

## FREQUENTLY ASKED QUESTIONS

(FAQ's)

- **What is the Single Fee Discount Plan?**
  - *The West Virginia Parkways Authority offers the Single Fee Discount Plan to Individual Account E-ZPass Customers. The Single Fee Discount Plan gives eligible customers unlimited travel across the entire WV Turnpike for a period of one year from date of purchase.*
- **How long is the Single Fee Discount Plan valid?**
  - *The Single Fee Discount Plan is valid for one year from the date of purchase.*
- **I am an existing customer, how do I Renew my Single Fee Discount Plan? In addition, what is the cost?**
  - *You may renew your Single Fee Discount Plan online with a credit card. You may go to [www.wvturnpike.com](http://www.wvturnpike.com) and click on the link to renew your Single Fee Discount Plan. You may also enter <https://ezpasswv.com/directrenewal.aspx> in your web browser's address bar. Please note, our website works best with Microsoft Edge, Firefox or Internet Explorer web browsers.*
  - *You may mail a check or money order, made payable to WV Parkways, to PO Box 1469 Charleston, WV 25325. Please include the transponder number(s) on the check or money order.*
  - *You may call our Customer Service Center at 1-800-206-6222 between 8:00 – 4:30 PM Monday through Friday and a representative will assist you in renewing the plan.*
  - *If renewed **before** 01/01/2022 the cost to renew the Single Fee Discount Plan is \$25.00 per transponder for one year.*
  - *Beginning 01/01/2022 the cost to renew the Single Fee Discount Plan will be \$26.25 per transponder for one year.*
- **Can I set up my Single Fee Discount Plan to Renew automatically each year? If so, how?**
  - *Yes. You will need to have a credit or debit card or bank account on file for your Single Fee Discount Plan to renew automatically. If you do not already have a card or bank account on file, you may log into your account and add a card or bank account on the "Billing Options" page.*
  - *You may then go to the "Vehicles" page. Once there you will need to click on the Pencil Icon located next to your vehicle. An editing window will open and at the bottom of that window, you will need to select the "Auto Renew Tag Plan" check box. You will need to repeat this procedure for all vehicles on your account that you wish to set up with Auto-Renew.*
- **How much does it cost to enroll in the Single Fee Discount Plan if I do not already have an E-ZPass transponder?**
  - *If purchased **before** 01/01/2022, the initial cost for one year of participation in the Single Fee Discount Plan plus the E-ZPass transponder is \$38.00. This includes \$25.00 for the Single Fee Discount Plan and a one-time charge of \$13.00 for the E-ZPass transponder.*
  - *Beginning 01/01/2022 the initial cost for one year of participation in the Single Fee Discount Plan plus the E-ZPass transponder will increase to \$39.25. The Single Fee Discount Plan will cost \$26.25, which is 5% more than the cost before 01/01/2022. The*

*\$13.00 charge for the transponder will remain the same. The Toll Rate Schedule adopted by Parkways in 2018 provided for up to a 5% increase every three years to cover the future cost of inflation, replacement items and increased maintenance incurred by the Parkways Authority. That accounts for the cost increase from \$25.00 before 1/1/2022 to \$26.25 on and after 1/1/2022.*

- *As described above, the \$13.00 E-ZPass transponder fee is a one-time charge, and this fee will not be charged for subsequent annual renewals unless the customer requests a new E-ZPass transponder.*
- *If I already have my E-ZPass transponder, how much does it cost to enroll in (or renew) the Single Fee Discount Plan?*
  - *If purchased **before** 01/01/2022, the initial cost for one year of participation is \$25.00 for the Single Fee Discount Plan. This assumes you already have the E-ZPass transponder.*
  - *Beginning 01/01/2022 the initial cost for one year of participation in the Single Fee Discount Plan will increase by 5% to \$26.25. This assumes you already have the E-ZPass transponder. The Toll Rate Schedule adopted by Parkways in 2018 provided for up to a 5% increase every three years to cover the future cost of inflation, replacement items and increased maintenance incurred by the Parkways Authority. That accounts for the cost increase from \$25.00 before 1/1/2022 to \$26.25 on and after 1/1/2022.*
- **Will the WV Parkways offer the three-year, Early Enrollment Incentive, again?**
  - *No. The three year Early Enrollment Incentive was a one-time promotion that the West Virginia Parkways offered to customers who enrolled in the Single Fee Plan prior to 01/12/2019.*
- **Can I move my transponder between vehicles?**
  - *No. Under the Single Fee Discount Plan, the West Virginia Parkways does not permit transponders to be shared between vehicles. If you obtain a new vehicle, you may update the vehicle information on your account to reflect your new vehicle.*
- **Who is eligible to participate in the Single Fee Discount Plan?**
  - *Any customer driving a Class 1 passenger motor vehicle (i.e., a two-axle passenger motor vehicle weighing less than 8,000 pounds and under 7'6" for personal, non-commercial use) is eligible to participate in the Single Fee Discount Plan.*
- **Do I have to be a West Virginia Resident to be eligible for the Single Fee Discount Plan?**
  - *No, there are no residency restrictions.*
- **Is the Single Fee Discount Plan valid when my vehicle is towing?**
  - *No. The Single Fee Discount Plan is only valid on toll class 1-passenger vehicles. However, you may establish a prepaid toll balance on your WV Individual E-ZPass account and use your WV E-ZPass while your vehicle is towing and receive a 35% discount off the cash rate when you are towing on the WV Turnpike.*
- **I just ordered a transponder online; can I travel before I receive the transponder in the mail?**
  - *No, you must have the transponder properly installed in your vehicle to be eligible for the Single Fee Discount Plan.*
- **Is the Single Fee Discount Plan valid when I am traveling out of state?**

