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Senator David Carlucci Weighs in on New Toll Payer Advocate Offices

Carlucci's Fight to Fix Cashless Tolling Problems Results in New Offices to Help Drivers

(Albany, NY) – Today, cashless tolling authorities in New York and New Jersey announced new offices will be set up to help customers with cashless tolling bills and disputes.

The New York State Thruway Authority, MTA Bridges and Tunnels, and The Port Authority of New York and New Jersey will form Toll Payer Advocate offices to help customers who have been unable to resolve their toll problems using the E-ZPass Customer Service Center.

Two weeks ago, the **Toll Payer Protection Act** (S6113A/A7587A), which was sponsored by Sen. David Carlucci was vetoed. The legislation would have eliminated excessive fines, allowed drivers to sign up for text or email alerts, notifying them of outstanding bills, allowed drivers to dispute fees more easily online and before a judge and set up a monthly payment plan. Further, unpaid toll bills could not go to collections until a year passed or the outstanding debt was \$1,000, and a driver's registration would not be suspended due to unpaid toll bills. The legislation was prompted by numerous drivers who contacted Sen. Carlucci's office after racking up thousands of dollars in toll bills due to unfair penalties and fees.

Sen. Carlucci weighed in on the new effort by the State to improve cashless tolling problems, "The Toll Payer Advocate offices are a great step in the right direction. I think the Governor has heard our concerns. The Toll Payer Advocate will make the necessary improvements that I have been fighting for like streamlining the process for drivers who receive bills from multiple tolling authorities. Customer service goes a long way, and these offices should make it easier for customers to resolve disputes. I am also pleased to see that now toll bills will be sent to customers within 10 days. I look forward to continuing to work with the Governor to ensure no toll payer falls through the cracks."

Sen. Carlucci encourages customers who have been unsuccessful at resolving current toll violations through the E-Zpass New York Customer Service Center, to request help through the new Toll Payer Advocate websites by filling out their required form:

Thruway Authority: www.thruway.ny.gov/tpa

MTA Bridges and Tunnels: www.mta.info/tpa

Port Authority of New York and New Jersey: <http://www.panynj.gov/tpa>