

FAQs

E-ZPass NY System Upgrades

To improve service to E-ZPass and Tolls By Mail customers, both websites **WILL BE UNAVAILABLE** from 7 p.m. Wednesday, April 9 to 11:59 p.m. Monday, April 14. During this upgrade process, the automated phone system, customer service representatives, the Toll Payer Advocate and account access from the website or mobile app will be unavailable. Please make note of this temporary service change when managing your account and check back for updates regarding the specific dates when these services will be available.

What's new for E-ZPass?

- An upgraded E-ZPass system with modernized software to provide improved customer support and self-service options.
- A new consolidated E-ZPass and Tolls by Mail website will be hosted at e-zpassny.com
- Enhanced web features, including a responsive design, live chat, Apple Pay, Google Pay, online business account setup, and user-friendly self-service options.
- An improved automated phone system with user-friendly self-service options.

What's new for Tolls by Mail?

- An upgraded Tolls by Mail system with modernized software to provide improved customer support and user-friendly self-service options.
- A new consolidated Tolls by Mail and E-ZPass website will be hosted at e-zpassny.com
- An updated Toll Bill will now include the addition of account numbers which can be used to easily search for Toll Bills, instead of a Toll Bill number.
- The ability to add your email and mobile phone number to your Toll Bill account to sign up for email/text messages and mobile alerts.
- The ability to view Toll Bills, transactions, and images when logging in at e-zpassny.com

My E-ZPass account is set up for automatic replenishments. Do I have to do anything?

No, automatic replenishments will resume once the upgrade is completed. You may experience a temporary increase in the frequency of charges to your payment method immediately following the upgrade to get your balance back to its normal level.

My E-ZPass account is not set up for automatic replenishments. Do I have to do anything?

If your balance is low, please make a payment prior to the upgrade period.

I mail in checks to replenish my account. Can I still do that?

Yes, we will continue to process check payments received in the mail, however, there may be a delay in payments posting to accounts during the upgrade period. Please allow for sufficient mailing time when sending in your payment. Once the upgrade is complete, you can review the status of your payment at e-zpassny.com, the Tolls NY mobile app or by contacting the Customer Service Center.

Can I make a payment at a Vanilla Direct retailer during the upgrade period?

No, Vanilla Direct retailers will not be able to take payments during the upgrade period, so please plan ahead.

Will the system upgrade impact the start or end date of my commuter plans?

There will be no impact on commuter plans or trip requirements due to the system upgrade.

Will my E-ZPass Tag still work during the upgrade period?

Yes, if your account was in good standing prior to the upgrade, you can continue to use your E-ZPass Tag(s).

What if my E-ZPass Tag is lost or stolen during the upgrade period?

If your E-ZPass Tag is lost or stolen during the upgrade period, please login to your account at e-zpassny.com or Tolls NY mobile app after the upgrade period is complete to report the Tag lost or stolen and to order a replacement Tag.

Can I order a new E-ZPass Tag during the upgrade period?

During the upgrade period you will not be able to order any new E-ZPass Tags. E-ZPass Tag processing will resume immediately after the system upgrade is completed. Please check for updates at e-zpassny.com/new

What if I bought an E-ZPass On-the-Go Tag from a retailer?

If you purchased an E-ZPass On-the-Go Tag and have not registered it, do not use the Tag until you have registered it. Registration will be available once the system upgrade is completed.

Will I still be charged for tolls during the upgrade period?

Yes, tolls will continue to process as usual.

Will I still pay my Toll Bill at tollsbymailny.com after the upgrade period?

After the upgrade is complete, Toll Bills can be paid at e-zpassny.com. The tollsbymailny.com will no longer accept payments and will redirect to the new e-zpassny.com website.

Will I be charged a late fee if I can't pay my Toll Bill during the upgrade?

Toll Bill due dates have been extended during the upgrade, and you are still responsible for paying your Toll Bill by the indicated due date.

How can I pay an outstanding violation notice?

Please pay your existing Notice of Violation prior to the upgrade period. No new Notice of Violations will be issued during the upgrade period.

What should I do if I have an existing DMV suspension?

Please pay your suspension prior to the upgrade period. No new suspensions will be issued during the upgrade. DMV suspension representatives will be available during the upgrade period to answer questions if needed. To contact them, please refer to the phone number on the letter you received from DMV.

What happens if I have a judgment issued by MTA Bridges and Tunnels?

Please resolve your judgment prior to the upgrade period. If that is not possible, assistance will be available after the upgrade is complete.

Will I have to download a new Tolls NY mobile app?

No download will be necessary. An update will be pushed out to mobile app users.

Will my login credentials remain the same?

Yes.

What if I want to immediately close my E-ZPass account?

To close your account, you may mail your E-ZPass Tag(s) back during the upgrade period. Customers are encouraged to return their Tag(s) in the silver read prevention bag or by wrapping your Tag(s) in aluminum foil to prevent unintentional in-transit Tag reads. The E-ZPass Tag(s) should be mailed to:

E-ZPass
PO Box 149001
Staten Island, NY 10314-9001

How will I know when I can access my online account?

Information regarding the restoration of online access will be posted on this website: e-zpassny.com/new If you have opted into mobile alerts, you will receive a text message. Mobile app users who have opted into push notifications will receive a push notification.