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## **BRIDGE AUTHORITY ADVISES COMMUTER PLAN CUSTOMERS OF BILLING ISSUE RESOLUTION**

*Erroneous Charges Over Period of October 9 -10*

*All Affected Accounts Will Be Corrected*

The New York State Bridge Authority (NYSBA) is advising E-ZPass customers enrolled in the NYSBA Commuter Plan of a recent billing error and the steps being taken to correct the matter.

The billing issue affected only New York and New Jersey E-ZPass customers who participate in the NYSBA Commuter Plan, approximately 8,000 accounts in total. This plan allows frequent users of the Authority's crossings – including the Bear Mountain, Newburgh-Beacon, Mid-Hudson, Kingston-Rhinecliff, and Rip Van Winkle Bridges – to cross at a reduced toll of \$1.40 per trip. Customers must complete at least 17 trips during each 30-day billing cycle. Any trips not taken are billed at \$1.40 and appear as "Unused Commuter Trips."

The Authority recently became aware of erroneous charges generated by its outside vendor related to the Commuter Plan. These charges occurred during the period of October 9-10, 2025. NYSBA has been working closely with the E-ZPass NY Customer Service Center to correct the matter and has directed that refunds are to be issued for impacted accounts.

Customers who continue to notice any issues with their E-ZPass account are encouraged to contact the E-ZPass NY Customer Service Center at 800-333-TOLL (800-333-8655).

NYSBA also reminds Customer Plan participants that they may pause their plan up to four times a year for a minimum of one week if they do not anticipate making frequent trips across the Authority's bridges.

Account information can be accessed at [www.e-zpassny.com](http://www.e-zpassny.com) or through the [TollsNY](#) mobile app.

### **About the New York State Bridge Authority**

The New York State Bridge Authority operates five Hudson River crossings—Bear Mountain, Newburgh-Beacon, Mid-Hudson, Kingston-Rhinecliff and Rip Van Winkle—and performs maintenance work on the Walkway Over the Hudson pedestrian bridge. The Authority receives no state or federal tax dollars for maintenance or operations. Nearly all revenue is generated through tolls and reinvested in capital improvements, ensuring the long-term safety and sustainability of these critical infrastructure assets of the Hudson Valley for generations to come.

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