

How Your Transponder Works

1.As you pass through a toll lane, your E-ZPass transponder is read in the read zone, which is 10-15 feet prior to the toll booth.

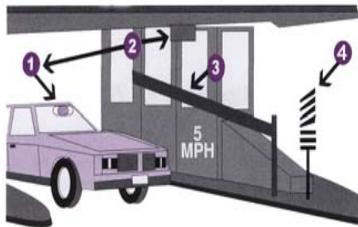
2.Instantly, the transponder is read by an antenna. The proper toll is deducted from your pre-paid E-ZPass Account. *At the CBBT, if you are making a return trip that qualifies for any toll discount, you do not need to do anything special. All discount adjustments are handled automatically by E-ZPass; however, your account must have sufficient available funds.*

3.The gates at the CBBT will raise automatically once a valid transponder is read.

4.A paid message is immediately displayed to you just beyond the toll booth.

If your transponder fails to read and the gate remains down in an unattended lane, look to the left and push the button which has a sign that states **"PRESS BUTTON FOR ASSISTANCE."** This will alert personnel in the plaza that you need assistance. You will then be given further instructions. Do **NOT** back up in any toll lane or get out of your vehicle in the toll lane.

To avoid toll violations, always have your transponder installed properly as per the mounting instructions provided with your transponder. **Do not wave your transponder.**



All lanes at the CBBT are equipped to accept E-ZPass; however, the far left lanes, both northbound and southbound, are dedicated as E-ZPass lanes for CARS AND PICK-UP TRUCKS ONLY. All other vehicles, *including 2-axle, six tire vehicles*, must use a manned lane to ensure proper toll classification. ALL LANES ARE GATED AND CUSTOMERS MUST SLOW DOWN TO A MINIMAL SPEED BEFORE PASSING THROUGH THE TOLL LANES.



If you took an unpaid trip on a Virginia toll facility, you may be able to pay the toll through the "missed-a-toll" process. For more information, visit www.tollroadsinvirginia.com.

E-ZPass Account Replenishment

During this time, when many businesses are closed to the public as a result of COVID-19, automatic replenishment with a credit or debit card is by far the most popular way to manage your E-ZPass account. However, here are a number of manual replenishment options available as well:

- Use a credit or debit card or ACH. Log onto your account at www.EZPassVA.com or call 1.877.762.7824.
- Write a check and mail it to E-ZPass at PO Box 1234, Clifton Forge, VA 24422-1234
- Use the E-ZPass RELOAD card, available at participating retailers (visit www.ezpassva.com/reload for more information)
- Use a prepaid card. Purchase a prepaid credit or debit card at any retailer and use it to replenish by phone or online.

Replenish Points to Remember:

- You may choose to set your account to automatically replenish by setting a pre-determined replenishment amount to be transferred from a debit/credit card or bank account. (Sufficient funds must be available for this to occur.)
- If your account is set up for automatic replenishment, your pre-determined replenishment amount will be transferred into your account **within 24 hours** of reaching the low balance threshold (**up to 72 hours** to register out-of-state). If you experience problems with this and see a yellow light for two (2) days in a row, contact a Customer Service Center immediately. **Remember, the replenishment funds are not INSTANTLY available on your account, so plan ahead!**
- It can take up to 24 hours for new accounts, payments and new transponders to be activated and reflected at Virginia toll plazas, and up to 48 hours at out-of-state facilities.
- Debit/Credit cards must always be valid and have a current expiration date. Should any information change, be sure to update this information securely online or by calling the appropriate E-ZPass Customer Service Office.
- Sign up for email and text notifications. This provides a convenient way to be alerted of a low balance threshold and/or insufficient funds. Visit www.ezpassva.com for more information.
- Toll Collectors do NOT have access to your E-ZPass account, so they cannot answer account questions in the toll lane. (See the far panel for contact information.)

