

License Plate Toll (LPT) Billing Process Q&A

1. How Does the License Plate Toll Billing Process Work?

E-470 strives to provide the best possible customer service. The LPT Billing Process was designed with this philosophy in mind. The billing process is simple, informative, gives the customer ample time to pay, and adds very minimal fees for non-payment. Drivers are automatically an LPT customer if they do not have an ExpressToll account. Cameras will photograph the front and rear license plates and a statement will be sent to the registered owner of the vehicle that is filed with the Department of Revenue Division of Motor Vehicles.

2. What will happen if I don't pay my statements by their due dates?

After your first statement is past due, you will receive another statement with a one-time \$5 late fee added. If your account ages a total of 3 months, you will be sent to an outside agency collections law firm, at which time you will be assessed a one-time \$20 collection fee. After four months in collections, you will receive a Civil Penalty Assessment Notice. If you do not respond to the Civil Penalty Assessment Notice, you may be found liable for the unpaid tolls which may result in a Civil Penalty, administrative law court Adjudication Fee, and non-renewal of your vehicle registration.

3. What does the billing process look like?

The LPT billing process is simple:

Month 1: LPT Statement sent.
(For 30 days of tolls)

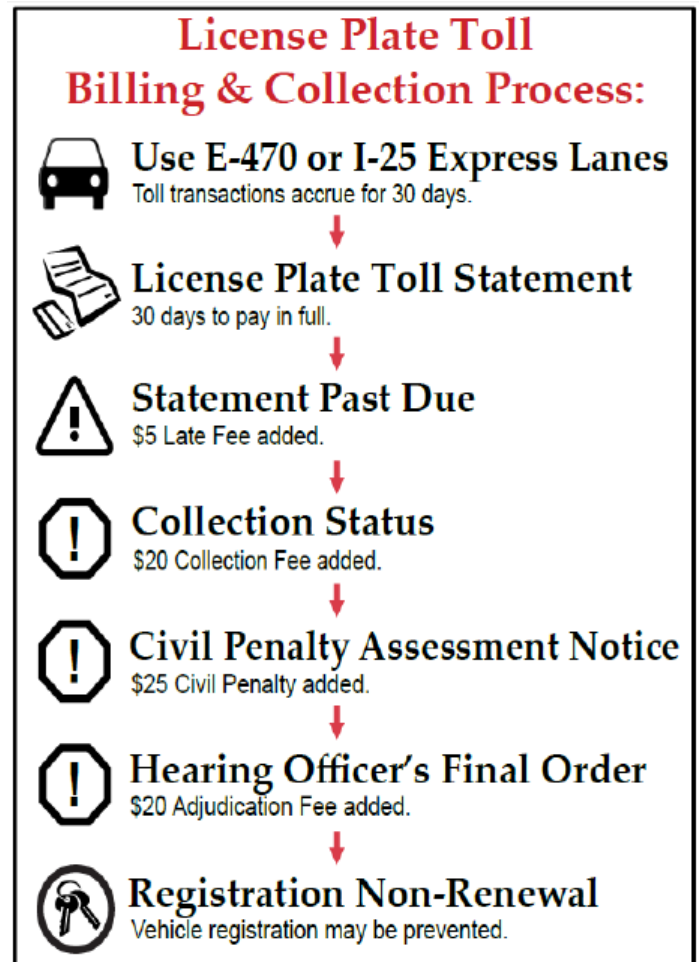
Month 2: LPT Statement Re-issued.
(One-time \$5 late fee added)

Month 3: LPT Statement Re-issued again.
(No additional fees added)

Month 4: Account referred to a collections law firm. Letter sent with LPT Statement.
(One-time \$20 collection fee added)

Months 5 – 7: Account remains in collections. Letter sent with LPT Statement.
(No additional fees added)

Month 8 on: Account remains in collections status and is now eligible to receive Civil Penalties, Adjudication Fees, and non-renewal of Vehicle Registration.



4. What does the License Plate Toll Statement look like?

The License Plate Toll statement was designed to be easy to read and understand. There are features in the statement that help the customer comprehend their bill, including an area that alerts the customer what will happen to their account if they do not pay on time. There are also larger fonts used for the due date and amount due fields. See below for an example of the first statement.

LICENSE PLATE TOLL STATEMENT LicensePlateToll!																	
Statement ID: 1042069238	Statement Date: 1/15/2014	Unpaid Balance: \$0.00	New Charges: \$13.00	AMOUNT DUE: \$13.00	DUE DATE: 2/15/2014*												
AVOID A LATE CHARGE** If payment is received after the due date, you may be charged a \$5 late charge**. See insert for billing process.	3 EASY WAYS TO PAY! PAY ONLINE: www.expresstoll.com PAY BY PHONE: (303) 537-3470 or Out-of-Area: 1(888) 946-3470 PAY BY MAIL: Mail in payment and stub below																
SAVE \$16.60 WITH EXPRESSTOLL Open your account today and save up to 20% on tolls! See insert for all the benefits of ExpressToll.																	
**The term "charge" in the case of E-470 shall mean "fee," and in the case of High Performance Transportation Enterprise shall mean "civil penalty."																	
NEW CHARGES																	
CHARGE TYPE	TRANSACTION DATE	POST DATE	LOCATION	AMOUNT													
License Plate # ABC123 CO																	
I-25 Toll Transaction	12/22/2013 07:43:02 AM	12/26/2013	Express Lanes	\$1.00													
E-470 Toll Transaction	12/22/2013 07:43:02 AM	12/26/2013	PLAZA A North	\$3.00													
E-470 Toll Transaction	12/22/2013 07:43:02 AM	12/26/2013	PLAZA A North	\$3.00													
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TOTAL NEW CHARGES				\$13.00													
VN1-REV 6/2010																	
<table style="width: 100%; border: 1px solid black;"> <tr> <td style="width: 30%; padding: 5px;"> </td> <td style="width: 15%; padding: 5px;"> Statement ID: 1042069238 </td> <td style="width: 15%; padding: 5px; background-color: #e0e0e0;"> AMOUNT DUE: \$13.00 </td> <td style="width: 15%; padding: 5px; background-color: #e0e0e0;"> DUE DATE: 2/15/2014* </td> </tr> <tr> <td style="padding: 5px;"> JOHN DOE 123 ABC AVENUE AURORA, CO 80018 Make checks payable to: ExpressToll DO NOT SEND CASH </td> <td colspan="3" style="padding: 5px;"> Mail payment to: E-470 PUBLIC HIGHWAY AUTHORITY P.O. Box 5470 Denver, CO 80217-5470 </td> </tr> <tr> <td colspan="4" style="padding: 5px;"> *We recommend you mail your payment at least 7 days before the due date to allow for processing time. </td> </tr> </table>							Statement ID: 1042069238	AMOUNT DUE: \$13.00	DUE DATE: 2/15/2014*	JOHN DOE 123 ABC AVENUE AURORA, CO 80018 Make checks payable to: ExpressToll DO NOT SEND CASH	Mail payment to: E-470 PUBLIC HIGHWAY AUTHORITY P.O. Box 5470 Denver, CO 80217-5470			*We recommend you mail your payment at least 7 days before the due date to allow for processing time.			
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