account.

Are there discounts available for using E-ZPass?

Yes. The E-ZPass rates are 10% below the U.S. cash rate for commercial accounts and passenger accounts.

What if my monthly toll usage is different than my monthly payment?

Your toll usage is reviewed periodically by the Customer Service Center. If your monthly activity is different than your current monthly payment, the replenishment amount will be changed to a more appropriate level and you will be notified in writing.

What if my tag is lost or stolen?

If your tag is lost or stolen, report it immediately by calling the Customer Service Center. The tag will be deactivated. You will not be responsible for any charges incurred after you report a lost or stolen tag. You will be liable for toll charges incurred prior to notification. You will be responsible for paying the full cost of the tag, \$23.00 for an interior tag or \$28.80 for an exterior tag. Upon request, a new tag will be issued to you. If you

are still concerned about safeguarding your tag, you may wish to take the E-ZPass tag with you when it is not in use. The self-adhesive strips allow for easy removal and installation on your windshield.

What do I have to do if I buy a new car or get new plates?

Login to the website or contact the Customer Service Center to provide new license plate information as soon as possible.

How fast can I drive through a dedicated E-ZPass lane?

The Peace Bridge toll plaza continues to use gates and function as a stop and go operation. Approach the Peace Bridge E-ZPass toll lanes slowly and **always be prepared to stop**. For safety reasons, obey any posted speed limit signs around any E-ZPass toll plaza. Speeders will lose their privilege to use E-ZPass.

What if my E-ZPass tag fails to work?

Never stop or back up in the lane. At most E-ZPass facilities, proceed and call the E-ZPass Customer Service Center as soon as possible. Always ensure that your tag is properly mounted prior at the beginning of your trip. Also, there are Peace Bridge toll/traffic management staff patrolling the lanes to assist if needed.

What if I have other questions?

Call the Customer Service Center at 1-866-522-6080 and speak with a Customer Service Representative, Monday through Friday (hours noted below).

Hours for E-ZPass questions: 7 AM through 7 PM