



OPEN ROAD TOLLING (ORT)

Effective, **June 21, 2012** the gates have been removed in the middle lanes so you can drive through at 40 mph without stopping. If you rely on “**low balance**” signs, you **must stay** in the gated lanes. Low balance notifications are **not** available in ORT lanes.

**If you have automatic replenishment and use ORT please make sure you have a valid credit card on file.*

Please be aware that you **must list ALL vehicles that will be using your transponder** and have your E-ZPass correctly mounted. If your transponder is not correctly mounted, it will not be read and you will receive a violation notice in the mail and will be assessed a substantial fee.

If you are traveling to Jamestown you **cannot** use the ORT lanes, you must use the far right gated lanes to get to the Jamestown exits.

How do I know my transponder is working? If you see a green light and a “Go E-ZPass” message through **gated lanes**, your transponder is working correctly. If your transponder is not working properly, please contact the Customer Service Center at 1-877-743-9727.

What if the message indicates a low balance, but I am sure my account has enough money in it? Call 1-877-743-9727 and use our automated phone system to confirm your account balance. Please have your **account** and **PIN #** ready before calling.

Note: If you are on automatic replenishment and see “low balance” in gated lanes, you may not have updated your credit card information with E-ZPass.

What if my E-ZPass has no money or a negative balance?

Do not use your E-ZPass until your account has been replenished. If you go through tolls with a

negative balance you may be subject to violation fees.

Are there any times I should not use my transponder?

Yes, the following examples are times when you should not use your transponder:

- *If you have reported your transponder as lost or stolen*
- *If you know that you do not have sufficient funds in your E-ZPass account*
- *If you are using a different class vehicle (i.e., a car transponder in a truck)*

Where do I make payments?

- Customer Service Center in Jamestown, RI
- Over the phone at 1-877-743-9727
- Online at www.ezpassritba.com
- Dropped in the night deposit box located at the Jamestown Office

You may also pay by mail. Checks and money orders should be mailed to:

**RITBA E-ZPass Customer Service Center
PO Box 437
Jamestown, RI 02835**

PLEASE DO NOT MAIL CASH

ALL TRANSACTIONS TAKE 24 HOURS TO TAKE EFFECT IN THE LANES.

What is the silver bag for?

The silver bag is a read prevention bag. If you have multiple E-ZPass transponders in the car make sure to have one in the silver bag, in the glove compartment (both tags can be charged). If you are shipping your vehicle make sure to take your transponder down from the windshield and place it

in the silver bag.

What if my E-ZPass doesn't work?

If you are going through the gated lanes in RI and your account is **in good standing** and does not read, you must pay the cash and ask for a receipt from the toll collector. We cannot reimburse you without a receipt.

New Accounts & Additional Transponders

New E-ZPass accounts and additional transponders take 24 hours to activate in Rhode Island, and 48 hours to activate out of state. New transponders **will not work immediately.**

More Questions?

No matter what your questions are, there is one easy number to call; 1-877-743-9727 (Monday-Friday 9:00am-6:00pm, Saturday 8:00am-1:00pm) You may call 24 hours a day for automated account information.

