



NORTH CAROLINA

Turnpike Authority



Tolling 101: What You Need to Know

Warren Cooksey

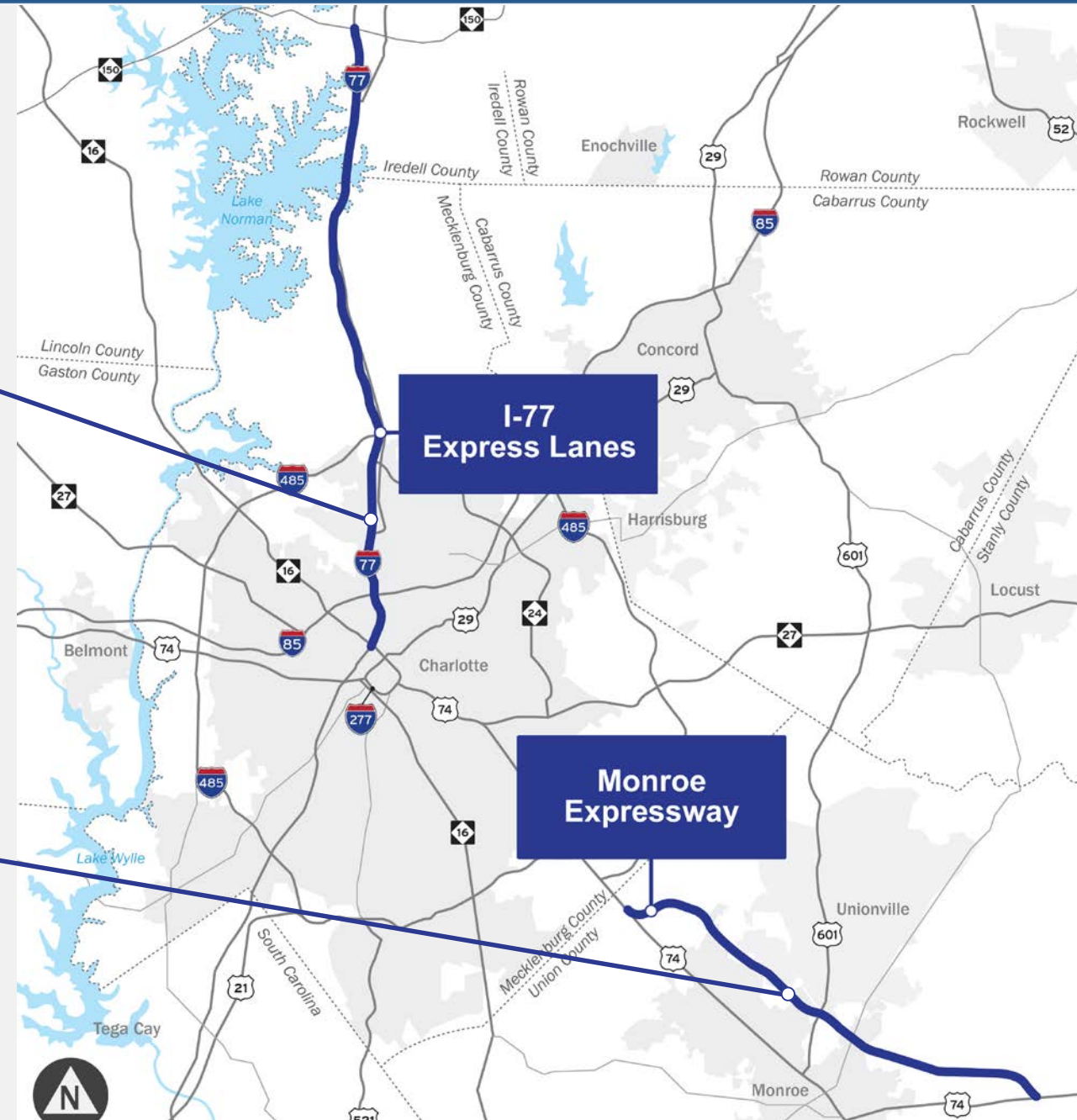
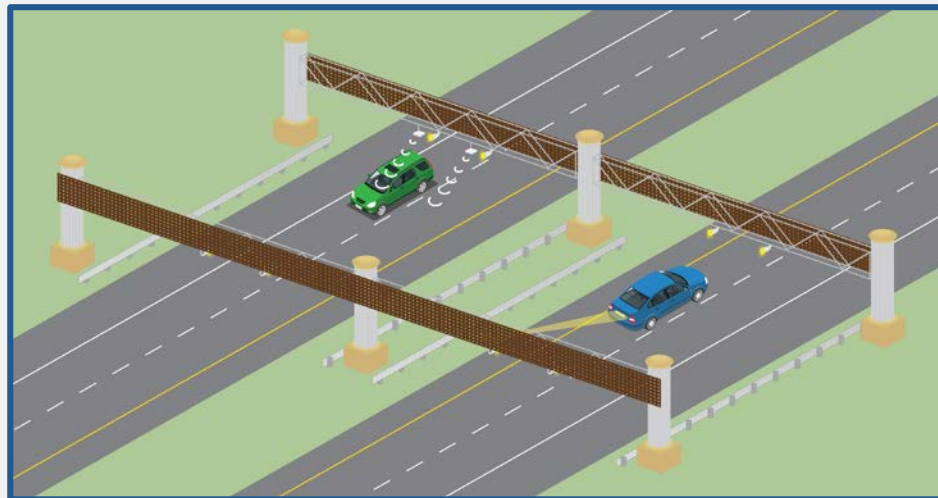
November 5, 2018

