

The Illinois Tollway is encouraging customers to mount an I-PASS in every car that uses the Tollway in order to receive a 50 percent discount on tolls.

WHAT CUSTOMERS NEED TO KNOW

I-PASS customers with transponders qualify for a lower rate on their unpaid tolls, but that lower rate requires a few things:

- **Transponder Present**—Customers must have a transponder properly mounted in the vehicle to receive the I-PASS rate. As a courtesy, I-PASS customers do receive an exemption of up to five (5) transactions each month before being charged the cash rate.
- **Payment in Good Standing**—To avoid being invoiced for unpaid tolls, customers are obligated to keep their payment information up to date. If the Tollway attempts to charge a customer and the payment does not process, the customer will be notified via robocall, email, text and postcard.
- **Accurate Vehicle/Plate List**— If you travel in a vehicle on the Tollway without a transponder *and* the vehicle is not listed on the account—an invoice with added fees will be issued. In this instance, the Illinois Tollway has no way of associating the vehicle with the I-PASS account holder. If you purchase a vehicle, be sure to add the vehicle on your I-PASS account.
- **Current Contact Info**—The Illinois Tollway send emails, texts, mail, and robocalls to customers regarding payments and payment issues. To ensure customers know when there are issues, contact information must be current.

QUESTIONS WE HEAR

Can I move my transponder between my cars?

Transponders can be shared between cars and motorcycles registered to the same I-PASS account, but the transponder must be properly mounted in your vehicle whenever you drive on the Tollway. However, sharing a transponder puts you at risk of forgetting to move the transponder.

Do I need an account for each of my transponders?

No, I-PASS allows all transponders to draw from the same, single prepaid account balance. This means each transponder does not need to maintain a separate balance. If multiple vehicles are sharing a single transponder, each license plate must be registered to the I-PASS account.

I-PASS customers can use online account management to add a vehicle by visiting getipass.com and logging into their account.



GET

I-PASS

and **GET GOING**

WHERE TO GET AN I-PASS

ONLINE



Visit illinoistollway.com and click "Get I-PASS".

IN PERSON



Customer Service Centers

I-PASS transponders for passenger or commercial vehicles are available at the Downers Grove Tollway Headquarters and these Oases locations: Belvidere, Lake Forest, Chicago Southland Lincoln

Jewel-Osco

I-PASS transponders for passenger vehicles are available at nearly 200 Jewel-Osco locations.

Road Ranger

I-PASS transponders for passenger or commercial vehicles are available at six Road Ranger locations in Northern Illinois:

- Hampshire
- Loves Park
- Rockford
- Rochelle
- South Beloit
- Winnebago