Toll Administrative Fees

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Toll Administrative Fees

Change Necessary

Inactive Account Fee - $5.00

- **Current language:** *After 24 months of no transactions on the account, this one-time fee will be assessed.*
- **Proposed language:** *After 21 months of no transactions on the account, this one-time fee will be charged as the account is closed.*
- **Why:** The Good to Go terms and conditions lists 21 months of inactivity to initiate account closure and fee charged. This timeframe was shortened from 24 months to 21 months to notify customers about pending account closures and fee. This gives the customer the opportunity to use or close the account prior to the fee being charged.

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Change Necessary

Pay By Plate Fee - $0.25 per transaction

- **Current language:** *A customer who establishes a prepaid toll account but passes through a toll facility without a pass will be assessed this fee in addition to the Good To Go! pass toll rate.*
- **Proposed language:** *When a person with a Good To Go! account uses a toll road but does not have a Good To Go! pass in their vehicle they will be charged the toll and the Pay By Plate fee for that trip.*
- **Why:** Eliminates the reference to prepaid toll accounts.

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Proposed Technical Correction

Paper Statements and Reprinting Fee - $0.50 per page*

- **Current language:** *Upon each mailing of a paper statement at the account holder's request.*
- **Proposed language:** *This fee will be charged when a customer requests to have their statement mailed to them. It will be charged each time a statement is mailed.*
- **Why:** Suggested language for clarity.

**minimum fee of $1.50*

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Proposed Technical Correction

Reprocessing Fee - $5.00 per reminder notice

- **Current language:** *This fee will be assessed when WSDOT sends a reminder notice of unpaid tolls. The reminder notice to pay may be a summary or itemization of amounts owed and included as part of a toll bill or in any other correspondence to collect tolls.*
- **Proposed language:** *This fee will be charged when WSDOT sends a reminder notice for unpaid tolls. The reminder may be a summary of the amount owed, included as part of another bill, or in any other correspondence used to collect tolls.*
- **Why:** Suggested language for clarity.

Next Steps

- **Today:** Act to issue a written public notice stating intent to revise the administrative toll fee language
- **June 2026:** Provide proposed language on WSTC website and ways for the public to comment on it
- **July WSTC meeting:** Review public input received and adopt new administrative toll fee language
- **August 1, 2026:** New administrative toll fee language goes into effect

Washington State Transportation Commission

Questions?

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