



Delaware *E-ZPass* Customer Guide

Keep this guide in your glove box for quick reference.

Where is E-ZPass available?

E-ZPass is accepted anywhere you see an E-ZPass logo. The network of roads is a seamless, regional transportation solution that lets you easily travel between states. Motorists with E-ZPass accounts do not have to open a new or separate account for use in different states. The following states currently accept E-ZPass on their toll roads. For additional information you can visit the E-ZPass Group website at www.ezpassiaq.com or the individual state's websites.

Delaware	www.ezpassde.com
Illinois	www.illinoistollway.com
Indiana	www.indianatollroad.org
Kentucky	www.riverlink.com
Maine	www.ezpassmaineturnpike.com
Maryland	www.ezpassmd.com
Massachusetts	www.ezpassma.com
New Hampshire	www.ezpassnh.com
New Jersey	www.ezpassnj.com
New York	www.ezpassny.com
North Carolina	www.ncquickpass.com
Ohio	www.ohioturnpike.org
Pennsylvania	www.paturndpike.com
Rhode Island	www.ezpassritba.com
Virginia	www.ezpassva.com
West Virginia	www.wvturnpike.com

Installing Your Transponder

Installing your E-ZPass transponder is simple. Just follow the directions below.

Reminder: E-ZPass customers are liable for any damage or defacing of E-ZPass transponders.

Your E-ZPass transponder only works if it is properly installed and can be a visual impediment if it is improperly installed. The following actions may not allow the antenna to read your E-ZPass transponder and may result in toll evasion violations and administrative fees:

- Not installing your transponder or improperly installing it
- Installing your transponder on the visor, dashboard, or rearview mirrors
- Holding your transponder in your hand or waving it when traveling through the lane

Installing an Internal Transponder



1. Sit in the driver's seat of your vehicle.
2. Locate an installation location behind the rearview mirror that is at least 2 inches below the top of the windshield (or just below any tinted section of the glass) and 1 inch to the right of the center support of the mirror bracket. Ensure that the rearview mirror hides the transponder from the driver's line of sight.
3. Clean and dry the installation location before attaching the self-sticking fastener.
4. While leaving the self-sticking fastener attached to the E-ZPass transponder, peel off the red or

clear plastic backing. Position the entire transponder assembly at the selected spot on the windshield with the E-ZPass logo right side up and facing you.

5. Press the transponder firmly into place and hold it for one or two seconds.

Removing an Internal Transponder

If you need to remove your internal E-ZPass transponder for use in a different vehicle of the same vehicle class or for security reasons, gently pull it away from the windshield. One set of self-sticking fasteners remains on the windshield and one set remains on the transponder to let you easily reinstall the transponder.

Installing an External Transponder (License Plate Mount)

You must have a front license plate on your vehicle to use an external transponder.



1. Remove the top screws from your vehicle's front license plate.
2. Place your external transponder over the license plate so the top two holes of the transponder line up with the top two holes on your plate.
3. Using the screws you removed from your license plate in step 1, reattach the transponder and the plate to your front bumper.

Using E-ZPass

Once you install your transponder, you are ready to use the E-ZPass lanes. When using E-ZPass on different roadways, the lane configurations can be very different. Each facility manages its own flow of traffic in the most efficient way for their drivers.

Most E-ZPass toll facilities use the following lights to indicate which lanes to use.

1. **RED:** indicating the lane is closed, do not use.
2. **GREEN:** indicating the lanes are open; these lanes are used for manual CASH collection.
3. **FLASHING YELLOW:** indicates a lane as DEDICATED E-ZPASS.

Most E-ZPass facilities do not have toll gates that rise up and down to allow vehicles to proceed. Some facilities have E-ZPass only lanes in the middle of the plaza, others have them on the outside lanes, and others do not have them at all. Do not let the differences alarm you. Remain alert, pay close attention to road signs, and use common sense.

Follow these basic safety rules when entering an E-ZPass lane:

- Always obey the posted speed limit and other traffic signs.
- Never get out of your vehicle.
- Never attempt to back out of a toll lane.
- Be sure to follow the instructions of the toll attendants, if required.

