

# ***E-ZPass Maryland Video Tolling***

## **Frequently Asked Questions**

### **General**

#### **What is a Video Toll transaction?**

A Video Toll transaction occurs when a vehicle goes through a toll-collection facility in Maryland without paying the toll using cash or an *E-ZPass*® account. The registered owner of the vehicle is mailed a Notice of Toll(s) Due (NOTD), which would arrive usually within three to six weeks, to pay the applicable Video Toll Rate.

**\*\*\*REMINDER:** *The Intercounty Connector (ICC)/MD 200 is an ALL electronic toll road, and cash is not accepted. Customers without a valid E-ZPass account are charged the Video Toll Rate.*

*Video Toll Rates at all Maryland toll facilities are 150% of the base rate with a minimum of \$1/maximum of \$15 above the base rate.*

#### **Why did I receive a Notice of Toll Due (NOTD)?**

An NOTD is an administrative notice of a Video Toll transaction. When a vehicle goes through a toll-collection facility in Maryland without paying the toll with cash or *E-ZPass*, an NOTD will be issued to the registered owner of the vehicle. If you are not the registered owner of the vehicle identified on the NOTD you receive, it is because the registered owner of the vehicle transferred liability of the Video Toll to you.

#### **I have an *E-ZPass*® account. Why did I receive this notice?**

Some of the most common reasons are:

- Insufficient funds on your *E-ZPass* account at the time of the transaction;
- The credit/debit card on the *E-ZPass* account has expired or was declined;
- The license plate of the vehicle is not listed on your *E-ZPass* account and no transponder was detected during the transaction; or
- Your *E-ZPass* account is a Hatem Bridge Choice “A” Plan that is valid only at the Thomas J. Hatem Memorial Bridge (US 40).

#### **I do not own the car shown on the NOTD. Why did I get this notice?**

Some of the most common reasons are:

- You leased or rented the vehicle at the time of the Video Toll transaction and the owner transferred liability to you.
- You accepted liability for the toll transaction in an affidavit filed with the Maryland Transportation Authority (MDTA) or the court.

#### **How can I avoid future Video Toll transactions?**

By paying the toll at the time of passage through the toll-collection facility either by using cash or an *E-ZPass* account that you have opened and kept up to date.

## **Payments**

### **How do I pay the Video Toll transaction?**

You can make a payment by:

- Visiting [ezpassmd.com](http://ezpassmd.com);
- Mailing the remittance coupon included with your NOTD along with a check or money order payable to the Maryland Transportation Authority to P.O. Box 17600, Baltimore, MD 21297;
- Visiting an *E-ZPass* Maryland Stop-In Center located adjacent to most toll plazas; or
- Calling the *E-ZPass* Maryland Customer Service Center during regular business hours (7 a.m. - 6 p.m., Monday - Friday) at 1-888-321-6824.

Payments through the website or over the phone require a valid credit card or debit card. Please have the mailing number or transaction number, which is printed on the notice, available when making a payment.

### **How do I access my unpaid Video Toll transactions?**

Visit [ezpassmd.com](http://ezpassmd.com) or contact 1-888-321-6824. Please have the mailing number for the most recent correspondence available.

### **Will partial payments be accepted?**

Yes. Partial payments are applied to the transactions you identify to pay. Be aware that any payment, even a partial payment, is an admission that you owe the Video Toll and is a waiver of available defenses to the Video Toll. To avoid a Toll Violation, you must pay the full amount due by the NOTD Payment Date.

- If your payment is less than the total amount due, the MDTA will apply your payment to the Video Toll transactions you have selected to pay.
- If you do not identify the specific Video Toll transactions you would like to pay by marking “pay” on the individual NOTD remittance coupon, then the MDTA will apply your partial payment to any outstanding Video Toll transactions in that mailing, applying the partial payment to the oldest transaction first.

