



News Release

FOR IMMEDIATE RELEASE

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ERC FOCUSED ON IMPROVING CUSTOMER EXPERIENCE

PORTSMOUTH – Elizabeth River Crossings CEO Philip Shucet announced today changes to the way tunnel users will receive toll bills, and a major restructuring and reduction of late fees for unpaid tolls. The changes, which go into effect today are among several from ERC to improve the customer experience for all users of the Elizabeth River Tunnels.

ERC has implemented a new 30-day monthly billing cycle. The change to a 30-day cycle ends the practice of sending multiple, sometimes confusing invoices every month to customers. Now users of the tunnels will get a single monthly statement that includes all trips in a 30-day period and more closely resembles how customers receive statements for other routine bills like credit cards, cable service and utilities.

Also beginning today, late fees are dramatically reduced. For unpaid tolls over 30 days old, a \$25 late fee will be added to each unpaid statement. The significant change here is that the lower late fee only applies to the statement, and not to individual transactions on the statement.

Under the previous late fee policy for unpaid tolls, pay-by-plate customers incurred a late fee for each individual trip taken through the Elizabeth River Tunnels, and that practice led to the unintended consequence of spiraling fees for some customers. Those unanticipated and unintended consequences end with this new late fee policy.

Now, regardless of the number of trips taken, the late fees are set at a consistent rate of \$25 for every 30 days that the tolls remain unpaid.

ERC emphasizes that it is not running a business based on fees—the company wants customers to be able to pay the lowest toll. And the best way to do that is by signing up for and properly maintaining an E-ZPass account. ERC encourages all its customers, even those who only use the tunnels infrequently, to sign up for an E-ZPass at www.ezpassva.com or toll-free at (877) 762-7824.

There are bound to be questions, and maybe even some confusion, as ERC transitions to the new 30-day statement and implements the new fee. Customers with questions about the new fee structure, settlements or toll bills are encouraged to call the ERC Customer Care Center toll-free at (855) 378-7623. Customer care representatives are standing by to help you.

Headquartered in Portsmouth, Virginia, this public-private partnership is comprised of Elizabeth River Crossings OpCo, LLC and the Virginia Department of Transportation. For more information, visit DriveERT.com or follow us on Twitter at [@DriveERT](https://twitter.com/DriveERT).

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