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NEW JERSEY TURNPIKE AUTHORITY

NJ TURNPIKE AUTHORITY

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Answers to your questions about Toll-By-Mail

Apr 23 2020

UPDATE: *Cash collections resumed on May 19, 2020. The emergency Toll-By-Mail billing process described in this FAQ has not been in effect on the New Jersey Turnpike or the Garden State Parkway since that date.*

The New Jersey Turnpike Authority has suspended cash collections on the New Jersey Turnpike and Garden State Parkway as a precaution against the spread of COVID-19. All tolls are being collected electronically.

If you are an E-ZPass customer, your toll will be deducted from your account as usual. If you are not an E-ZPass customer, a Toll-By-Mail invoice will be sent to the registered owner of the vehicle you were driving.

Here are answers to frequently asked questions about the Toll-By-Mail process.

When will I receive my first invoices?

The first group of invoices for tolls incurred since 10 p.m. March 24th are scheduled to be mailed the week of April 27th.

How often will I receive invoices after the first one?

As often as once a week, depending on your travel patterns.

Does that mean I will receive a weekly invoice?

The invoices will be bundled and sent out weekly. If you travel on the Turnpike or Parkway frequently, you are likely to receive separate envelopes for each roadway containing multiple invoices in the same envelope.

Can't you just send me a weekly or monthly statement?

This is an extraordinary measure being taken in order to help slow the spread of Covid-19. The existing processes have been modified to allow cash customers to continue using the toll roads in the absence of toll collectors during this trying time. The system is not designed to generate statements for non-E-ZPass customers.

Is there another option for paying tolls?

As always, E-ZPass is the most convenient way to pay. You can sign up for an account by calling 888-AUTO-TOLL (888-288-6865) or by visiting www.ezpassnj.com.

Will there be a fee added to my toll charge if I'm not an E-ZPass customer?

If you pay the tolls listed on all invoices you receive by the dates specified, you will not be charged a fee. You will be charged the cash toll rate — the same amount you would have been charged if you had handed cash to a toll collector or dropped the exact change into an automated coin machine.

What happens if I don't pay by the due date?

You will receive a second notice, and it will include administrative fees.

How will NJ E-ZPass know where to send my Toll-By-Mail Invoice?

Invoices will be mailed to the address of the registered vehicle owner.

But what if the address associated with my license plate number is not my current residence?

You may call NJ E-ZPass at 888- AUTO-TOLL (888-288-6865) two weeks after your travel date to provide your license plate number and they will assist you with processing payment for your toll transactions.

I was in a rental vehicle. Where will my invoice be mailed?

The invoice will be mailed to the rental agency. Customers should check with the rental agency about their policy with regards to travel on toll roads.

How do I pay my Toll-By-Mail Invoice?

Customers who receive a Toll-By-Mail invoice can pay online, by mail, or by telephone. Payment can be made by credit or debit card, check or money order. Do not send cash. To pay online, visit www.ezpassnj.com. To pay by phone, call 973-368-1425. And to pay by mail, send your check or money order along with the payment coupon or coupons to NJ E-ZPass, P.O. Box 4971, Trenton, NJ 08650.

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