When you approach an E-ZPass-equipped toll plaza:

1. Use only those lanes that are open and that display the E-ZPass logo.
2. Proceed through the E-ZPass lane, **obeying the posted speed limit.**
3. One of three messages and/or lights display as you pass through the lane:
 - “E-ZPass Thanx,” “Go,” or “Paid” message and/or a green light indicate your account has a sufficient toll balance, your transponder is properly installed, and the toll amount is deducted from your account.
 - “Call Cust SVC Center” (in Delaware) or “Low Bal” and/or a yellow light indicate your account has a sufficient toll balance, your transponder is properly installed, and the toll amount is deducted from your account, but also indicate that your account balance is running low. You must replenish your account immediately or risk receiving a violation notice.
 - “Invalid” “Call E-ZPass” or “Toll Due” and/or a red light indicate that there is a problem with either your account or the transponder. If this circumstance occurs, you must manually pay the toll. Do not use another E-ZPass lane until you have called the Delaware E-ZPass Service Center at 1-888397-2773 to resolve the problem.

Toll attendants provide assistance. They may require you to stop and pay the full cash toll at that time.

Do not ask the toll attendant about your account. Attendants do not have your account information.

Instead, pay the toll attendant, obtain your receipt, and then call the Service Center as soon as possible.

- 1 **You MUST have sufficient funds in your prepaid toll account to use E-ZPass.**
- 2 Always drive safely. Proceed with caution, maintain a reasonable distance between vehicles, and, **DO NOT STOP in an E-ZPass only lane!** The only time you should stop in a toll lane is if you are directed by a toll collector to do so.

Note: If your vehicle is equipped with an external transponder, you must stay at least one vehicle length behind the vehicle in front of you in an E-ZPass lane.

Account Information

Access

You can obtain account information over the Internet, on the telephone, through the mail, or at one of our walk-in centers. You also obtain minimal account information every time you use E-ZPass by reading the message boards and observing the traffic signals in the toll lane. In Delaware, the highway speed lanes do not provide feedback.

To obtain account information, you will need your account number included on your account statement or your transponder number found on your E-ZPass transponder.

Internet

The easiest way to obtain secure account information 24 hours a day is by visiting our Web site at www.EZPassDE.com. Log in with your username and password. If you have not established a user name and password you may do so by clicking on the "Don't have an E-ZPass username/password?" option on "Your Account" screen. To complete this step you will need your account number or transponder number and your Personal Identification Number (PIN).

You can:

- View recent transactions
- Make payments via credit card or ACH debit
- Update contact and vehicle information
- Get other E-ZPass information
- Pay or appeal DelDOT violation(s)
- Check discount plan usage
- Request additional transponder(s)
- Report lost or stolen transponders

Telephone

You can speak to a customer service representative about your Delaware E-ZPass account from 7 am - 7 pm Monday - Friday, 8 am - 2 pm Saturday, or receive automated account information 24 hours a day, 7 days a week by simply calling 1-888-EZPassDE (1-888-397-2773).

E-mail (Statements)

You receive an itemized quarterly statement via e-mail. If you desire, you have the option to receive a monthly electronic statement for a fee of \$1.00 per month with 4 free per year (\$8.00 per year). You have the option of suppressing all statements and viewing your transactions online at any time. If there is no activity within the statement period, you do not receive a statement.

Your account statement includes itemized toll transactions for each transponder associated with your account, including the amount of the toll, the time of day the transaction took place, and the location of your transaction. Your statement also shows payments that you made to your account, as well as your beginning and ending balance for the reporting period.

On occasion, your statement also contains important messages about E-ZPass and your account. Please read these messages when you see them.

In-lane

When you proceed through E-ZPass lanes at toll plazas, the message sign or traffic light just beyond the toll booth provides some limited account information except in the highway speed lanes at the Dover, Biddle's and Newark toll plazas. See "Using E-ZPass" for more specific details.

Walk-In Center

The Delaware E-ZPass Service Center is open for walk-ins from 7 am - 7 pm Monday - Friday and 8 am - 2 pm Saturday. Customer service representatives are available to take your calls from 7 am - 7 pm Monday - Friday and 8 am - 2 pm Saturday.