- *No. The Single Fee Discount Plan is only valid on the WV Turnpike.*
- *However, you may establish a prepaid toll balance on your WV E-ZPass account and use your WV E-ZPass transponder to pay for tolls when traveling on toll roads that accept E-ZPass outside of West Virginia.*
- **What if I fail to Renew my Single Fee Discount Plan and the plan expires?**
  - *If your Single Fee Discount Plan expires, you will be responsible for all tolls incurred while traveling.*
- **How do I set up my account to gain access and manage the account online?**
  - *You may set up an online account by following the link to renew your Single Fee Discount plan at [www.wvturnpike.com](http://www.wvturnpike.com). Once there, please click on the link where it says, "We recommend you to create a web account to manage your E-ZPass." You will need to enter the following information: Account Number and Transponder Number and Email Address on file or Postal Code.*
- **What is the quickest and easiest way to Renew my Single Fee Discount Plan?**
  - *The quickest and easiest way to renew your Single Fee Discount Plan is to do so by credit or debit card at [www.wvturnpike.com](http://www.wvturnpike.com). You will need to click on the link to renew your Single Fee Discount Plan. You will then need to enter the following information: Transponder Number **and** Account Number **or** Last Name **and** Email address on file **or** Postal Code. You will need to repeat this procedure for each transponder that you have.*
- **How do I close my West Virginia E-ZPass Account? Will my toll balance be refunded?**
  - *The account holder may request that the account be closed by sending a message to [customerservicecenter@wvturnpike.com](mailto:customerservicecenter@wvturnpike.com). A letter to close may also be mailed to WVPA at PO Box 1469 Charleston, WV 25325. You may also log into your account online and close the account.*
  - *Your account will be placed in a Pending Closed status for 30 days before it will fully close. Once the account has fully closed, we will refund any remaining toll balance. The credit card on file will need to be current with confirmation of the billing address. If a check refund is to be processed, we will need confirmation of your physical address before mailing the check.*
- **I have more than one transponder on my account, what if I choose not to renew the Single Fee Discount Plan for each transponder?**
  - *In this case, you will be responsible for all tolls / violations incurred if the toll system detects a transponder with an expired plan or if the toll system associates the license plate number with a transponder with an expired plan*
  - *You may return any transponder for proper disposal for which you choose not to renew the Single Fee Discount Plan. Please wrap the transponder in foil to prevent unintended charges during transit and include a note to remove the transponder from your account. Mail the transponder to WVPA at PO Box 1469 Charleston, WV 25325.*
- **How do I return a transponder that I no longer use?**
  - *Please wrap the transponder in foil (to prevent unintended charges during transit), and mail it back to the WV Parkways Authority at PO Box 1469, Charleston, WV 25325.*
  - *Please be sure to include a note asking to remove the transponder from your account.*

- **How can I be sure I will not be charged a renewal fee if I do not renew my Single Fee Discount Plan and return the transponder?**
  - *You will not be charged if the transponder is received in our office prior to the expiration date of the Single Fee Discount Plan.*
  - *You may cancel the transponder or discount plan by contacting our office through email at [customerservicecenter@wvturnpike.com](mailto:customerservicecenter@wvturnpike.com), **or** by mailing a written request to WV Parkways Authority at PO Box 1469 Charleston, WV 25325.*
  - *You may confirm your account was not charged by logging into your account at [www.wvturnpike.com](http://www.wvturnpike.com) or by calling our Customer Service Center at 1-800-206-6222 between 8:00 – 4:30 PM Monday through Friday.*
  
- **How do I set up a Pre-Paid toll Balance so I can use my transponder to pay for tolls when towing on the WV Turnpike or when traveling on toll roads that accept E-ZPass outside of West Virginia?**
  - *You may log into your account at [www.wvturnpike.com](http://www.wvturnpike.com) and go to the “Billing Options” page.*
  - *Once there you will need to select the prepaid balance checkbox.*
  - *You will then need to select your preferred billing option, Automatic recharge by Credit Card or ACH (bank account).*
  - *You will then need to add a credit or debit card or bank account information.*
  - *You will then need to specify a **replenishment amount**. This amount is configurable (which means you can select the **replenishment amount**), and the minimum is \$20.00. This is the amount the system will charge the card on file or the bank account to replenish the toll balance when the balance falls below the **low balance threshold**.*
  - *You will then need to set the **low balance threshold amount**. This is the low balance amount at which your account will automatically be replenished.*
    - *This amount is configurable, which means you can set the **low balance threshold amount**.*
    - *However, the minimum low balance amount you can select is \$10.00.*
    - *When the balance on the account falls below the **low balance threshold amount**, the system will replenish the account by pulling funds in the amount set in the previous step from the credit or debit card or bank account on file.*
  
  - *Once you have set up your Billing Options you will need to make the initial payment into the toll balance.*
    - *To do that, you will need to navigate to the “Make a Payment” page and make the payment manually.*
    - *From that point on, the system will automatically replenish the toll balance when the account balance falls below the **low balance threshold amount**.*
  
- **What happens if I travel on an out-of-state toll road and I do not have a Pre-Paid toll balance established?**
  - *If the toll system detects your transponder or if the system is able to associate your license plate with your valid E-ZPass account, the tolls will post to your account causing your account to go negative.*

- *Excessive charges to an account without a pre-paid balance from which to pull funds can result in toll violations.*
- **Are there any costs or fees associated with maintaining a Pre-Paid toll balance? Can this option be cancelled?**
  - *There are no costs or fees to maintain a Pre-Paid toll balance on your WV E-ZPass account.*
  - *The account holder may request to cancel the Pre-Paid option at any time by requesting in writing to cancel.*
  - *Upon receipt of the cancellation request, a refund will be processed.*