



Pennsylvania Turnpike Commission

Commercial Vehicle Program

Information Guide

The Pennsylvania Turnpike is the best way for commercial vehicles to travel Pennsylvania with easy access to all major Pennsylvania markets and Pennsylvania's Interstate highway system. The Pennsylvania Turnpike Commission (PTC) E-ZPass commercial vehicle program makes travel on the Pennsylvania Turnpike easier for both drivers and companies. It provides the convenience of completing a toll transaction without cash or tickets and pass by a tollbooth without having to stop and pay. It helps ease congestion at busy Pennsylvania Turnpike interchanges and works outside of Pennsylvania for seamless travel to many surrounding states. The Pennsylvania Turnpike Commission's commercial E-ZPass program also provides detailed reports of toll charges, and carriers can earn toll discounts of up to 20%*.

Who is eligible for the program?

Commercial vehicle accounts are available to companies that have vehicles used for commercial business. Companies can open prepaid and postpaid accounts based on eligibility criteria. Prepaid accounts deduct toll charges from an opening balance determined by usage, and replenish automatically via credit card or bank account draft. Postpaid account holders are billed monthly for their toll usage on the Pennsylvania Turnpike. (See *account types listed below*). This includes fleets of Class 1 passenger cars, which offer commercial services. A commercial vehicle account may be opened for one car, one truck or a number of vehicles. To be eligible for a postpaid account, a company must charge a minimum of \$1,000* annually on the Pennsylvania Turnpike.

Account Types

1. **Prepaid/Postpaid (CVO1)** – This account offers a postpaid option for commercial vehicle customers not currently enrolled in any other E-ZPass program. It requires annual usage on the Pennsylvania Turnpike of at least \$1,000* and a **surety bond** in an amount equal to two months gross tolls on the Pennsylvania Turnpike or a minimum of \$3,000*. Your E-ZPass usage on the Pennsylvania Turnpike will be invoiced monthly. This invoice is only eligible for a volume discount if payment is postmarked by the 24th of each month. The Pennsylvania Turnpike Commission E-ZPass Customer Service Center accepts checks, cash (walk-in only), or money orders for payment of invoices. Invoices cannot be paid by credit card. Invoices must be paid within 30 days to avoid interest (see Commercial vehicle E-ZPass Agreement), and will include a monthly service fee. A prepaid balance is required for travel on other E-ZPass roadways (see CVO2).
2. **Prepaid Only – No Invoice (CVO2)** – This account offers a prepaid option for commercial vehicle customers not currently enrolled in any other E-ZPass program. An initial payment of 45 days worth of tolls or \$500* (whichever is greater) is required to open your prepaid CVO E-ZPass account. This is the minimum amount needed to replenish this account. Replenishment takes place when your E-ZPass account balance reaches a low balance value of 20%* of the replenishment amount or less. **Prepaid Only** accounts are **not** eligible for discounts. The replenishment amount must be increased if an account needs to be replenished more than twice a month. The Pennsylvania Turnpike Commission E-ZPass

Customer Service Center accepts credit cards, checks, cash (walk-in only), or money orders to open a prepaid account. Replenishment must be set up using a primary and a secondary form of automatic payment, either two credit cards, two bank accounts, or one of each.