Delaware E-ZPass Service Center

22-24 W. Loockerman St. Dover, DE 19904 1-888-397-2773

You can also visit any of these walk-in centers 24 hours a day, 7 days a week:

Biddle's Corner Toll Plaza
SR-1 2111 DuPont
Highway Middletown, DE
19709

Dover Toll Plaza SR-1
200 Plaza Drive Dover,
DE 19901

Newark Toll Plaza I-95
1200 Whittaker Road
Newark, DE 19702

Changes

Whether you purchase a new car, move, or simply have questions about the product or service, a friendly E-ZPass customer service representative is ready to help you. By visiting our Web site, visiting one of our walk-in centers, or phoning our call center, you can:

- Replenish your prepaid account balance
- Change your payment option
- Update your account information including credit card information
- Request additional E-ZPass transponders
- Report lost or stolen E-ZPass transponders
- Receive assistance with E-ZPass transponder installation
- Request an up-to-date statement of your account
- Pay or appeal DelDOT violations

Payments

Periodically, your E-ZPass usage is reviewed and your prepaid replenishment amount is increased to your average monthly usage. You will be notified in writing of this adjustment. Your replenishment amount from that point on equals the amount stated in the notification.

Although payments are posted to the account immediately, it may take up to 24 hours for them to be communicated to DelDOT's toll lanes and up to 48 hours to be communicated to the toll lanes of the other facilities.

Credit Card/ACH (Automatic Clearing House)

Credit card or ACH direct debit from your checking account is the "E-Ziest" way to make E-ZPass payments. This option is the most convenient because of its automatic replenishment feature. Under this method, provided that your credit card or bank account information is current and has an available balance, you never have to worry about low toll balances or mailing in a payment. When your account balance falls below \$10 or your low balance amount, your credit card or bank account is charged a replenishment amount that is based on your monthly toll usage. If you are a credit card or ACH customer, remember the following points:

- Any changes to your credit card (expiration date, cancellation, etc.) or your bank account must be communicated to the Service Center to ensure uninterrupted service.
- Ensure that E-ZPass charges do not put you over your credit limit, or overdraw your bank account in the case of a debit card.

Cash

Upon enrolling, you can establish your prepaid account with cash. However, this payment method does not have the automatic replenishment feature that a credit card/ACH does. When your account balance falls below \$10 or half of your replenishment amount, whichever is greater, you are required to hand deliver cash payments to an E-ZPass Service Center. **DO NOT SEND CASH THROUGH THE MAIL.**

Check or Money Order

Upon enrolling, you can establish your prepaid account with a personal check or money order. However, this payment method does not have the automatic replenishment feature that the credit card/ACH option does. When your account balance falls below \$10 or half of your replenishment amount, whichever is greater, you are required to mail or hand-deliver your payment to a Delaware E-ZPass Service Center. Please mail payments to:

Delaware E-ZPass Service Center PO Box 777 Dover, DE 19903-0777

Make checks payable to: Delaware E-ZPass

Whenever you make check payments through the mail, write your E-ZPass account number on your check. Your payment should be at least the greater of your replenishment amount or \$10. However, you may wish to pay additional prepaid tolls, above the minimum amount, if you expect your usage to increase.

Suspension

Your account can be suspended for the following reasons:

- Insufficient funds
- Toll evasion
- Speeding
- Not adhering to the other terms and conditions of membership

To avoid any inconvenience as a result of account suspension, adhere to all of the terms and conditions, as well as rules and regulations pertaining to account balances, toll evasion, and speeding.

Closing

If you want to close your E-ZPass account, you must notify the customer service center and return your transponder(s). If you choose to mail your transponder(s), please wrap the transponder in foil or insert it in the original no-read bag and enclose a letter or statement of cancellation. We recommend using Certified Mail, as we cannot be responsible for any transponder that is lost in the mail. If the transponder is received in good condition, any unused toll balance will be refunded. It may take up to 45 days for you to receive any refund due. Send all account closing correspondence to:

Delaware E-ZPass Service Center [Account Closing](#), PO Box 777 Dover, DE 19903-0777

Transponder Maintenance

Transponder “No-Read” Bag

There may be times when you choose not to use your E-ZPass transponder. To prevent your transponder from being read at a particular toll plaza, be sure to enclose it in the silver “no-read” bag provided with your E-ZPass Welcome Kit. If your E-ZPass transponder is placed inside this “no-read” bag, the transponder is not read in the toll lanes, your account is not charged and you are required to pay the toll manually.

Important: You must place the transponder in the bag prior to entering the toll plaza area to ensure that your account is not charged.