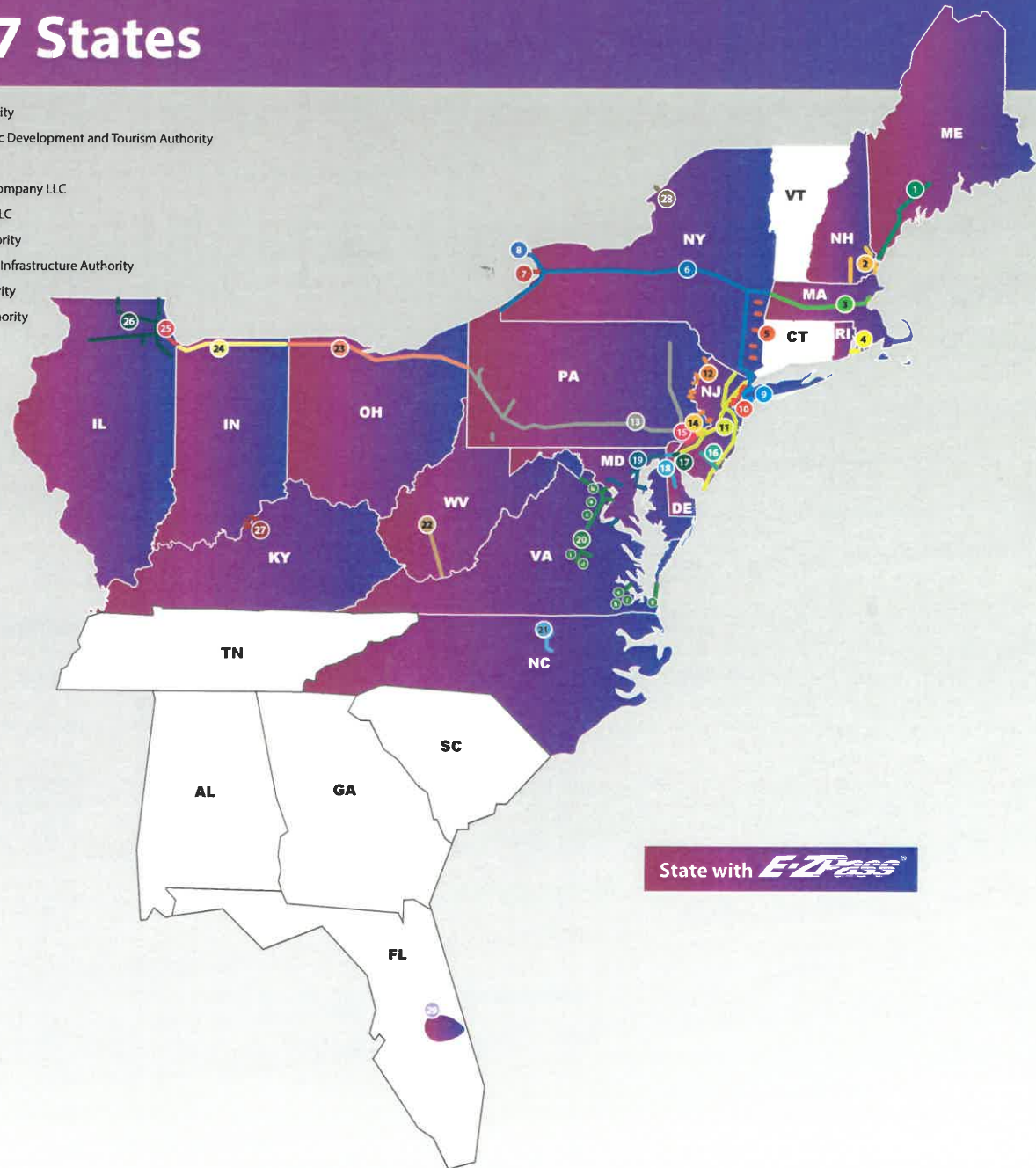
Please access our website at www.ezpassritba.com for E-ZPass information or answers to Frequently Asked Questions.

**FAX NUMBER: 401-423-7036
EMAIL ADDRESS: ezpass@ritba.org**

Interoperability in 17 States

- 1 Maine Turnpike Authority
- 2 New Hampshire DOT Bureau of Turnpikes
- 3 Massachusetts Department of Transportation
- 4 Rhode Island Turnpike and Bridge Authority
- 5 New York State Bridge Authority
- 6 New York State Thruway Authority
- 7 Buffalo and Fort Erie Public Bridge Authority
- 8 Niagara Falls Bridge Commission
- 9 MTA Bridges & Tunnels
- 10 The Port Authority of NY & NJ
- 11 New Jersey Turnpike Authority
- 12 Delaware River Joint Toll Bridge Authority
- 13 Pennsylvania Turnpike Commission
- 14 Burlington County Bridge Commission
- 15 Delaware River Port Authority
- 16 South Jersey Transportation Authority
- 17 Delaware River and Bay Authority
- 18 Delaware Department of Transportation
- 19 Maryland Transportation Authority
- 20 Virginia Department of Transportation
- a Toll Road Investors Partnership II (TRIP II)*
- b Metropolitan Washington Airports Authority (MWAA)*
- c Transurban (495/95 Express Lanes)*
- d Pocahontas Parkway Operations LLC*
- e Elizabeth River Crossings OpCo. LLC*
- f City of Chesapeake, Virginia*
- g Chesapeake Bay Bridge and Tunnel District*
- h South Norfolk Jordan Bridge (SNJB) LLC*
- i Richmond Metropolitan Transportation Authority*

- 21 North Carolina Turnpike Authority
- 22 West Virginia Parkway Economic Development and Tourism Authority
- 23 Ohio Turnpike Commission
- 24 Indiana Toll Road Concession Company LLC
- 25 Skyway Concession Company LLC
- 26 Illinois State Toll Highway Authority
- 27 Kentucky Public Transportation Infrastructure Authority
- 28 Thousand Islands Bridge Authority
- 29 Central Florida Expressway Authority



State with **E-ZPass**

*Independent operators working with Virginia Department Of Transportation