3. **Companion** (CVO3) – This option is for other E-ZPass agency customers whose annual usage on the Pennsylvania Turnpike is at least \$1,000* and want a postpaid account for discounts. This option requires a **surety bond** in an amount equal to two months gross tolls on the Pennsylvania Turnpike or a minimum of \$3,000*. Your E-ZPass usage on the Pennsylvania Turnpike will be invoiced monthly. This invoice is only eligible for a volume discount if payment is postmarked by the 24th of each month. The Pennsylvania Turnpike Commission E-ZPass Customer Service Center accepts checks, cash (walk-in only), or money orders for payment of invoices. Invoices cannot be paid by credit card. Invoices must be paid within 30 days to avoid interest (see Commercial Vehicle E-ZPass Agreement), and will include a monthly service fee.
4. **Companion Plus** (CVO4) – This option is for other E-ZPass agency customers who want PTC transponders added to their account. Annual usage on the Pennsylvania Turnpike must be at least \$1,000*. This option requires a **surety bond** in an amount equal to two months gross tolls on the Pennsylvania Turnpike or a minimum of \$3,000*. Your E-ZPass usage on the Pennsylvania Turnpike will be invoiced monthly. This invoice is only eligible for a volume discount if payment is postmarked by the 24th of each month. The Pennsylvania Turnpike Commission E-ZPass Customer Service Center accepts checks, cash (walk-in only), or money orders for payment of invoices. Invoices cannot be paid by credit card. Invoices must be paid within 30 days to avoid interest (see Commercial Vehicle E-ZPass Agreement), and will include a monthly Service Fee as described in Section 5. A prepaid balance is required for added PTC transponders (see CVO2).
5. **Government (GOV1)** - Annual usage on the Pennsylvania Turnpike must be at least \$1,000*. Your E-ZPass usage on the Pennsylvania Turnpike will be invoiced monthly. This invoice is only eligible for a volume discount if payment is postmarked by the 24th of each month. The Pennsylvania Turnpike Commission E-ZPass Customer Service Center accepts checks, cash (walk-in only), or money orders for payment of invoices. Invoices cannot be paid by credit card. Invoices must be paid within 30 days (see Commercial Vehicle E-ZPass Agreement), and will include a monthly service fee. A prepaid balance is required for travel on other E-ZPass roadways (see CVO2).

Post paid Surety Requirements

Credit for a postpaid account is secured with the Pennsylvania Turnpike Commission by providing a surety bond. A surety bond is an insurance policy that guarantees that the Pennsylvania Turnpike Commission will receive payment in the event the account holder defaults on payment of its invoice. The surety bond is equal to the greater of two month's gross tolls on the Pennsylvania Turnpike or a minimum of \$3,000*. In lieu of a surety bond, the Pennsylvania Turnpike Commission will accept a certified or cashier's check in the amount of the required bond.

The Pennsylvania Turnpike Commission will periodically review each account to ensure there is a proper amount of surety. If an increase in surety is required, the company must supply the added surety within 30 days after being notified.

A blank surety form is available on the web at www.paturndpike.com for downloading or printing. This form may also be emailed to your surety provider for completion. Please do not return applications without the proper surety bond attached.

Volume Discounts

Commercial vehicle account holders who frequently travel the Pennsylvania Turnpike and meet volume requirements for their travel on the Pennsylvania Turnpike may be eligible for discounts on their tolls. These volume discounts provide substantial savings to commercial carriers. Prepaid only accounts are not eligible for volume discounts.

Discount Schedule

<u>Amount of Monthly Invoice</u>	<u>Discount Provided</u>
\$1,000.00 to \$5,000.00*	10%
\$5,000.01 to \$10,000.00*	15%
\$10,000.01 and over*	20%

In order to take advantage of any eligible discount, payment must be postmarked by the 24th of the month.

Transponders

1. Interior and waterproof exterior mount transponders must be purchased at a cost of **\$25.00*** plus sales tax where applicable.
2. Bumper mount transponders must be purchased at a cost of **\$30.00*** plus sales tax where applicable. These transponders are for vehicles with special features (i.e. heating elements, metallic oxides and some tints) that have been installed in or on the windshield preventing the transponder signal from being read. You may be able to confirm whether or not your vehicle is equipped with any of these features by contacting your dealer. If you have any questions regarding the use of this transponder please call the Pennsylvania Turnpike Commission Customer Service Center at 1-877-PENNPASS (736-6727).
3. Roof mount transponders must be purchased at a cost of **\$30.00*** plus sales tax where applicable. These transponders are for buses. If you have any questions regarding the use of this transponder please call the Pennsylvania Turnpike Commission Customer Service Center at 1-877-PENNPASS.
4. Transponders cannot be transferred, assigned, sold, or otherwise provided to any other individual or entity without the express written consent of the Pennsylvania Turnpike Commission.
5. Transponders are non-refundable and non-returnable. However, the services associated with the transponders; may be discontinued by the Pennsylvania Turnpike Commission at any time.
6. Commercial vehicle customers agree to dispose of transponders according to guidelines published by the Department of Environmental Protection.
7. Once an application has been received and processed by the Pennsylvania Turnpike Commission, it should take about 4 weeks for the customer to receive their transponder(s).