### **What happens to any remaining unpaid Video Toll transactions once my partial payment has been applied?**

Your transactions continue through the Citation process. If you do not pay the Video Toll transaction(s) by the NOTD Payment Due Date, then a Toll Violation will result and a Citation will be issued for each unpaid Video Toll transaction. Each Citation assesses a \$50 civil penalty. Failure to pay or contest the Toll Violation can lead to suspension of or refusal to renew your Maryland vehicle registration and/or referral to the Maryland Central Collection Unit (CCU).

### **What if someone else was driving my car?**

Maryland law provides several defenses for Video Toll transactions, which are included on the back of the NOTD and Citation.

### **What if the NOTD was sent to me in error?**

Please notify the MDTA by:

- Contacting us at [ezpassmd.com](http://ezpassmd.com);
- Contacting the *E-ZPass* Customer Service Center at 1-888-321-6824; or
- Visiting an MDTA Stop-In Center.

If the MDTA agrees that you are not responsible for the Video Toll transaction, the Video Toll will be dismissed. If the MDTA's records support that you are responsible for the Video Toll, the amount due must be paid by the NOTD Payment Due Date.

## **Citations and Court**

### **What is a Citation?**

If you do not pay the full Video Toll payment by the NOTD Payment Due Date, then a Toll Violation will result and a Citation will be issued for each unpaid Video Toll transaction. Each Citation assesses a \$50 civil penalty. You may pay the Video Toll amount and the civil penalty or you may contest the Toll Violation to District Court.

### **How do I contest the Toll Violation to District Court?**

Your request to contest the Toll Violation to District Court must be submitted to the MDTA by the Citation Payment Due Date. The request to contest liability of the Toll Violation can be submitted by visiting our website [ezpassmd.com](http://ezpassmd.com), by writing to P.O. Box 17600, Baltimore, MD 21297 or by visiting an *E-ZPass* Maryland Stop-In Center.

### **What happens if I fail to pay the Citation or appear in court?**

Failure to pay the Video Toll and civil penalty or to appear in court is an admission of liability of the Toll Violation and a waiver of available defenses. Your vehicle registration may be flagged for non-renewal or suspension depending on the amount due for the outstanding Toll Violations and the state in which your vehicle is registered. Additionally, the amount due may be referred to the CCU for collection.

## **Maryland Motor Vehicle Administration (MVA) Referral**

### **Why is MVA refusing to renew my vehicle registration?**

If a Toll Violation, which includes the Video Toll amount and civil penalty, remains unpaid, and the vehicle is registered in Maryland, the MDTA advises the MVA to flag your registration and prevent renewal until the unpaid toll violations are resolved. After you have paid the amount due, the MDTA notifies the MVA. Please note that the MVA may continue to refuse to register the vehicle if there are unresolved issues with other agencies. Please be advised that the MVA may charge you additional fees. The MDTA will provide you notice prior to making this referral and request payment of the total amount due in order to avoid the referral.

**Why is my vehicle registration suspended?**

If the total outstanding amount due for Toll Violations for a single vehicle exceeds \$1,000 and the vehicle is registered in Maryland, the MDTA advises the MVA to suspend your registration immediately. After you have paid the amount due to the MDTA, the MVA is notified to allow the registration to be reinstated. Please note that the MVA may refuse to reinstate the registration or to renew the registration if there are unresolved issues with other agencies. Please be advised that the MVA may charge additional fees for both the lifting of the suspension and of the flag for nonrenewal. The MDTA will provide you notice prior to making this referral and request payment of the total amount due in order to avoid the referral.

**Maryland Central Collection Unit (CCU) Referral****What happens when debt is referred to the Maryland Central Collection Unit (CCU)?**

When toll violations remain unpaid, the MDTA refers the debt to CCU. Debt that is referred to CCU must be paid through CCU; the MDTA can no longer take payments for these Toll Violations, which include the Video Toll amount and civil penalties. CCU has authority to collect debt through court action; wage garnishments; interception of payments from state and federal agencies, including income tax return's; and reports unpaid debt to credit bureaus, potentially affecting an individual's credit rating. The MDTA will provide you notice prior to making this referral and request payment of the total amount due in order to avoid the referral.

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