Vehicle-to-Vehicle Transponder Transfer

You can use your E-ZPass transponder in any other vehicle of the same class. If you decide to transfer your E-ZPass transponder between vehicles, you can obtain additional self-sticking windshield fasteners from the DelDOT Service Centers, through the Web site at www.EZPassDE.com or by calling 1-888-EZPassDE (1-888-397-2773). Remember, as the registered holder of your E-ZPass transponder you are responsible for charges regardless of the vehicle used. Be sure to give us the additional vehicle license plate information.

Using your transponder on a different type of vehicle or one with more than two axles, more than four tires, or a gross weight over 7,000 pounds (i.e., a 15-passenger van or delivery truck) can result in additional fees along with the proper toll amount. If you have a vehicle with these attributes, request a transponder specifically for that vehicle.

Vehicles pulling trailers have a different classification as well, but you can still occasionally use your regular transponder without penalty by doing the following:

- Using a staffed lane at New York State Thruway, New York State Bridge Authority facilities, or West Virginia Turnpike
- Using any E-ZPass lane at all other E-ZPass roads, bridges, and tunnels

If you pull a trailer more often than not, be sure to contact the Service Center to obtain the appropriate transponder.

Lost or Stolen Transponder

It is important that you take steps to protect your transponder against theft or loss, because you are responsible for your transponder and all of the transactions that occur on your account due to its use. You are not responsible for transactions once you report your transponder lost or stolen. You can report lost or stolen transponders 24 hours a day by calling the Service Center or by visiting our Web site. Please have your transponder number ready when you call. Remember, once you report your transponder is lost or stolen, it is deactivated and becomes unusable. If you find the transponder at a later date, do not use it. You must call the Service Center to reactivate it before using it again.

Damaged or Defective Transponder

If your transponder becomes damaged or is unusable, please return it by certified mail to:

Delaware E-ZPass Service Center Damaged/Defective Transponders, PO Box 777 Dover, DE 19903-0777

If the transponder is found to be defective during the first three (3) years of issuance, it will be replaced free of charge. If you would like a replacement transponder, include a signed statement indicating your request with the returned transponder. You can also visit our Web site or call the Service Center and request an additional transponder. If another transponder is requested, it will be issued to you on the same account.

E-ZPass PlusSM

E-ZPass Plus is a program that allows you to pay for your parking by using your E-ZPass transponder. Delaware E-ZPass customers can use the E-ZPass Plus program wherever the E-ZPass logo is displayed.

Eligibility

Customers with individual accounts in good standing that replenish automatically by credit card are automatically enrolled in E-ZPass Plus. This free program is transponder-specific, which means that only transponders actively enrolled can be used at the participating facilities. Customers can change their enrollment election by logging onto the website www.EZPassDE.com or by contacting the Service Center at 1-888-EZPassDE (1-888-397-2773).

Enrolling

E-ZPass Plus is available to customers with individual accounts in good standing that replenish automatically by credit card. Customers can contact the Service Center at anytime to enroll at 1-888-EZPassDE (1-888-397-2773), or by logging onto the website www.EZPassDE.com.

Customers that meet the above criteria will automatically be enrolled for each transponder on their account. This program is transponder-specific, which means that only transponders actively enrolled can be used at the participating facilities.

Opting Out

Customers can opt out of the program for any or all transponders by logging onto the website www.EZPassDE.com or by contacting the Service Center at 1-888-EZPassDE (1-888-397-2773).

Payment Information

E-ZPass Plus transactions that are under \$20.00 will be debited from the E-ZPass account balance. Transactions that are over \$20.00 will be charged immediately to the credit card on the account.

If, at anytime, the account no longer replenishes automatically, becoming a cash/check account, then the use of E-ZPass Plus will be disabled for all transponders on the account. Changing the payment type back to credit card with automatic replenishment will re-enable the transponders for use with the E-ZPass Plus facilities.

Questions Regarding E-ZPass Plus Transactions

If there is a question on a charge from the E-ZPass Plus parking facility or a customer wishes to dispute a charge, the customer must contact the parking facility directly. Contact information for the facilities is provided on the Delaware E-ZPass statement and can also be obtained by calling the Delaware E-ZPass Customer Service Center at 1-888-EZPassDE (1-888-397-2773).

Frequently Asked Questions

Q: Why did DeIDOT implement E-ZPass?