Service Fees

Monthly Account Service Fee: \$.50 will be charged for each transponder to which a transaction is posted during a given month. There will be no service fee for those transponders that were not used in that month.

Monthly Detailed Statements

The Pennsylvania Turnpike Commission provides all commercial vehicle accounts with a detailed record of their E-ZPass charges via the Internet **free of charge**. This service helps companies maintain records of business expenses and monitor E-ZPass usage. Online accounts are password protected.

Pennsylvania Turnpike transactions are typically posted within 24-48 hours. Out of state transactions are posted as soon as they are received.

The following information is provided each month:

- The individual transponder number
- The vehicle class
- The entry interchange
- The entry date and time
- The exit interchange
- The exit date and time
- The amount of the fare

Transactions are sorted by transaction dates. Statements show both transaction and posting dates. The information may be viewed, printed out, or downloaded into the company's own computer system. **Transactions are available for viewing for 120 days. Please retain your monthly statement information for year-end purposes.**

Optional printed monthly statements are available at a cost based on the number of transponders on the account (\$10.00 for 1-50 transponders, \$15.00 for 51-100 transponders, and \$20,00 for more than 100 transponders.)*

The Monthly Invoice

Invoices are mailed monthly to all accounts. The invoice lists a total of all charges for transactions on the Pennsylvania Turnpike, the total discount available and the net due if postmarked by the 24th of the month. Failure to make payment by the 24th of the month will result in the loss of any discount for that month. Those accounts that did not earn a discount must pay their invoice within 30 days of the date of the invoice. Payments postmarked or received after the 30 day due date will be assessed a late fee of 1.5%* per month on any unpaid balance. Discounts will not be allowed if an account has an unpaid balance. **Delinquent accounts may be subject to suspension of their credit privileges.**

Payment Methods

Prepaid accounts - must be set up with two (2) forms of automatic replenishment. These options include; 2 credit cards, or one credit card and a bank account. The auto replenishment amount on prepaid commercial vehicle accounts will be a minimum of \$500* or the average usage over a 45-day period, whichever amount is greater. Accounts will automatically replenish when they reach a low balance equal to 20% of the replenishment amount.

Postpaid accounts – may be paid by automatic draft from a bank account (ACH), cash (walk-in only), certified check, company check, or money orders.

Lost or Stolen Transponders

It is very important to report lost or stolen E-ZPass transponders immediately. Report a lost or stolen transponder by calling the Pennsylvania Turnpike Commission E-ZPass Customer Service Center at 1-877-PENNPASS (736-6727) and speaking with a Customer Service Representative, reporting it on the phone system (IVR), or sending it over the web at www.paturndpike.com. Please provide the complete 11-digit transponder number for each individual transponder being reported. The security of transponders is the responsibility of the account holder.

You are responsible for all charges that are incurred prior to your reporting the transponder as lost or stolen to the Pennsylvania Turnpike Commission E-ZPass Customer Service Center. Cost of replacement is the customer's responsibility.

Credit Card Program

The Pennsylvania Turnpike will continue to offer its discount program to commercial account post-paid customers based on their combined E-ZPass and credit card monthly usage.

The commercial credit card program will continue until the Pennsylvania Turnpike has implemented E-ZPass on all of its roadways (e.g. Amos K. Hutchinson, James E. Ross highways and Mon-Fayette expressway). The commercial credit card program is open to all commercial carriers who charge a minimum of \$1,000 a year in tolls on the Pennsylvania Turnpike.

Commercial Vehicle Classification

The Pennsylvania Turnpike classifies vehicles and charges tolls based on gross vehicle weight and distance traveled. Visit the toll mileage calculator on the website (www.paturndpike.com) for details.

E-ZPass Lane Information

The speed limit through E-ZPass lanes is 5-miles per hour for trucks and busses. The 5-miles per hour limit is for the safety of all E-ZPass customers and Pennsylvania Turnpike employees.

There will be no lanes dedicated to trucks only, but over 50 new E-ZPass lanes will be added across the system to better serve our commercial vehicle customers.

If you have any questions, please call the Pennsylvania Turnpike's E-ZPass Customer Service Center at 1-877-PENNPASS (736-6727) to speak with a Commercial Customer Service Representative.