Coming Soon!

I-77 Express Lanes



Monroe Expressway



All-Electronic Tolling



North Carolina Turnpike Authority's Toll Collection Program

NO TOLL BOOTHS! NO STOPPING!



Two Options to Pay

1



NC Quick Pass – Prepaid Transponder Account

Tolls are automatically deducted from prepaid account

2



Bill by Mail Program – Postpaid

An image of your license plate will be captured and an invoice will be mailed to the registered owner of the vehicle



After the first mailed invoice, customers can opt-in to receive future invoices by email through the **Bill by Email** option



TOLLS ARE

LESS THAN

Transponders – *Three options to fit your travel needs*

1 NC Quick Pass (Standard)

Cost – FREE



 Pay tolls in NC, GA and FL



Transponders – *Three options to fit your travel needs*

2 NC Quick Pass E-ZPass

Cost – \$7.40 +tax



Pay tolls in NC, GA, FL
and all E-ZPass states



Transponders – *Three options to fit your travel needs*

3 NC Quick Pass E-ZPass Flex

Cost – \$16.49 ^{+tax}

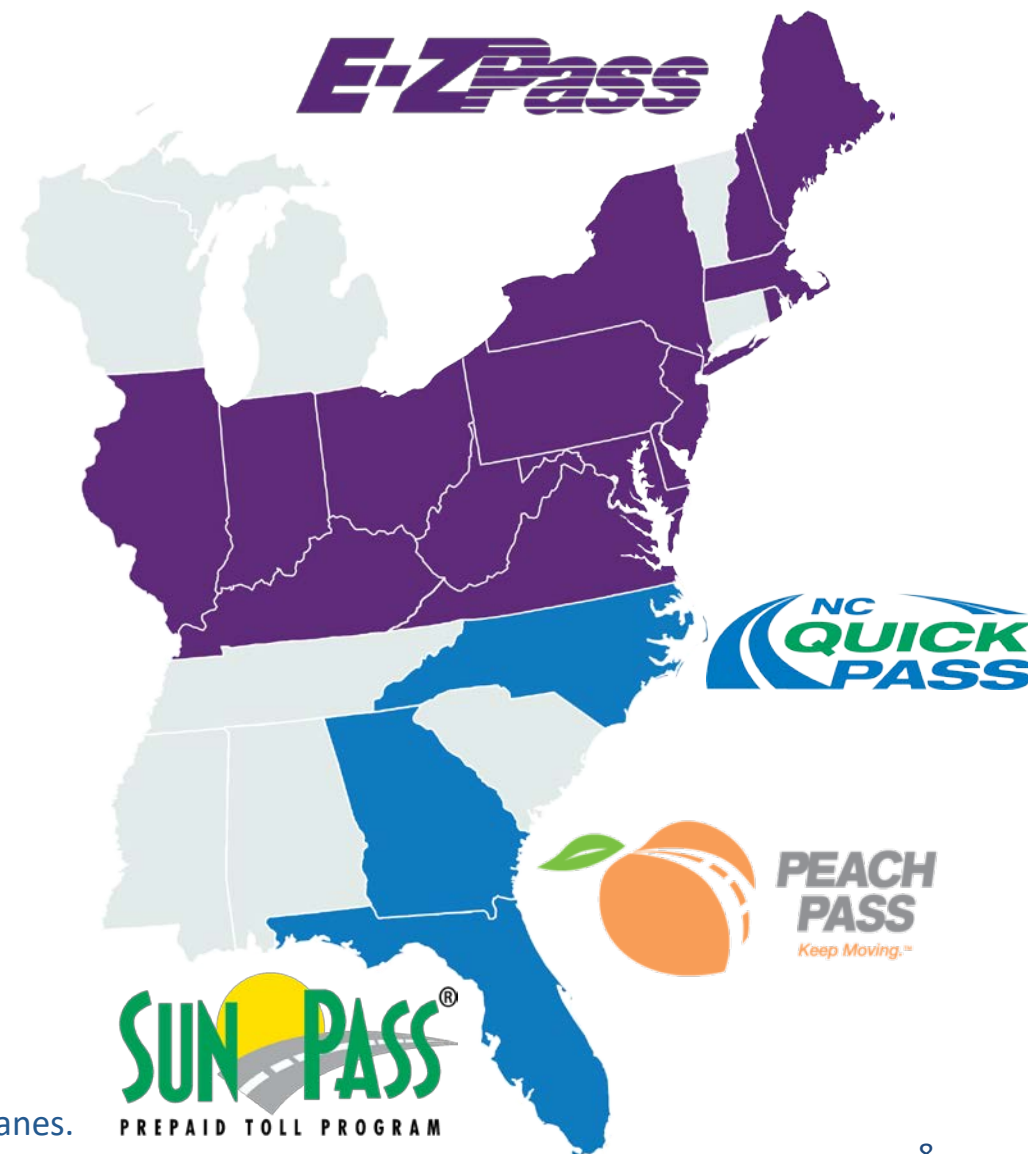


Pay tolls in NC, FL, GA
and all E-ZPass states

&



Set HOV3+ status in the I-77 Express
Lanes to travel for free when there
are three or more people in the vehicle



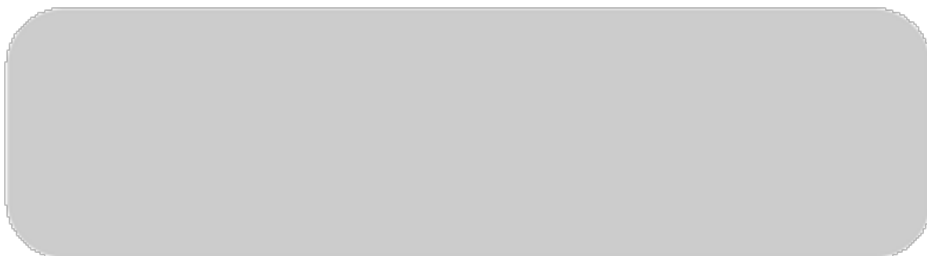
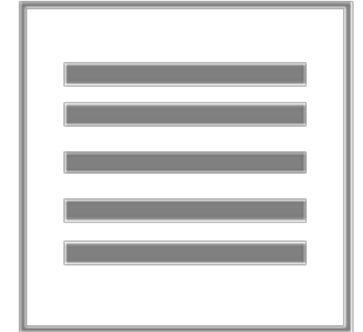
Note: All NC Quick Pass transponders can be used with the NC Quick Pass HOV mobile app (available for download in November) to set HOV3+ status for free travel in the I-77 Express Lanes.