A: Customer service is a priority at DeIDOT. E-ZPass electronic toll collection represents convenience for travelers. It eliminates the need for cash, tokens, or credit card-like swipe cards to change hands at a tollbooth. Smoother travel through toll lanes means less travel time.

Q: What are the benefits of having an E-ZPass transponder?

A: **Convenience for travelers:** To complete a toll transaction, E-ZPass eliminates the need for payment to change hands at a tollbooth. Vehicle windows do not need to be opened to complete the toll transaction. The E-ZPass equipment in toll lanes reads transponders quickly, saving travel time.

Regular accounting statements: You receive an itemized monthly statement for the first month and quarterly (every three months) thereafter via e-mail. If you desire, you have the option to continue receiving electronic monthly statements for a fee of \$1 for each month that you would not normally receive a statement (\$8.00 per year). You can also view your transactions on our Web site at www.EZPassDE.com free of charge.

Usable throughout most of the Northeast U.S.: The same E-ZPass transponder pays tolls at a growing number of U.S. toll agencies, Delaware, Illinois, Kentucky, New Hampshire, New York, Maine, Massachusetts, Ohio, Pennsylvania, Rhode Island, West Virginia, Maryland, Indiana, Virginia, North Carolina and New Jersey are among the states that presently use E-ZPass. More are in negotiations to institute this method of toll payment.

Q: What is Electronic Toll Collection and E-ZPass?

A: Electronic toll collection, referred to as "ETC," is a proven method of toll collection. Instead of transactions changing hands at a tollbooth, vehicles are equipped with a small electronic device, called a transponder, that transmits both vehicle and account information through a reader located in the toll lane that is equipped with the technology. Data is then processed and the appropriate toll is deducted from the customer's established prepaid account.

Toll agencies in the Northeast U.S. are working cooperatively to make the ETC process work conveniently for travelers throughout the Northeast U.S. Their organization is called the E-ZPass Group and meets regularly to discuss issues and promote the ETC program.

Q: How can I sign up for E-ZPass?

A: Individual accounts can be established through several methods:

- **Web site:** Detailed information and applications are available online. You can also download and mail or fax the completed form to the DeIDOT Customer Service Center, or you can apply online by going to www.EZPassDE.com.
- **Toll free number:** Call the Delaware E-ZPass Service Center at 1-888-397-2773 to get information on establishing an account as well as completing an application over the phone.
- **Mobile sign-up vans:** Staffed mobile vans will be available at preset times and locations to provide customers with answers to their E-ZPass questions, as well as signing them up for E-ZPass.
- **DeIDOT toll attendants:** As customers pass through a toll plaza, they can obtain an individual application for E-ZPass from any DeIDOT attendant at any DeIDOT tollbooth or at the E-ZPass window.
- **Retail Locations:** Get information about E-ZPass and E-ZPass On the Go at the Division of Motor Vehicles locations in Dover, Georgetown, New Castle, or Wilmington offices, AAA offices in Dover, Newark, and Wilmington, and the Delaware House Welcome Center.

Commercial applications are available to download at www.EZPassDE.com and at all the walk-in centers. You may also call us and we will be happy to mail or fax one to you.

Q: How do I know my transponder is working when I receive it?

A: All transponders are tested before distribution. If you suspect your transponder is not functioning properly, please call the Delaware E-ZPass Service Center at 1-888-397-2773.

Q: What is the transponder number and how do I locate it?

A: The transponder number is the eleven-digit number on the bottom left side of the label above the barcode. All Delaware E-ZPass transponder numbers start with "019".

Q: What is my PIN Number?

A: Your PIN Number is the 4 characters that you chose or were assigned when you joined Delaware E-ZPass. It is used to set up your username/password online or to access your account information on our automated phone system. Your PIN is masked so that even the E-ZPass customer service representatives cannot see it. If you forget your PIN, we can change it for you after you provide us with enough information to establish your identity.

Q: How is my account replenished?

A: As a credit card/ACH customer, your account is automatically replenished whenever your account balance falls below \$10 or your low balance amount whichever is greater. If you are a check or cash customer, you receive a "Call Customer Service Center" or "Low Bal" message in the toll lane when your account falls below 50% of your replenishment amount. If you pay with check, mail your payment to the Service Center. In order to pay by cash, you must visit a Service Center. You will not receive any feedback in the Highway speed E-ZPass Express Lanes.

Q: What if I forget to make a payment?

