



News Release

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CONTACT: Stephen Meyers (757) 879-2027

Stephen.Meyers@skanska.com

Mittie Rooney (301) 602-8709

mrooney@axcomgroup.com

Macquarie and Skanska Announce ERC Plan to Resolve Toll Collection Issues and Enhance Customer Service at the Elizabeth River Tunnels Project

Hampton Roads, VA, March 31, 2017 – Following a press conference today by Governor Terry McAuliffe, Macquarie and Skanska, which own Elizabeth River Crossings OpCo, LLC (ERC), announce the ERC action plan to resolve recent issues around tolling, billing and customer service at the Elizabeth River Tunnels Project in Hampton Roads, VA.

“Our customers are important to us, and the majority of them have positive experiences. We do realize there have been challenges with a number of drivers with unpaid tolls and fees, and we have not provided the level of customer service and support that they should expect,” said Philip Shucet, the newly named CEO of ERC. “As we hit the reset button and reinforce a customer service first culture, we look forward to working with anyone who needs help settling any outstanding balances or has concerns.”

The tolls produce the revenue required to fund the construction and ongoing operations and maintenance of the tunnels and roads, and are a key element of the agreement with the Commonwealth. There have been unanticipated issues in the accumulation of fees for unpaid tolls. ERC is committed to addressing this and other issues under Shucet’s leadership, and will take steps to facilitate settlements at the agreed upon caps and the use of payment plans.

The plan ERC will execute includes the following:

Settlement Caps

- A cap of \$2,200 has been set on the total amount that can be collected from first time-offending individuals who settle in and out of court. First time offenders are those who have never settled or paid their invoices.
- For first-time offending individuals in the Toll Relief Program, the settlement amount is capped at \$1,100.
- For individuals who have already settled their bills and paid amounts greater than the relevant caps, we will make refunds within 60 days.

Billing and Collections Practices/Customer Service

- ERC is taking direct control of the customer service department which has been run by an outside vendor and a new customer service manager is starting April 17th.
- ERC is making an additional one-time \$500,000 contribution to the Toll Relief Program, which will help to fund more than 650,000 additional subsidized trips thru the tunnel.

Tolling of Vehicles Entering US Route 58 from Tunnel Facility Drive

- ERC and VDOT are still finalizing a solution to the tolling of vehicles that trigger the gantry as they enter US Route 58 when turning from Tunnel Facility Drive.
- In the interim, ERC will record and void tolls for customers who use this access road.

New CEO

As announced on March 30th, Philip Shucet [\[link to release\]](#) has been named the CEO of ERC and will proactively and frequently engage and communicate with the community and local and state government leaders.

“I’m pleased Macquarie and Skanska have responded to the Commonwealth’s concerns related to Elizabeth River Tunnels toll violation collections and customer service,” said Virginia Secretary of Transportation Aubrey Layne. “They have gone above and beyond with actions such as a refund to those who have paid more than the \$2,200 cap and a change of leadership.”

“We are very proud of the award-winning work we have completed at the Elizabeth River Tunnels Project and appreciate the opportunity to significantly improve the level of service we provide to our customers,” added Shucet. “The project is months ahead of schedule and is already winning awards in a number of categories. When we complete work later this year, we will have alleviated congestion and improved safety on one of the most heavily travelled roads in the nation.”

Users of the tunnels are encouraged to contact ERC to settle any overdue bills or to create a payment plan.

ERC Customer Service Information:

Customer service number: 855-ERT-ROAD (855-378-7623) or 757-821-2659

For more information about the Toll Relief Plan please contact VDOT:

Website: <http://www.vdottollrelief.com>

Phone #: 855-530-5506

About ERC

Headquartered in Portsmouth, Virginia, Elizabeth River Crossings OpCo, LLC, is the private partner of the Virginia Department of Transportation for the design, construction, finance, operations and maintenance of the Elizabeth River Tunnels (Downtown Tunnel/Midtown Tunnel/MLK Extension) Project, valued at \$2.1 billion. Located in Norfolk and Portsmouth, Virginia, the Project is comprised of a new two-lane tunnel under the Elizabeth River parallel to the existing Midtown Tunnel; fire, life and safety modifications and upgrades to the existing Midtown Tunnel and Downtown Tunnels; interchange modifications in Norfolk and Portsmouth; and extending the MLK in Portsmouth from London Boulevard to I-264. More information can be found at www.DriveERT.com.

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