



Rhode Island Turnpike and Bridge Authority

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FOR IMMEDIATE RELEASE

November 4, 2024

RITBA provides customer service systems update *administrative fees waived until December 1, 2024*

The Rhode Island Turnpike and Bridge Authority announced that it has transitioned to a new back-office system, but that further adjustments will be required before all of the customer service functions become fully operational. Customers may be experiencing longer-than-normal wait times on the phone and at the RITBA customer service center.

“Our team is working hard to ensure that all our customer service functions are working seamlessly, and we do not want this delay to cause our customers to incur any additional fees. Our customers have been understanding, and we sincerely appreciate their patience,” said Lori Caron Silveira, Executive Director of the Rhode Island Turnpike and Bridge Authority. “For those customers who do not need to speak to a live representative, we encourage them to visit the updated www.ezpassritba.com for any account maintenance.”

Details on tolling and administrative fees:

- All tolling is operational and E-ZPass customers can access their accounts through the updated portal at www.ezpassritba.com
- If you do not have an E-ZPass transponder – or do not have your transponder connected to a credit card or bank account - and receive a **bill-by-mail toll invoice**, RITBA will **waive administrative fees accrued on bill by mail transactions that occurred from October 24, 2024 through November 30, 2024, if the invoice is paid by December 1, 2024.**

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For the latest updates please follow us on X at @RIEZPASS (<https://twitter.com/riezpass>). You can also find us on Facebook (www.facebook.com) by searching for the “Rhode Island Turnpike and Bridge Authority.”