A: You know when your account balance is low because you receive a yellow light and/or the "Call Customer Service Center" or "Low Bal" message at the toll plaza. If you are a cash or check paying customer, it is your responsibility to ensure your account is funded. If you are a credit card/ACH 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 at 1-888-EZPassDE (1-888-397-2773). If you forgot to make a payment and you use E-ZPass when your account does not have sufficient funds to pay the toll, you are required to pay the full cash toll plus an administrative fee of up to \$25. If you know your account is low and you have not made a payment, remove the transponder from your car or place it in the silver "no read" bag. Then, travel through a staffed toll lane and pay the toll attendant. Payment can be made by mail, in person, over the phone or via the web.

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

A: Call 1-888-EZPassDE (1-888-397-2773) to confirm your account balance, or check online at www.EZPassDE.com.

Q. How can I identify an E-ZPass lane?

A: Some toll plazas have special lanes that only E-ZPass customers can use. These lanes are clearly marked by signs that say "E-ZPass Only." In Delaware these lanes have flashing yellow lights.

Q. Can I use my E-ZPass transponder in any toll lane?

A: The different toll facilities equip their lanes differently. Some equip all their lanes for E-ZPass use and some do not. Your best bet is to look for the dedicated E-ZPass lanes. These lanes will have signs saying "E-ZPass Only" and will provide you with nonstop passage through the toll plaza.

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

A: In the event that you enter a toll lane that is not equipped with E-ZPass, you are required to pay the full cash toll. Never back up in a toll lane unless instructed to do so by toll plaza personnel.

Q. What if my transponder is lost or stolen?

A: If your transponder is lost or stolen, report it immediately to the Service Center at 1-888-EZPassDE (1-888-397-2773). The transponder is deactivated when you report it. You are not responsible for any charges incurred after you report a lost or stolen transponder. You are liable for charges incurred prior to notification. If you are still concerned about safeguarding your transponder, you may wish to take the E-ZPass transponder with you when it is not in use. The self-adhesive strips allow for easy removal and reinstallation.

Q. What if my E-ZPass transponder fails to work?

A: If the lane is staffed, pay the toll in cash. Otherwise, NEVER STOP OR BACK UP IN THE LANE. It is dangerous both to you and to others. Proceed through the lane and call the Service Center at 1-888-EZPassDE (1-888-397-2773) as soon as possible. Always ensure that your transponder is properly mounted prior to beginning your trip.

Q. Are there any instances when I should not use my transponder?

- A: Yes. You should not use your E-ZPass transponder:
- If you reported your transponder lost or stolen but later find it.
 - If you have an insufficient toll balance in your account.
 - If you use a different type of vehicle than noted on your account.

Q. Are there discounts available for using E-ZPass?

A: Yes, there are two kinds of discounts. There are automatic discounts simply for using E-ZPass to pay your tolls and plans in which you must enroll. SR-1 offers a 25% discount for commercial vehicles (with more than 2 axles). The Delaware State Route 1 Frequent User Plan is described below.

Q. How does the Delaware State Route 1 Frequent User Plan work?

A: The Delaware SR-1 Frequent User Plan requires 30 or more qualifying trips within a 30-day rolling period on Delaware State Route 1. The discount (50% off the cash fare) is applied within 5 days after the end of the 30-day period. This plan is for individual accounts only and will automatically be assigned to the transponders on 2-axle vehicles. The 30 trips must be made on the same transponder in order to qualify. The 30 trips are determined by the posting date of the transactions to your account and must be transponder not license plate read transactions.

Q: What if my monthly usage is different than my replenishment amount?

A: Your usage is reviewed periodically. If your monthly activity is greater or less than your current replenishment amount, we adjust the replenishment amount to a more appropriate level and notify you in writing. The minimum replenishment amount is \$25.00.

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

A: Contact the Service Center and provide new license plate and vehicle information as soon as possible.

Q: Can I use E-ZPass if I have a rental vehicle?

A: Yes, as long as you inform the Service Center. You can add the vehicle to your account via the web or by calling us. Remember to remove the rental vehicle from your account when you return it.

Q: Why do I need to add rental vehicles to my account?

A: Having the vehicle's license plate registered on your account prevents you from getting a violation notice in the event that your transponder does not read.

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

A: For safety reasons, obey the posted speed limit signs in the lane. Speeders may lose their privilege to use E-ZPass.

