



News Release

FOR IMMEDIATE RELEASE

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ERC ISSUES NEW BILLING STATEMENT FOR PAY BY PLATE CUSTOMERS

Portsmouth, Va. – Effective September 26, 2017, Elizabeth River Crossings (ERC) will begin using a new statement for Pay by Plate customers. The new billing statement fulfills a commitment to our customers to develop a statement that is easy to read and includes complete account balance information.

Features of the new statement include:

- One statement every 30 days. The new monthly statement now includes all trips in a 30-day period.
- Lower late fees. For unpaid tolls over 30 days old, a \$25 late fee will be added to each unpaid statement. The lower late fee only applies to the statement, and not to individual transactions on the statement.
- An image of the customer's license plate, the amount due, the date the statement was issued, and the date payment is due at the top of the new statement.
- A detailed summary for the current billing period—including the date, time and location of each tolling transaction—and all other account activity including payments and past-due amounts.
- Amount that Pay by Plate customers could save by switching to E-ZPass. Currently, during peak hours, unregistered Pay by Plate customers pay \$5.25 per trip, and E-ZPass customers pay \$1.95 per trip; a savings of \$3.30.

To learn more about the new statement, please visit DriveERT.com/new-statement. Customers with additional questions can contact our Customer Care Center via phone at (757) 837-0840 or via email at CustomerService@DriveERT.biz.

As a reminder, the best way for customers to save money is to switch to E-ZPass even for those who use the tunnels infrequently. Sign up for an E-ZPass at www.ezpassva.com or toll-free at (877) 762-7824.

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 Facebook at [@DriveERT](https://www.facebook.com/DriveERT) and Twitter at [@DriveERT](https://twitter.com/DriveERT)

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