



## Ohio Turnpike Suspends Late Fees and Collections for Customers Who Received Invoices

BEREA, Ohio (Aug. 27, 2024) – The Ohio Turnpike and Infrastructure Commission’s customer service center is experiencing increased call volume following the delivery of unpaid tolls invoices.

As a result of the increased call volume, the Ohio Turnpike has suspended all late fees, collections, and Ohio BMV registration holds.

Customers who receive an invoice from the Ohio Turnpike and wish to discuss it with a customer service representative, are recommended to go to [www.ezpassoh.com](http://www.ezpassoh.com), click “Contact Us,” and submit the online form.

A customer service representative will respond by email or phone as soon as possible.

### How to Avoid Receiving an Unpaid Toll Invoice:

#### Customers without an E-ZPass should:

- Follow the overhead signs.
- Drive through the correct toll both lanes.
- Stop to take a toll ticket upon entry.
- Pay the toll by cash or credit card upon exit.

To pay a toll online, visit [www.ezpassoh.com](http://www.ezpassoh.com). (A toll ticket is required.)

#### Customers with an E-ZPass should:

- Install their *E-ZPass* transponder to the windshield correctly. (Numerous tolling points to detect an *E-ZPass* have been added to the new open road tolling system, so waving an *E-ZPass* by hand is ineffective and unsafe.)
- Keep their online account up to date, including vehicle license plate number(s), a valid credit card as well as full contact information and email address.

To pay a toll online, visit [www.ezpassoh.com](http://www.ezpassoh.com) or call customer service at 440.971.2222.

For more details about the new tolling system, visit [www.ohioturnpike.org/openroadtolling2024](http://www.ohioturnpike.org/openroadtolling2024).

#### Contact:

Charles Cyrill  
Communications Director  
Ohio Turnpike and Infrastructure Commission  
m: 440.821.3399  
[charles.cyrill@ohioturnpike.org](mailto:charles.cyrill@ohioturnpike.org)