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

A: When you proceed through the toll plazas equipped to handle E-ZPass transactions, the message sign just beyond the tollbooth gives you transaction feedback. This message varies based on the toll facility. In Delaware, the highway speed lanes give no feedback.

- "E-ZPass Thanx," "Go," or "Paid" message and/or a green light indicate your account has a sufficient toll balance, your transponder is properly installed, and the toll amount is deducted from your account.
- "Call Cust SVC Center" (in Delaware) or "Low Bal" and/or a yellow light indicate your account has a sufficient toll balance, your transponder is properly installed, and the toll amount is deducted from your account, but also indicate that your account balance is running low. You must replenish your account immediately or risk receiving a violation notice.
- "Invalid," "Call E-ZPass," or "Toll Due" and/or a red light indicate that there is a problem with either your account or the transponder. If this circumstance occurs, you must manually pay the toll. Do not use another E-ZPass lane until you have called the Delaware E-ZPass Service Center at 1-888-3972773 to resolve the problem.

Q. What if my account balance reaches zero?

A: If you choose the credit card/ACH payment option with the automatic replenishment feature and you keep your account information up to date with the Service Center, you should never have this problem. Your account is automatically replenished when your balance reaches your low balance amount. If you are a check or cash customer, you must pay the full cash toll at the tollbooth until you make a payment to your account. In addition, you must not use the "E-ZPass Only" lanes. Until you make a payment to your account, you should remove the transponder from your vehicle or place it in the silver "no read" bag that you received with your E-ZPass transponder kit. If you attempt to use your transponder when there is an insufficient balance in your account, you may be considered a violator if you do not pay the full cash toll. You will also be required to pay administrative fees. Before you can use your transponder again, you must make a payment to your account.

Q: What if I move or want to change my payment method or add vehicles to my account?

A: Call the Service Center at 1-888-EZPassDE (1-888-397-2773) or go online to www.EZPassDE.com to change your address, payment method, or the vehicles assigned to your account.

Q: Can I have more than one transponder? Does it cost me more?

A: Individual applicants may request up to eight transponders on a single account. Commercial accounts have no limit to the number of transponders they may have on a single account. Each transponder requires a non-refundable \$15 transponder fee.

Q. Why is DelDOT charging the \$15 Transponder Fee?

A: As the E-ZPass program matures and continues to grow in popularity, the toll agencies are realizing the staggering cost of transponders and their replacement. There are many methods being used to recoup the investment in transponders. DelDOT has elected to charge this one-time fee while others charge monthly or annual fees.

Q. Must I pay the fee for the replacement transponder if my transponder is defective?

A: If your transponder is found to be defective within three (3) years of issuance, it will be replaced free of charge.

Q. Must I pay the fee for the replacement transponder if my transponder is damaged?

A: If your transponder is damaged, you will need to pay the transponder fee if you elect to have it replaced.

Q. Will the Transponder Fee be refunded if I close my account and/or return the transponder?

A: No, this fee is non-refundable. If you are closing your account, please return the transponder(s) so that DelDOT may dispose of it safely.

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

A: No, the initial prepaid toll amount of \$25 applies to an account, which can include up to eight vehicles.

Q: Can I use my transponder in other vehicles?

A: Yes, you may transfer a transponder between vehicles as long as they are of the same vehicle class. For example, a transponder from a pickup truck can be used on an SUV, but not on a tractor-trailer. There are penalties for using a transponder in a different vehicle class.

Q: I sometimes pull a trailer with my vehicle. Can I still use my transponder?

A: Yes. In this instance, the equipment in the lane identifies that your vehicle is pulling a trailer and charges you accordingly. We recommend that you add the license plate and trailer information to your account. If you think this will be a regular occurrence, you should call the Service Center and have them send you a transponder programmed for the vehicle classification you use most frequently. You should never use your transponder in a vehicle type other than the one you initially requested (i.e., car transponder in tractor-trailer).

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

A: First, call your credit card company to report the loss or theft. Then, call the Service Center at 1-888-EZPassDE (1-888-397-2773) and report the loss. Another credit card or method of payment is required until your new card is issued.

Q: What if I am issued a new credit card?

A: Call the Service Center at 1-888-EZPassDE (1-888-397-2773) or visit our website to update your credit card information.

Q: Will I get a statement?