Bill by Mail



NC Department of Transportation
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

Invoice Enclosed.
Handle promptly to avoid additional charges.



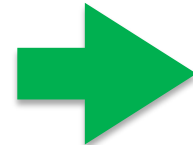
Bill by Mail

Receive invoice by U.S.P.S.



NC Department of Transportation
200 Sorrell Grove Church Road, Suite A
Morrisville, NC 27560

Invoice Enclosed.
Handle promptly to avoid additional charges.



Review Bill by Mail invoice

NC QUICK PASS

PAGE 1 OF 2

BILL BY MAIL

Invoice Date: 1/27/2018
Invoice Number: 1000000000
Invoice Posting Period: 1/22/17 to 1/26/18

Summary of Activity					
Previous Invoice Amount	New Tolls	Other Charges	Payments and Adjustments	Total Amount Due	Due Date
\$0.00	\$4.19	\$0.00	\$0.00	\$4.19	02/27/18

*Please note: Amount due does not include payments received after the date of this invoice.

NAME
ADDRESS
CITY, STATE ZIP CODE

Barcode

Payments and Adjustments

Invoice Period	Invoice Number	Description	Date	Amount
Total Payments & Adjustments				\$0.00

This bill is for charges associated with use of a NC toll road. To view past toll charges, photographs, fees/penalties and invoices, visit www.ncquickpass.com and click the Pay Your Bill tab to access the Invoice Menu prior to payment. Please have this invoice and your license plate number available.

Not your vehicle? Contact the Customer Service Center at 877-769-7277 and let us know.

License Plate or Transponder Number Associated with the Vehicle Registered to You (Please Note: Images may also appear on subsequent pages if necessary.)

ABC-1234

New Toll Transactions

License Plate/Transponder	State	Vehicle Class	Transaction Date	Transaction Time	Posting Date	Toll Zone	Location Description	Amount
ABC1234	NC	1	12/30/17	11:25:39	01/01/18	106	RAMP - NC147 SB TO NC40 SB	\$1.50
ABC1234	NC	1	12/30/17	11:30:01	12/30/17	118	MAINLINE - NC40 SB AT GR LEVEL	\$1.20
ABC1234	NC	1	12/30/17	11:34:40	01/01/18	125	MAINLINE - NC40 SB AT OLD 101	\$1.40
Total Tolls								\$4.19

For additional charges, payment options, dispute procedures, and failure to pay penalties, please see the reverse side of this letter.

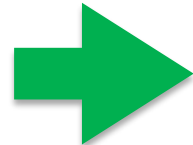
Pay Online: www.ncquickpass.com | Pay by Phone: 1-877-769-PASS (1-877-769-7277) | Pay by Mail: Return Coupons with Payment (make checks payable to NC Quick Pass and include the invoice number on the face of the check.)

Sign up for invoices via email at www.mynccquickpass.com

☐ Address Change

Account Number: 0123456789
Invoice Number: 1000000000
Total Amount Due: \$ 4.19
Must Be Received By: 02/27/2018
Amount Enclosed: \$.

Quick Pass Customer Service Center
PO Box 71116
Charlotte, NC 28272-1116



Make payment online, by phone, by mail or at a Customer Service Center



www.ncquickpass.com



(877) 7MY-PASS



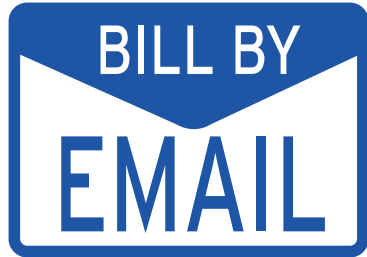
PO Box 71116
Charlotte, NC 28272-1116



NC Quick Pass
Customer Service Center

Payment is due within 30 days

Bill by Email



After receiving a Bill by Mail invoice, visit ncquickpass.com to opt-in to the Bill by Email service to begin receiving invoices by email.

