

Fee Dismissal Q&A

In the spirit of providing good customer service, TxDOT has decided to waive late fees associated with unpaid toll transactions prior to March 1, 2018. This means that all unpaid late fees that were incurred prior to March 1, 2018 will be waived. In the coming weeks customers will only see the new late fee of \$4 per statement on their statement after 30 days of nonpayment (it may take a little longer to clear the balance of previous late fees from our online system, but customers should be assured that we will not be billing for these previous late fees.)

Customers are still required to pay the toll charges remaining on their accounts. Please note, this only applies to TxDOT owned/operated toll roads: SH 130 (from I-35/Georgetown to I-10 near Seguin), SH 45N, SH 45SE, Loop 1 (excluding Mopac managed lanes operated by the Central Texas Regional Mobility Authority) in Austin and SH 99 (Grand Parkway, excluding portions operated by the Fort Bend County Toll Road Authority) in Houston, Texas.

Q: What is happening with TxDOT's new late fee structure?

A: The late fee structure is now much simpler. In response to provisions in SB 312, the Texas Transportation Commission adopted a rule setting the late fee for unpaid tolls at \$4 per monthly statement. TxDOT may not charge a customer more than \$48 in late fees in a 12-month period. The changes are effective for tolls incurred on or after March 1, 2018.

Q: Why has TxDOT decided to waive past late fees?

A: In effort to provide better service and avoid confusion for customers, TxDOT has decided to waive late fees associated with unpaid toll transactions prior to March 1, 2018. This means that all unpaid late fees that were incurred prior to March 1, 2018 will be waived. In the coming weeks customers will only see the new late fee of \$4 per statement on their statement after 30 days of nonpayment.

This is a one-time fee waiver and customers are still required to pay the toll charges remaining on their account. Customers are encouraged to pay their toll charges to avoid any new late fees. We also encourage customers to sign up for a TxTag account with a credit card that allows for auto-replenishment. It's these TxTag customers who have the best, seamless experience with the electronic tolling system and pay 25% less on tolls.

Q: Will drivers be required to pay their outstanding tolls in collections?

A: Yes, drivers/customers are required to pay all overdue tolls. Only the late fees that had been applied to those toll transactions have been waived. Again, we encourage customers to open a TxTag account and sign up for Autopay.

Q: What roadways are affected by this fee dismissal?

A: SH 130 (from I-35/Georgetown to I-10 near Seguin), Loop 1 (excluding Mopac managed lanes operated by the Central Texas Regional Mobility Authority), SH 45N, and SH 45SE in Austin and SH 99 (Grand Parkway, excluding portions operated by the Fort Bend County Toll Road Authority) in Houston are affected by the fee dismissal.

Q: Does this mean that customers who were in collections and owed substantial fees will no longer be in collections, but just owe the tolls?

A: These customers are still in collections status with TxTag but now only owe their past-due toll charges. After 30 days of not paying their new toll bill that is in collections status, they will start accruing the new \$4 late fee.

Q: Do customers need to contact a collection agency to pay their outstanding tolls?

A: No. Customers should contact the TxTag Customer Service Center (1-888-468-9824) directly regarding ALL past-due toll charges, including tolls in collections status.

Q: What about those drivers who previously made payment arrangements with the collection agency or paid previous fees? Will they be reimbursed?

A: Drivers who previously made payments toward their outstanding fees will not be reimbursed. We very much appreciate those who did the right thing and paid their tolls and any late fees associated with those late payments.

Q: When will fees be removed from customer accounts?

A: Fees will not appear on mailed statements, but it will take a few weeks for them to be removed from our online system.

Q: When will customers see their new balance that only includes tolls?

A: Customers will see their new total outstanding balance in the coming weeks. TxTag will place a message at the top of customer statements once the fees have been removed.

New Late Fee Structure Beginning March 1, 2018

THIS FEE STRUCTURE IS PER INVOICE/STATEMENT

Example	Description		Total
First Statement	Mail Fee	($\$1.15$)	\$1.15
Past Due Statement	Add 2nd Mail Fee + Late Fee	($\$1.15 + \$1.15 + \$4.00$)	\$6.30
Final Notice	Add 3rd Mail Fee + 2nd Late Fee	($\$1.15 + \$1.15 + \$1.15 + \$4.00 + \$4.00$)	\$11.45
Eligible for Collections	Balance due sent to Collections + Mail Fee + Late Fee	($\$11.45 + \$1.15 + \$4.00$)	\$16.60