

E-ZPASS  
MARYLAND

# HATEM BRIDGE

PLANS NOW  
AVAILABLE



*Don't Delay*

**Get your *E-ZPass* today!**

*Sign up at [ezpassmd.com](http://ezpassmd.com)*

Hatem Bridge (US 40) AVI Decal  
customers ***must*** switch to one of two  
new *E-ZPass* Maryland Hatem Bridge  
Plans by September 30, 2012.

# E-ZPass Hatem Bridge Plans

**Choice A:** Hatem Bridge Only Plan for customers who currently only use an AVI Decal and do not want to use *E-ZPass* at other toll facilities.

**Choice B:** For new and current *E-ZPass* customers who want to add the Hatem Bridge Plan to their account, while having the benefit of using their *E-ZPass* at any toll facility that accepts *E-ZPass*.

Both *E-ZPass* Hatem Bridge Plans are \$10 per year for unlimited trips – adhering a sticker to the outside of your car, you will attach an *E-ZPass*

the same cost Decal users pay today. The difference is, instead of transponder to the inside of your windshield.

Changing from an AVI Decal to *E-ZPass* is easy.

## 1. SELECT A PLAN

**Choice A:** *E-ZPass* account valid AT THE HATEM BRIDGE ONLY.

- Costs the same as the Decal – \$10 per year for unlimited trips (\$20 per year effective July 1, 2013)
- For two-axle vehicles only
- No fees or prepaid toll deposits; Free transponder until Jan. 31, 2013
- Not for use at other toll facilities or with other *E-ZPass* discount plans
- No account statements

**Choice B:** *E-ZPass* account valid anywhere *E-ZPass* is accepted.

- Costs the same as the Decal – \$10 per year for unlimited trips (\$20 per year effective July 1, 2013)
- For two-axle vehicles only
- Plan is an add-on to a standard *E-ZPass Maryland* account and is subject to a transponder charge (for new account), pre-paid toll deposit and account maintenance fee
- 10% discount off cash rate at all Maryland toll facilities (except the Intercounty Connector/MD 200) and eligible for other *E-ZPass* discount plans
- Will receive account statements through the mail or e-mail

## 2. SIGN UP

The most convenient way to sign up is online at [ezpassmd.com](http://ezpassmd.com) starting Feb. 13, 2012. With more than 150,000 AVI Decals sold each year, the *E-ZPass* Stop-in Centers are expecting extremely high customer volumes during the transition to *E-ZPass*.

**Choice A:** Hatem Bridge Only Plan

- **Online** – Visit [ezpassmd.com](http://ezpassmd.com). Complete the application with credit card payment information and submit. Your Hatem-only transponder will be mailed to you within 7-10 business days.
- **By mail** – Complete the Hatem Bridge Only Choice A application attached to this brochure (or downloaded from [ezpassmd.com](http://ezpassmd.com)) and mail it with your check, money order or credit card payment to: *E-ZPass Maryland*, P.O. Box 17600, Baltimore, MD 21297-7600. Your Hatem-only transponder will be mailed to you within 7-10 business days of application receipt.
- **In person** – Complete the attached Hatem Bridge Only Choice A application and bring it to the JFK (I-95) Administration Building *E-ZPass* Stop-in Center, One Turnpike Drive, Perryville, MD 21903. Effective Feb. 1, 2012, hours are Monday through Friday from 7 a.m.-7 p.m. and Saturday from 8 a.m.-12 noon.

**Choice B:** Hatem Bridge Plan

EXISTING *E-ZPASS* MARYLAND ACCOUNT HOLDERS:

- **Online** – Visit [ezpassmd.com](http://ezpassmd.com) to add Hatem Bridge Choice B to your existing *E-ZPass* account for an additional \$10 per year.
- **By phone** – Call the *E-ZPass* Customer Service Center at 1-888-321-6824 and ask to have Choice B added to your existing account via credit card payment.
- **In person** – Visit an *E-ZPass* Maryland Stop-in Center.

NEW *E-ZPASS* CUSTOMERS:

- **Online** – Visit [ezpassmd.com](http://ezpassmd.com) and complete a private or business account application and add Hatem Bridge Choice B. Your *E-ZPass* transponder will be mailed to you within 7-10 business days.
- **In person** – Visit an *E-ZPass* Maryland Stop-in Center.

# Frequently Asked Questions

## E-ZPass Maryland Stop-in Center Locations

For customer convenience, the JFK Highway (I-95) E-ZPass Stop-in Center will have extended hours February 1 through September 30, 2012:

- Monday through Friday from 7 a.m. – 7 p.m.
- Saturday from 8 a.m. – 12 noon (ONLY the JFK Highway Stop-in Center will be open every Saturday)
- All Stop-in Centers are closed on Sunday

The JFK Highway E-ZPass Stop-in Center is located at One Turnpike Drive in Perryville.

**Directions:** Northbound I-95 travelers should take Exit 93 and turn right onto Route 222 at the stop light at the end of the ramp. Proceed 0.3 miles, make a left onto Turnpike Drive and follow the signs to JFK Administration Building/E-ZPass Stop-in Center.