HOME | FAQs | MANAGE MY ACCOUNT | CONTACT US

NC QUICK PASS NORTH CAROLINA Turnpike Authority (877) 769-7277

SIGN UP NOW MANAGE MY ACCOUNT BILL BY MAIL PAY MY BILL BILL BY EMAIL

June 14, 2018

Invoice Menu

- Current Invoice
- Invoice History
- Invoice Transactions
- Get NC Quick Pass Transponder Account

NC Quick Pass Help

- General Questions
- NC Quick Pass Bill by Mail
- NC Quick Pass Bill by Email

Current Invoice

Payment must be received by due date to avoid additional fees.

Get an NC Quick Pass account and you will save on travel, and pay a lower toll rate on all future usage of the Turnpike's facilities. If you would like to get a NC Quick Pass account, you must first pay all your open invoices. Click on the link to the left [Get NC Quick Pass Transponder Account](#) or [Click Here](#) to start the process of setting up your new account once payment is made on all of your invoices. If you have any difficulties or need assistance you can call the NC Quick Pass Customer Service Center at 1-877-7MY-PASS.

Bill By Mail

JOHN SMITH
200 SORRELL GROVE CHURCH RD
MORRISVILLE, NC 27560

Invoice Date: 01/04/2018
Invoice Number: 10000000000
Invoice Period: 11/30/2017 - 01/03/2018

Bill by Email - Sign up now!

Email Address: _____

You are not opted in to the Bill by Email service. [Click here](#) to opt-in.

Summary of Activity

Previous Balance	New Tolls	Other Charges	Total Charges	Payments and Adjustments	Total Amount Due	Due Date
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	02/03/2018

Bill by Mail – *What if I Don't Pay?* (N.C.G.S. § 136-89.215-217)

1st Invoice

Toll amount at
Bill by Mail
(BBM) toll rate

2nd Invoice

Unpaid balance
+ Processing Fee
\$6.00
+ any new tolls incurred

3rd Invoice

Unpaid balance
+ Processing Fee
\$6.00
+ Civil Penalty
\$25.00
+ any new tolls incurred

