FAST FACTS

WHAT YOU NEED TO KNOW

- E-ZPass is a convenient choice for electronic toll payment.
- Deposit $35 in prepaid tolls into your E-ZPass account.
- E-ZPass pays tolls from a prepaid account.
- There is no additional cost or processing fee.
- E-ZPass is accepted in 16 states including Virginia. Locally, E-ZPass can be used at the Downtown Tunnel, Midtown Tunnel, South Norfolk Jordan Bridge, Chesapeake Expressway and the Chesapeake Bay Bridge-Tunnel.
- Save more than $2 per trip by paying with E-ZPass when traveling the Downtown Tunnel, Midtown Tunnel or South Norfolk Jordan Bridge.

For more information visit the website at EZPassVA.com or call 1-877-762-7824.
HOW TO SET UP YOUR E-ZPASS ACCOUNT:

STEP 1: SIGN UP
You can open an E-ZPass account with just a $35 prepaid balance. Choose how you’d like to get started:

- Apply online
- Call E-ZPass
- Go to a Customer Service Center
- Mail in an application
- Get an E-ZPass On-the-Go at a participating retailer

STEP 2: CHOOSE
Choose to fund or replenish your E-ZPass account automatically or manually:

- **Automatic Replenishment**
  Automatic is the most convenient and popular way to manage your E-ZPass account. When a low balance level is reached, your predetermined replenishment amount transfers to your E-ZPass account from a credit card or checking account.

- **Manual Replenishment**
  Add funds to your E-ZPass account by phone, online with a credit card, with cash or check at one of the nearby E-ZPass Customer Service Centers, or with a Reload Card at participating retailers.

STEP 3: MANAGE
After you set up your account and install your transponder, there are many convenient ways to manage your account:

- Sign up for email and text notifications
- Make sure your E-ZPass account balance stays positive. E-ZPass does not pay for toll facility invoices you receive in the mail—you’ll have to pay them directly.
- Keep your account information up-to-date with your vehicle license plates, contact details, payment methods, etc.

Contact Information for E-ZPass

- **Website**: EZPassVA.com
- **Telephone**: 877-762-7824 or 800-828-1120 (for TTY users)
  M-F, 7 a.m. to 7 p.m. (excluding state and federal holidays)
- **Fax**: 540-862-8849