Southbound I-95 travelers should take Exit 93 and proceed through the intersection at the stop light at the end of the ramp onto Turnpike Drive and follow the signs to the JFK Administration Building/E-ZPass Stop-in Center.

E-ZPass Maryland Stop-in Centers are located near all Maryland toll facilities. A list of locations and hours can be found at [ezpassmd.com](http://ezpassmd.com).

**NOTE:** Due to limited parking and expected high customer volumes, it is **NOT** recommended you visit the Hatem Bridge Stop-in Center.

### Timeline for AVI Decal Transition to E-ZPass

January 31, 2012	Last day to purchase AVI Decals at the Hatem Bridge toll plaza (Decals will only be available at the JFK Highway and Hatem Bridge Stop-in Centers through August 31, 2012)
February 1, 2012	E-ZPass Hatem Bridge Plans (Choice A and B) available at E-ZPass Stop-in Centers and by mail
February 13, 2012	Online enrollment available at <a href="http://ezpassmd.com">ezpassmd.com</a>
February 29, 2012	Decals with January 2012 expiration valid through this date
August 31, 2012	Last day to purchase AVI Decals
September 30, 2012	Last day to use AVI Decals, all Decals expire
January 31, 2013	Last day to receive Hatem Bridge Only Choice A transponders at no charge
July 1, 2013	Cost for Hatem Bridge Plans increases to \$20 per year (Choice A and B)

### 1. How much do the Hatem Bridge Plans cost?

The cost of the E-ZPass Hatem Bridge Plans (both Choice A and B) is the same as the cost of the AVI Decal -- \$10 per year for unlimited trips. The annual cost will increase to \$20 per year on July 1, 2013.

**Choice A:** E-ZPass transponders will be offered free of charge through January 31, 2013, after which time there will be a non-refundable fee of \$9 for new E-ZPass Hatem Bridge Only transponders. If you sign up for an E-ZPass Hatem Bridge Only Plan prior to February 1, 2013, your annual renewal fee is the only cost you will incur.

**Choice B:** Since this is an add-on to an E-ZPass Maryland account, this plan is subject to a non-refundable transponder fee of \$9 (new transponders), \$25 pre-paid toll deposit and a \$1.50 monthly account maintenance fee, unless you use your account at Maryland toll facilities three or more times in the previous month, in which case the monthly account fee would be waived (see Terms and Conditions).

### 2. How does E-ZPass work?

When traveling across the Hatem Bridge, your transponder will be read electronically and know that you are an E-ZPass Hatem Bridge Plan member. Rather than placing a decal on the outside of your vehicle, you will place a transponder on the inside of your windshield.

Your E-ZPass transponder **MUST** be properly affixed before you use it. If the transponder is not properly mounted, it may not work and you will receive a Notice of Toll Due and be charged the Video Toll Rate (\$9), which is 150% of the Hatem Bridge cash toll rate (\$6). It is the customer's responsibility to be sure the transponder is correctly affixed to the windshield.

To install your transponder:

1. Clean the area where you will place the transponder on inside of windshield.
2. Remove plastic tape from back of mounting strips on transponder.
3. Place the adhesive on windshield to position transponder as shown below based on your mirror type.
4. Press transponder firmly against the mounting strips on windshield glass.



# Frequently Asked Questions (continued)

## 3. I have multiple vehicles and multiple drivers. How many transponders do I need?

*We encourage you to sign up for a transponder for each vehicle to avoid receiving a Notice of Toll Due and being charged the Video Toll Rate (\$9), which is 150% of the Hatem Bridge cash toll rate (\$6). Effective July 1, 2013, the cash toll rate at the Hatem increases to \$8 and the Video Toll Rate to \$12. You can transfer your transponder between vehicles as long as each vehicle is listed on your account and the transponder is properly mounted in the vehicle at the time of your trip.*

## 4. Once I have an E-ZPass transponder, what do I need to do if I purchase a new vehicle or change license plates on my vehicle?

*Any time you purchase a new vehicle or change the license plate, you will need to update your information with E-ZPass by accessing your account at [ezpassmd.com](http://ezpassmd.com), by visiting an E-ZPass Maryland Stop-in Center or by calling our E-ZPass Customer Service Center at 1-888-321-6824.*

## 5. Once I switch to E-ZPass, which toll lanes should I use?

*Customers with E-ZPass must use toll lanes marked as accepting E-ZPass or your transponder will not be read and you will receive a Notice of Toll Due and be charged the Video Toll Rate (See Question 3).*

## 6. How will I know when my Hatem Bridge Plan needs to be renewed?

*A renewal notice will be mailed to you 45 days prior to your annual renewal date followed by a reminder notice, which will be mailed 15 days prior to the renewal date. The plan must be renewed annually to remain in effect. Annual renewal dates for the E-ZPass Hatem Bridge Plans will occur on the anniversary date of purchase and NOT at the end of the calendar month, as is the case with the AVI Decal.*

*You may check your renewal date and renew your Hatem Bridge Plan by accessing your account online at [ezpassmd.com](http://ezpassmd.com), by visiting an E-ZPass Maryland Stop-in Center or by calling the E-ZPass Customer Service Center at 1-888-321-6824.*

*If you have a standard E-ZPass account with a Hatem Bridge Choice B Plan and are a credit card replenishment customer, the renewal will automatically occur 30 days prior to the plan expiration date.*

## 7. Is there a limit to the number of Choice A free transponders?

*Yes, one free transponder per vehicle listed on your account with a maximum of four transponders per account. Effective February 1, 2013, transponders will cost \$9.*

## 8. Can I purchase the Choice A Hatem Bridge Only Plan and use it at other E-ZPass toll facilities in Maryland or other states?