A: Yes. You will receive an itemized monthly electronic statement for the first month and quarterly (every three months) thereafter via e-mail. If you desire, you have the option to continue receiving electronic monthly statements for a fee of \$1 for each month that you would not normally receive a statement (\$8.00 per year). You can also view your transactions on the web free of charge.

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

A: No. Your account statement serves as your receipt for all E-ZPass trips.

Q: How can the website help me manage my account?

A: Using the Delaware E-ZPass website, you can:

- Add or remove vehicles from your account
- Change your PIN
- Modify or replace the credit card(s)/bank account used for replenishment of your account
- Change your address and other contact information
- Make a one-time payment with your credit card/bank account
- See which facilities accept E-ZPass for payment
- View the Terms and Conditions
- Request additional transponder(s)
- Report lost or stolen transponder(s)
- View your recent transaction history
- Send us an e-mail with a question or comment
- View the frequently asked questions
- Get the most up-to-date Delaware E-ZPass information
- Get directions to our main walk-in center in Dover, Delaware
- Check your discount plan activity

Q: What if I have any other questions?

A: Use the Contact Us button on our Website page, call 1-888-EZPassDE (1-888-397-2773) to speak with a customer service representative during regular business hours: 7 am - 7 pm, Monday - Friday; 8 am - 2 pm, Saturday. You may receive automated account information by calling 1-888-EZPassDE (1-888397-2773) 24 hours a day, 7 days a week.

Troubleshooting Chart

You drive through a lane, and you do not get an “E-ZPass Thanx” message or green light:

1. Continue to drive through the lane if it is an E-ZPass only lane. If it is an attended lane, stop and pay the toll.
2. Take note of the plaza and the lane where there is a problem.

Once you stop the vehicle:

3. Ensure your transponder is properly mounted.
4. Call the Service Center. They will help you troubleshoot the problem.

You are an E-ZPass customer and you receive a violation notice:

1. Fill out the appeal form on the violation notice and return it as requested.
2. Ensure your transponder is properly mounted.
3. Research the reason for the violation:
 - Was your credit card valid?
 - Did you give us the license plate number of this vehicle?
5. Call the Service Center and they will help you troubleshoot the problem.

You have not received a statement lately:

1. Unless there were toll transactions or financial activity on your account during the period, you do not receive a statement for that period.
2. Unless specifically requested, your statement is sent quarterly.
3. Have you given us an updated email address?
4. If you still believe an error has been made, you can get instant access to your transactions by going to www.EZPassDE.com.
5. Call the Service Center to update your email address or report the problem.

You want to use your transponder in another vehicle:

1. Is it the same vehicle type? (Number of axles, etc.)
2. Have you registered this vehicle with the Service Center?
3. If you do not already have extra fasteners, call the Service Center to request them.
4. Read this guide and properly mount your transponder in the new vehicle.

You forget your transponder when you get on the road:

1. Only use a cash lane.
2. You have to pay the full toll with cash at all toll plazas.

You get in a lane that is not equipped with E-ZPass:

1. Never back up in a toll lane unless instructed to do so by toll plaza personnel.
2. You have to pay the full toll with cash.

E-ZPASS DELAWARE LOCATIONS

Delaware E-ZPass Service Center

22-24 W. Loockerman St. DOVER, DELAWARE 19904

HOURS OF OPERATION: PHONE: 7 AM - 7 PM, MONDAY - FRIDAY – 8 AM - 2 PM, SATURDAY AUTOMATED ACCOUNT INFORMATION: 24 HOURS A DAY - 7 DAYS A WEEK WALK-IN: 7 AM - 7 PM MONDAY - FRIDAY – 8 AM - 2 PM SATURDAY PHONE: 1-888-397-2773 FAX: (302) 677-7274

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Biddle's Corner Toll Plaza SR-1

2111 DUPONT HIGHWAY MIDDLETOWN, DELAWARE 19709 WALK-IN 24 HOURS A DAY, 7 DAYS A WEEK

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DOVER TOLL PLAZA SR-1

200 PLAZA DRIVE DOVER, DELAWARE 19901 WALK-IN 24 HOURS A DAY, 7 DAYS A WEEK

* * *

NEWARK TOLL PLAZA 1-95

1200 WHITTAKER ROAD NEWARK, DELAWARE 19702 WALK-IN 24 HOURS A DAY, 7 DAYS A WEEK