4th Invoice*

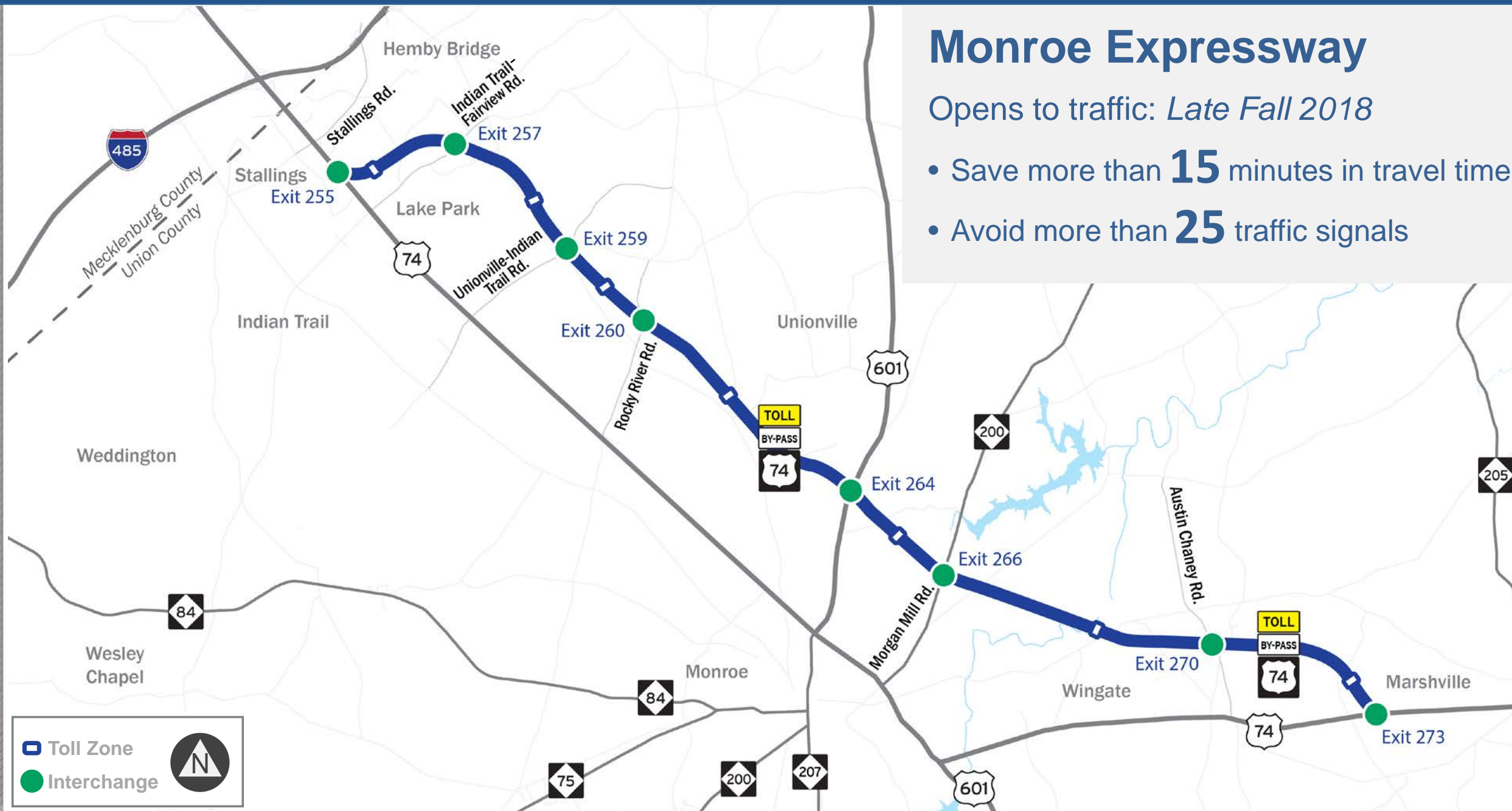
Unpaid balance
+ Processing Fee
\$6.00
+ any new tolls incurred

*Customers with unpaid tolls, fees and/or penalties that are ***over 90 days past due*** are subject to NC DMV Registration hold and/or collections

Monroe Expressway

Opens to traffic: *Late Fall 2018*

- Save more than **15** minutes in travel time
- Avoid more than **25** traffic signals



Monroe Expressway – *How much will it cost?*

2018 Toll Rate for a Class 1 vehicle with an NC Quick Pass Transponder

\$0.14 per mile

\$2.54 complete trip on Monroe Expressway



TOLLS ARE

LESS THAN

VEHICLE CLASSIFICATION

Class 1



2-AXLE vehicles

Class 2



Tolls for vehicles with 3 AXLES are
two times (2x) the Class 1 vehicle toll


Class 3



Tolls for vehicles with 4 or more AXLES are
four times (4x) the Class 1 vehicle toll