CBBT's 30/30 Discount Class

30 one-way trips/30 days

In January, 2014, the CBBT implemented a 30/30 discount class, or "commuter" rate. This toll rate of \$6.00 each way is available to users who make 30 one-way trips across the CBBT within a 30-day period, *utilizing the same E-ZPass transponder for all 30 trips.*

How it Works:

- The customer must make 30 one-way trips across the CBBT within the last 720 hours, which equals 30 days.
- To qualify for this discount, the crossing must be made in a 2-axle, 4-tire Class 1 passenger vehicle.
- The customer must use the **SAME** E-ZPass transponder for all 30 or more one-way trips.
- The E-ZPass system does a computerized "look back" at the customer's history of trips across the CBBT from the last 720 hours to determine if the customer qualifies for the discounted rate.
- If the customer has made 29 or more trips during the 30-day "look back" period, the one-way toll of \$6.00 is charged, beginning with the 30th trip.
- Additionally, crossings made with a Class 2, Class 3, or Class 4 vehicle will be included in the trip count, but the 30/30 discount does not apply to these classes of vehicles.
- The discount is calculated by the usage of an individual TRANSPONDER, **NOT** an E-ZPass account.
- The discounted toll rate of \$6.00 is **NOT** retroactive.
- The discounted toll rate will **NOT** apply until such time that the transponder reflects 30 or more trips within the past 720 hours, or 30 days.
- If a user breaks the cycle of 30 one-way trips, the toll charge will return to the normal toll rate less any other applicable discount until the threshold is met again.
- It is the customer's responsibility to ensure that there are sufficient funds in their E-ZPass account at all times. Insufficient funds will result in non-acceptance of E-ZPass, thus resulting in a "lost trip" on the commuter account history.

For additional questions or concerns, please contact the CBBT at 757.331.2960.

If you are experiencing problems with your E-ZPass account, please contact E-ZPass at one of the following locations:

Delaware Account Holders 1.888.397.2773 www.ezpassde.com	New Jersey Account Holders 1.888.288.6865 www.ezpassnj.com
Florida Account Holders (Central FL Expressway only) 1.800.353.7277 www.cfxway.com	New York Account Holders 1.800.333.8655 www.ezpassny.com
Illinois Account Holders 1.800.824.7277 www.illinoistollway.com	North Carolina Account Holders 1.877.769.7277 www.ncquickpass.com
Indiana Account Holders 1.888.496.6690 www.getizoom.com	Ohio Account Holders 1.888.876.7453 www.ezpassoh.com
Kentucky Account Holders 1.855.748.5465 www.riverlink.com	Pennsylvania Account Holders 1.877.736.6727 www.patumpike.com/ezpass
Maine Account Holders 1.888.682.7277 www.ezpassmainetumpike.com	Rhode Island Account Holders 1.877.743.9727 www.ritba.org
Maryland Account Holders 1.888.321.6824 www.ezpassmd.com	Virginia Account Holders 1.877.762.7824 www.ezpassva.com
Massachusetts Account Holders 1.877.627.7745 www.massdot.state.ma.us	West Virginia Account Holders 1.800.206.6222 www.wvtumpike.com/ezpass.html
New Hampshire Account Holders 1.877.643.9727 www.ezpassnh.com	

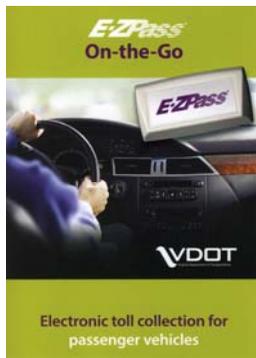
Toll Roads in Virginia: There are a number of toll facilities throughout Virginia operated by a wide variety of owners including public, private, regional and statewide authorities. Whether you are researching for an upcoming trip, need to get to the right place to pay a toll invoice or violation notice, or if you accidentally used a toll facility without paying (*a situation we call "missed-a-toll"*), this website can help you get to the right place.

Visit: www.tollroadsinvirginia.com

E-ZPass On-The-Go

E-ZPass On-the-Go retail transponders are available for purchase from vending machines located outside CBBT Toll Plazas at this time. These transponders retail for \$35 and your transponder is usable right away with a \$20 toll credit. **You must register your transponder before or after your first use by going online to www.ezpassva.com or calling 1.877.762.7824.** Once registered, your additional \$15 will be available as E-ZPass toll credit.

