

MDTA Aged Toll Transactions FAQ

Frequently Asked Questions regarding the posting of previously aged Maryland toll transactions for Delaware E-ZPass customers.

- **Why are Maryland toll transactions from 2020 and 2021 posting now?**

The Maryland Transportation Authority (MDTA) continues processing and posting E-ZPass tolls and Video Tolls (Notices of Toll Due) for the Intercounty Connector (ICC) and other Maryland Toll Roads that were paused due to COVID-19 and Maryland's transition in April 2021 to its new tolling system. You may see tolls posting for trips back to July 2020 during the height of the pandemic. Please note that these are backlogged transactions and were NOT charged to your account at the time of travel for the reasons stated above.

MDTA and E-ZPass are working to control the volume of transactions posted at once to minimize the financial impact. Customers are advised to maintain a positive balance, as backlogged transactions will continue to post in upcoming weeks. If a customer does not maintain a positive account balance and travels a Maryland toll road, a Video Toll transaction will result.

If you have automatic replenishment, your account will have more frequent auto-rebills until all backlogged transactions have posted. If your account is not set up for automatic replenishment, you may update your account at www.ezpassde.com.

- **Is there a way to check to see if I have a NOTD before a noticed is mailed?**

We encourage you to visit www.driveezmd.com regularly to see if Video Toll transactions for your vehicle have posted to the system and are available for payment before an NOTD is mailed. Click on "Pay Tolls" and input the vehicle information. Save 15% (up to \$5 total discount) if you pay before the NOTD is mailed. Payments made electronically after the NOTD mailing date are not eligible for the early payment discount.

- **Will I be charged a late fee?**

No late fees will be assessed. You will be charged the same amount to your E-ZPass account as you would have been charged in 2020, without the delays experienced by MDTA.

- **When will the backlogged trips finish posting to my account?**

Valid trips that occurred since July 2020 will continue to be processed for payment until the buildup of transactions is cleared. As backlogged transactions continue to post through summer 2022, the MDTA reminds E-ZPass account holders to maintain a positive account balance with proper replenishments.

- **Who can I contact with further questions?**

Call the DriveEzMD Customer Information Center toll free at 1-888-321-6824 (711 for MD Relay) between 7 a.m. and 8 p.m. Monday through Friday and Saturdays from 8 a.m. to 2 p.m. In addition, the live chat feature is available during these hours at www.driveezmd.com. As the MDTA continues processing the backlog of transactions, there will continue to be periods of high call and web chat volumes, so wait times will vary.

Always properly mount your E-ZPass transponder to receive the lowest toll rate.