

# Pay By Mail Fee Changes

- As directed by the Texas Legislature in SB 312 the Texas Transportation Commission adopted a rule setting the late fee at \$4 per statement per month. The department may not charge a customer more than \$48 in late fees in a 12-month period. See fee table on page 2.
- The changes are effective for tolls incurred on or after March 1, 2018.
- The following toll roads are affected by the new late fees:
  - SH 130
  - Loop 1 - excludes MoPac managed lanes operated by the Central Texas Regional Mobility Authority (CTRMA)
  - SH 45N
  - SH 45SE
  - SH 99 (Grand Parkway) – excludes portions operated by Fort Bend County Toll Road Authority (FBCTRA)
- Late fees will no longer be charged per transaction. Instead they will be charged per statement.
- The mailing fee, returned check fee, etc. are not included in the late fee and will continue to be charged separately.
- All accounts in collections will be handled by TxDOT's prime vendor (Conduent) starting March 1, 2018. This means that customers will be able to contact the TxTag Customer Service Center (1-888-468-9824) directly regarding ALL outstanding tolls/fees.
- Pay By Mail customers will soon be able to opt-in to receive statements via email.

**Fee Structure Beginning March 1, 2018**  
**This fee structure is per invoice/statement**

<b>Example</b>	<b>Description</b>	<b>Total</b>
First Statement	Tolls + Mail Fee (\$0.65 + \$1.15)	\$1.80
Past Due Statement	Tolls + Add 2nd Mail Fee + Late Fee (\$0.65 + \$1.15 + \$1.15 + \$4.00)	\$6.95
Final Notice	Tolls + Add 3rd Mail Fee + 2nd Late Fee (\$0.65 + \$1.15 + \$1.15 + \$1.15 + \$4.00 + \$4.00)	\$12.10
Eligible for Collections	Balance due sent to Collections + Mail Fee + Late Fee (\$12.10 + \$1.15 + \$4.00)	\$17.25

**Fee Structure Prior to March 1, 2018**  
**This fee structure was per transaction**

<b>Example</b>	<b>Description</b>	<b>Total</b>
First Statement	Tolls + Mail Fee (\$0.65 + \$1.15)	\$1.80
Past Due Statement	Tolls + 2nd Mail Fee (\$1.80 + \$1.15 + \$1.15)	\$2.95
Final Notice	Tolls + Violation Fee (\$0.65 + \$5.00)	\$5.65
Transferred to Collections	Tolls + Collection Fee (\$0.65 + \$25.00)	\$25.65
Transferred to Court	Tolls + Court Fee, Fines (\$0.65 + Up to \$350.00)	Up to \$350.65