

## NTTA'S NEW FEE STRUCTURE AVAILABLE TO ALL ZIPCASH USERS

### *New Structure Part of Recent Customer Service Enhancements*

**PLANO, Texas – March 12, 2014** – The North Texas Tollway Authority wants to remind everyone with an overdue ZipCash bill that they can benefit from NTTA's new streamlined fee structure, which went into effect last year.

Anyone with a ZipCash invoice – old or new – can take advantage of the new fee structure. Initial ZipCash invoices do not include any fees. First notices of non-payment now include a \$10 administrative fee; second notices of non-payment include an additional \$25 administrative fee. This is a move from a per-toll to a per-invoice fee. Invoices with the new fee structure are similar to many other bills customers already receive and are familiar with.

As an example: Under the old fee structure, a commuter drives from Plano to downtown Dallas for work every week day, averaging six transactions per day or 120 transactions per month. If this driver ignored the 16 requests for payment for more than four months, the overall fees would be significantly reduced under the new fee structure and with NTTA's transition to 30-day billing in September 2013.

See the comparison below using 30-day's worth of tolls as it ages through the billing process.

ZIPCASH USER	TIMING	OLD FEE STRUCTURE	NEW FEE STRUCTURE	DIFFERENCE
ZipCash Tolls	0-30 Days	\$169.20	\$169.20	0
Total ZipCash Invoices		4	1	0
1 <sup>st</sup> Notice of Nonpayment (Administrative Fees)	30-60 Days	\$32.00 (\$8 per invoice)	\$10.00 (\$10 per invoice)	-\$22.00
2 <sup>nd</sup> Notice of Nonpayment (Administrative Fees)	60-90 Days	\$792.00 (\$6.60 per transaction)	\$25.00 (\$25.00 per invoice)	-\$767.00
Collection Agency Fees \$29 per invoice	120 Days	\$116.00	\$29.00	-\$87.00
<b>TOTAL</b>		<b>\$1,109.20</b>	<b>\$233.20</b>	<b>-\$876.00</b>

The NTTA rolled out sweeping [customer service enhancements](#) last September in response to feedback from drivers who use NTTA roadways. The changes were made to streamline ZipCash billing for easier payment, increase the number of places to get a TollTag, enhance existing services and offer a new \$20 Starter TollTag for infrequent users.

The most efficient and economical way to travel on an NTTA toll road is with a TollTag. TollTag customers pay the lowest toll rates; ZipCash customers pay 50 percent higher rates reflecting the higher

costs of processing and collection. Customers who need to view or update their TollTag account should visit [NTTA.org](http://NTTA.org) or contact NTTA's Customer Service Center at 972-818-NTTA (6882).

#### **About the NTTA**

The North Texas Tollway Authority, a political subdivision of the state of Texas, is authorized to acquire, construct, maintain, repair and operate turnpike projects in the north Texas region. The [nine-member board](#) is comprised of Chairman Kenneth Barr; Vice Chairman Bill Moore; and Directors William D. Elliott, Matrice Ellis-Kirk, Mojy Haddad, Gary Kloepper, Michael Nowels, George "Tex" Quesada and Jane Willard.

The NTTA serves Collin, Dallas, Denton and Tarrant counties and owns and operates the Dallas North Tollway, President George Bush Turnpike, Sam Rayburn Tollway, Addison Airport Toll Tunnel, Lewisville Lake Toll Bridge and the Mountain Creek Lake Bridge. The NTTA is able to raise capital for construction projects through the issuance of turnpike revenue bonds. NTTA toll projects are not a part of the state highway system and receive no direct tax funding. Tolls are collected to repay debt and to operate and maintain the roadways.

###