Monroe Expressway Toll Rates

2 AXLE TOLL




BILL BY MAIL

NEXT EXIT

\$0.XX

\$0.YY

END  BYP

\$X.XX

\$Y.YY

3 AXLES

TOLL x 2

4+ AXLES

TOLL x 4



Tolls shown represent a trip from Entry Point to Exit Point for a Class 1 vehicle with an NC Quick Pass account. Tolls shown also apply to E-ZPass, SunPass and Peach Pass account holders.		EXIT POINT							
		Exit 255	Exit 257	Exit 259	Exit 260	Exit 264	Exit 266	Exit 270	Exit 273
ENTRY POINT	Exit 255 - U.S. 74 (West)		\$ 0.26	\$ 0.57	\$ 0.76	\$ 1.31	\$ 1.56	\$ 2.12	\$ 2.54
	Exit 257 - Indian Trail-Fairview Rd.	\$ 0.26		\$ 0.31	\$ 0.50	\$ 1.05	\$ 1.30	\$ 1.86	\$ 2.28
	Exit 259 - Unionville-Indian Trail Rd.	\$ 0.57	\$ 0.31		\$ 0.19	\$ 0.74	\$ 0.99	\$ 1.55	\$ 1.97
	Exit 260 - N. Rocky River Rd.	\$ 0.76	\$ 0.50	\$ 0.19		\$ 0.55	\$ 0.80	\$ 1.36	\$ 1.78
	Exit 264 - U.S. 601	\$ 1.31	\$ 1.05	\$ 0.74	\$ 0.55		\$ 0.25	\$ 0.81	\$ 1.23
	Exit 266 - Morgan Mill Rd.	\$ 1.56	\$ 1.30	\$ 0.99	\$ 0.80	\$ 0.25		\$ 0.56	\$ 0.98
	Exit 270 - Austin Chaney Rd.	\$ 2.12	\$ 1.86	\$ 1.55	\$ 1.36	\$ 0.81	\$ 0.56		\$ 0.42
	Exit 273 - U.S. 74 (East)	\$ 2.54	\$ 2.28	\$ 1.97	\$ 1.78	\$ 1.23	\$ 0.98	\$ 0.42	

Free Travel in the I-77 Express Lanes



Registered Motorcycles

Travel in the I-77 Express Lanes *for free* with an NC Quick Pass transponder



High Occupancy Vehicles

Travel in the I-77 Express Lanes *for free* with:

- **NC Quick Pass** transponder;
- **Three** or more occupants in the vehicle;
- **Set** HOV3+ status; and
- **Class 1** (two-axle) vehicle.

***HOV3+ RIDES
FOR FREE!***



Registered Transit Vehicles

Travel in the I-77 Express Lanes *for free* with an NC Quick Pass transponder


High Occupancy Vehicle (HOV) – Two options to set HOV3+ status

- 1 NC Quick Pass E-ZPass Flex**
Set HOV3+ status directly from the transponder



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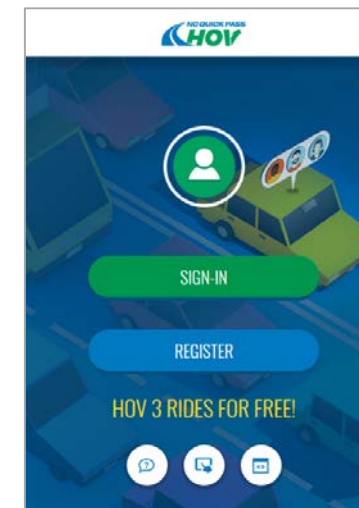
- 2 NC Quick Pass HOV - Mobile Application and Website (Coming Soon)**
 Use the app/website with any NC Quick Pass transponder to set HOV3+ status



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NC Quick Pass Customer Service

Phone

(877) 7MY-PASS (877-769-7277)

Hours of Operation: Monday – Friday: 9 a.m. to 5 p.m.
Saturday: 9 a.m. to 2 p.m.

Website

24/7 online account and invoice access at **ncquickpass.com**



Manage your
transponder account



Sign up for a
transponder account



Pay your bill

NC Quick Pass Customer Service Centers

Charlotte

8015 W. WT Harris Blvd
Charlotte, NC 28216



Monroe

3034 Winston Ave
Monroe, NC 28110



Morrisville (Raleigh)

200 Sorrell Grove Church Rd,
Suite A
Morrisville, NC 27560



Hours of Operation

Monday – Friday: 9 a.m. to 5 p.m.

Saturday: 9 a.m. to 2 p.m.

NC Quick Pass® Statistics for the Triangle Expressway (as of September 2018)

190,000+ accounts established

420,000+ transponders issued

~4,500,000 transactions per month in Q3 2018

1-877-769-7277 | www.ncquickpass.com



[@NC_QuickPass](#)



NORTH CAROLINA

Turnpike Authority