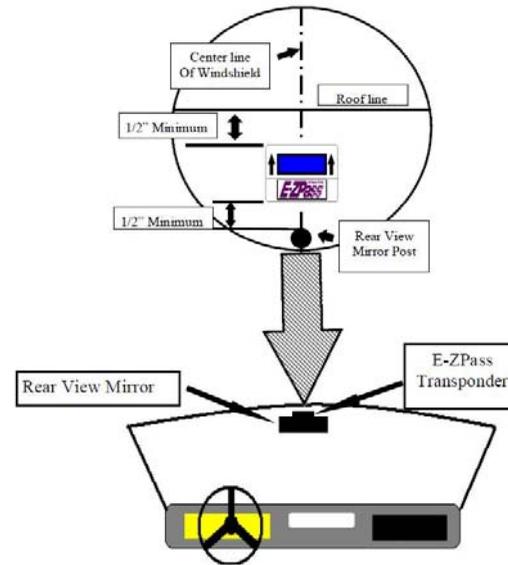
E-ZPass is a prepaid account from which tolls are automatically deducted when the customer passes through a toll facility that accepts E-ZPass. E-ZPass is currently accepted in Virginia and 15 other states (see back panel). **ALL DISCOUNTS OFFERED BY THE CHESAPEAKE BAY BRIDGE-TUNNEL REQUIRE THE USE OF E-ZPASS!** So, **what are you waiting for? Sign up today!**



Transponder Mounting Instructions



It is important that you mount your E-ZPass transponder according to these instructions in order for it to work consistently. Failure to do so may result in the device failing to read, which can result in incorrect toll charges, delays or violation fees.



The E to Z of E-ZPass®

at the Chesapeake Bay Bridge-Tunnel



www.cbdt.com | 757.331.2960

ALL CBBT Toll Discounts require the use of E-ZPass.
Sign up today!

E-ZPass "On-The-Go" transponders are available for purchase through vending machines located outside the plaza buildings of the CBBT, or by visiting www.ezpassva.com to sign up today!



For up-to-date traffic and weather conditions on the CBBT, follow us on Twitter @FollowTheGulls.

CBBT TOLL SCHEDULE (Effective January 1, 2019)

***ALL DISCOUNTS REQUIRE E-ZPASS | Toll Schedule Subject to Change without Notice**

CLASS	DESCRIPTION	TOLL
1	Two-axle, four-tire vehicle including passenger car, pick-up truck, panel truck, station wagon, motorcycle (including all attachments), and minibus/van with 15 or less seating capacity; Two-axle, six tire vehicle less than 8' in height	(OFF-PEAK) \$ 14.00 (PEAK**) 18.00
	*Return trip within 24 hours (using E-ZPass)	(OFF-PEAK) 6.00 (PEAK**) 2.00
(**Peak Season Pricing is Friday thru Sunday during May 15 thru September 15. Off-Peak season pricing is all other times.)		
75*	Class 1 vehicle with 30 or more 1-way trips in 30 days (E-ZPass only)	6.00
2	Class 1 vehicle towing one-axle trailer	20.00
	*Return trip within 24 hours (E-ZPass only)	12.00
3	Class 1 vehicle towing two-axle trailer or other two-axle vehicle.	24.00
	*Return trip within 24 hours (E-ZPass only)	16.00
4	Class 1 vehicle towing three-axle trailer.	29.00
	*Return trip within 24 hours (E-ZPass only)	21.00
8	School Buses as defined by the Code of Virginia, to also include school buses of any color	1.00
14-15	Two-axle bus and three-axle bus	36.00
9	Two-axle, six-tire vehicle over 8' in height (except buses), not to exceed 42,000 lbs.	21.00
10	Three-axle vehicle, (except buses); Class 9 vehicle towing one-axle trailer, not to exceed 63,000 lbs.	25.00
11	Four-axle vehicle; Class 9 vehicle towing two-axle trailer or other two-axle vehicle; Class 10 vehicle towing one-axle trailer, not to exceed 77,700 lbs.	34.00
12	Five-axle vehicle; Class 9 vehicle towing three-axle trailer; Class 10 vehicle towing two-axle trailer; Class 11 vehicle towing one-axle trailer, not to exceed 84,000 lbs.	43.00
13	Six-axle vehicle; Class 10 vehicle towing three-axle trailer; Class 11 vehicle towing two-axle trailer; Class 12 vehicle towing one-axle trailer, not to exceed 84,000 lbs.	52.00
16	Special over-dimension vehicle ¹ , i.e., vehicles unable to maintain 45 mph, at or in excess of 84,000 lbs., 100' in length, or 10'6" in width. (Maximum width permitted, 14'. ¹ Escort fee and prior approval required.	242.00