*No, the Choice A Hatem Bridge Only Plan cannot be used at any other toll facility in Maryland or in another state. If you want to use your transponder at other facilities, you will need to sign up for a private or business E-ZPass Maryland account and add Choice B to your plan for an additional \$10.*

## 9. Can I purchase the Hatem Bridge Plan if I already have an E-ZPass account?

*Yes, as long as you have a valid E-ZPass Maryland account you can add the Choice B Hatem Bridge Plan to your account by accessing your account online at [ezpassmd.com](http://ezpassmd.com), visiting an E-ZPass Maryland Stop-in Center or calling the E-ZPass Customer Service Center at 1-888-321-6824.*

*You cannot add the Hatem Bridge Plan to an E-ZPass account from another state.*

## 10. How long will the AVI Decal be available for purchase and valid at the Hatem Bridge toll plaza?

*AVI Decals can be purchased at the toll plaza through January 31, 2012. After January 31, Decals can ONLY be purchased at the JFK Highway (I-95) and Hatem Bridge (US 40) E-ZPass Stop-in Center locations and will only be available through August 31, 2012 (the last date for an AVI Decal purchase). Any decal purchased now will expire on September 30, 2012, and will not have a full year of use. For example, a Decal purchased at the beginning of May, would only be valid for five months. We encourage any customer with an AVI Decal expiring between now and September 30, 2012, to make the transition to E-ZPass. It is the same cost as the AVI Decal, and the E-ZPass transponder is free with the Hatem Bridge Only Choice A Plan until January 31, 2013, after which time the transponder will cost \$9.00.*

## 11. If the Hatem Bridge is closed for any reason, can I use my E-ZPass Hatem Bridge Plan (Choice A or B) at the JFK Highway (I-95) toll plaza?

*The Choice A Hatem Bridge Only Plan is ONLY valid at the Hatem Bridge and no other toll facility. Choice B Hatem Bridge customers may use their transponder at the JFK Highway toll plaza but will not receive free passage. Their accounts will be charged the E-ZPass toll rate (10% discount off cash rate), unless they are enrolled in another E-ZPass Maryland discount plan.*

## Still have questions?

*Questions about the E-ZPass Hatem Bridge Plans can be submitted to [mdta@mdta.maryland.gov](mailto:mdta@mdta.maryland.gov) or to our E-ZPass Customer Service Center at 1-888-321-6824.*



Choice A:  
Hatem Bridge Only  
*E-ZPass* Plan  
Unlimited Trips  
for One Year

Avoid waiting in  
line, sign up online  
at **ezpassmd.com**  
starting Feb. 13, 2012

Date of Purchase	<i>E-ZPass</i> Transponder Cost	Hatem Bridge Plan Cost (expires one year from date of purchase)	AVI Decal Cost	Decal Expiration* (All expire Sept. 30, 2012)
February 2012	FREE	\$10	\$10	Expires in 8 months
March 2012	FREE	\$10	\$10	Expires in 7 months
April 2012	FREE	\$10	\$10	Expires in 6 months
May 2012	FREE	\$10	\$10	Expires in 5 months
June 2012	FREE	\$10	\$10	Expires in 4 months
July 2012	FREE	\$10	\$10	Expires in 3 months
August 2012	FREE	\$10	\$10	Expires in 2 months
September 2012	FREE	\$10	No Longer Available	Expires September 30
October 2012	FREE	\$10		
November 2012	FREE	\$10		
December 2012	FREE	\$10		
January 2013	FREE	\$10		
February 2013	\$9	\$10		
March 2013	\$9	\$10		
April 2013	\$9	\$10		
May 2013	\$9	\$10		
June 2013	\$9	\$10		
July 2013	\$9	\$20 (new price goes into effect)		

\* Assumes Decal was purchased on the first of the month.

## Sign up for *E-ZPass* at local events in Cecil & Harford counties

In order to provide additional opportunities for Hatem Bridge users to sign up for *E-ZPass*, *E-ZPass* staff will attend local events and visit businesses throughout Cecil and Harford counties. If you would like updates on what events and locations *E-ZPass* will visit, please sign up to receive our monthly e-mail update at [mdta.maryland.gov](http://mdta.maryland.gov).



[ezpassmd.com](http://ezpassmd.com)

*E-ZPass* Customer Service

Toll Free: 1-888-321-6824



Maryland  
Transportation  
Authority

2310 Broening Highway, Suite 150  
Baltimore, MD 21224

(866) 713-1596

[www.mdt.maryland.gov](http://www.mdt.maryland.gov)