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NEWS RELEASE

For Immediate Release
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Contacts:
John Corcoran, Turnpikes Bureau, (603) 485-3806
Eileen P. Meaney, Chief Communications Officer, (603) 271-6495

NHDOT Announces Changes in Toll Collection Operations

Changes Are In Response to COVID-19

Page The New Hampshire Department of Transportation (NHDOT) announces that beginning Monday, March, 30 at 12:00am in an abundance of caution to support the health and safety of our customers and staff during the COVID-19 pandemic we are making the following changes in our toll collection operations:

Cash/E-ZPass lanes for cash customers will move from making change for customers to an "Exact Change Toll Fare Only" standard.

In addition, due to reduced traffic volumes, toll plaza Cash Lanes will not be staffed 24 hours a day. Instead they will be staffed from 5:00 am to 9:00 pm only.

Between 5:00 am and 9:00 pm if a customer does not have the exact toll fare, a toll attendant will be available in the Cash/E-ZPass lanes to explain payment options to customers. To avoid getting an invoice, customers may pay online within seven days of the transaction at www.ezpassnh.com/ using the "7-Day to Pay" option or by calling the E-ZPass Customer Service Center at Toll Free Number: (877) 643-9727. After the seven day period elapses, an invoice will be processed and mailed to the registered owner of the vehicle.

During the hours of 9:00 pm to 5:00 am all plazas will operate as All Electronic Tolling (AET) "No Cash Collection". To avoid receiving an invoice, customers can use the "7-Day to Pay" option through the website or contact Customer Service Center as listed above.

Customers with any questions regarding E-ZPass transactions or invoices may contact the E-ZPass Call Center at Toll Free Number: (877) 643-9727 Monday through Friday – 8:00 am to 6:00 pm and Saturday – 8:00 am – 4:00 pm.

Invoices can also be paid in person at the E-ZPass Walk-In Centers (WIC) located in Concord, Portsmouth, and Nashua. These locations are open Monday and Friday only from 10:00 am to 6:00 pm. Address information can be found at www.ezpassnh.com/.

Signs will be hung on the toll booths and message boards will be in place at the approach to all toll booths to notify motorists of these changes.