

CHECK LIST TO RESOLVE SOME COMMON ISSUES WITH TOLLING BILLS

Please walk through and check-off each clickable box that provides you an explanation of the potential issue and provides a link to resolve that specific issue.

- Credit Card expired?**
Unfunded *E-ZPass* accounts with a negative balance are set to inactive status. Trips on Maryland toll roads are then charged at the Video Toll rate and not counted toward commuter discount plans. Log in and click on BILLING tab to update credit cards/bank accounts: [here](#).
- Credit Card or Bank Account set to auto replenish to avoid negative balances?**
Auto replenishment is the *E-Z*est way to ensure your account is always funded. Log in and click on BILLING tab to update credit cards/bank accounts: [here](#).
- Need to add a Credit Card?**
Adding a credit card is easy to do and with auto-replenishment can make sure account is always funded. View our video [here](#). Log in and click on BILLING tab to update credit cards/bank accounts: [here](#).
- License Plates for ALL vehicles linked with your transponder?**
Log in and click on VEHICLES tab to update your license plates/vehicles: [here](#).
- E-ZPass* properly mounted?**
View our step-by-step installation instructions: [here](#). View our transponder “waver” video [here](#) to learn how properly mounting your *E-ZPass* transponder saves you money.
- Is Your Address Current with the MVA?**
Did you know that MDTA mails Video Tolls using the addresses on file with the Motor Vehicle Administration? Click [here](#) to learn more about how to update your change of address.
- Have you Renewed Your Hatem Bridge Plan?**
Hatem plans require prepayment renewal every year before the expiration date. Go to [here](#) for the application details.
- I am an *E-ZPass* Customer, why am I getting an I-Toll?**
Go to [here](#) to view our I-Toll video.
- Do You Know How to Pay Video Tolls Online?**
View our video [here](#) on how to pay Video Tolls online. You can pay your Video Tolls [here](#). If you pay before the Video Toll is mailed, you'll save 15% (up to \$5 per transaction). Keep saving on every trip with *E-ZPass* or Pay-By-Plate.



Are you driving less, teleworking more, and receiving **unused commuter trip (UUCT) charges on your statement?**

Consider removing discount plans if you are regularly receiving UUCT charges on statements. Visit [here](#) to learn more about [Discount Plans](#).