

2011 Toll Price Increase – FAQs

- 1. What are the new toll prices on Pocahontas 895?** At the Main Toll Plaza, there are two toll rates for 2-axle vehicles depending on the time of day. The toll price is \$3 during weekday commute times – between 6 a.m. and 9 a.m., and between 3 p.m. and 6 p.m. At all other times, including weekends and public holidays, the toll price at the Main Plaza is \$2.75.

At the Main Toll Plaza, vehicles with three axles pay \$1 more than the \$3 toll price, at all times. A dollar more is charged for each additional axle, at all times. Thus a three-axle vehicle would pay \$4, and a four-axle vehicle would pay \$5, at all times.

At the Laburnum Avenue and Richmond Airport Connector Road ramps, the toll price is the same at all times - \$1.25 – for all vehicles, regardless of axle count.

Scheduled Toll Increases Effective February 7, 2011

TOLL POINT	NEW 2011 TOLL: 2 AXLES	NEW 2011 TOLL: 3+ AXLES
Main Plaza – Peak Hours 6-9 a.m. & 3-6 p.m. weekdays E-ZPass™, Visa/Mastercard, cash	\$3.00	3 axles: \$4.00 4 axles: \$5.00 5 axles: \$6.00 6 axles: \$7.00
Main Plaza – Off-Peak Hours All other weekday times & weekends/holidays E-ZPass™, Visa/Mastercard, cash	\$2.75	3 axles: \$4.00 4 axles: \$5.00 5 axles: \$6.00 6 axles: \$7.00
Laburnum Avenue to/from Interstate 295 (no Main Plaza toll) E-ZPass™, Visa/Mastercard	\$1.25	\$1.25
Airport Connector to/from Interstate 295 (no Main Plaza toll) E-ZPass™, Visa/Mastercard	\$1.25	\$1.25

2. **When do the new toll prices take effect?** The new toll prices take effect at 12:01 a.m. on February 7, 2011.
3. **How can I pay a toll on Pocahontas 895?** At the Main Plaza, tolls may be paid by E-ZPass™, Visa and Mastercard credit and debit cards, or with cash. E-ZPass™ customers can use the open-road express lanes to pay their tolls without stopping.

At the Laburnum Avenue and Richmond Airport Connector Road ramps, payment is automated with E-ZPass™ and Visa and Mastercard credit and debit cards are accepted (no cash).

4. **If I pay at the Main Plaza, am I charged again to exit at Laburnum or the Airport Connector?** No. The Laburnum Avenue and Richmond Airport Connector Road tolls apply only to customers who don't pass through the Main Plaza on their trip. These are customers who travel between Laburnum Avenue and Interstate 295, or the Airport Connector road and Interstate 295.

Any customer who pays at the Main Plaza is NOT charged again to use the Laburnum Avenue or Airport Connector ramps.

5. **Why is this toll change being made?** This is a scheduled toll increase in accordance with the public schedule of capped toll increases agreed to by Transurban (895) LLC and the Virginia Department of Transportation in June 2006.
6. **Where can I find this schedule of toll increase caps?** The schedule is posted on our website, www.pocahontas895.com. Click on "Toll Prices" at the top of the home page. You can also call our office to request a copy of the schedule - 804-822-3458 (or toll free at 1-866-428-6339).
7. **When may tolls go up again?** According to the schedule on our website, tolls cannot exceed the \$3 cap until January 1, 2013.
8. **How do I get E-ZPass™?** You can get E-ZPass™ by calling 1-877-762-7824 or going to the Web site www.ezpassva.com. We recommend payment via E-ZPass™ as the most convenient and secure payment method.

9. **What do I do if I have a problem with my payment?** Call our office within 48 hours (preferably the next business day). That number is 804-822-3458 (or toll free at 1-866-428-6339). We will have a record of your travel and can assist you with payment.
10. **If I mistakenly drive through and don't have E-ZPass™, Visa or Mastercard, will I be fined?** We value all our customers, and we realize that sometimes drivers are unprepared to pay a toll. In such instances, we ask customers to please call our office as soon as possible, preferably the next business day. Please call 804-822-3458 (or toll free at 1-866-428-6339).
11. **What is the easiest way to pay a toll?** E-ZPass™ is the most convenient way to pay a toll for travel on Pocahontas 895. You can get E-ZPass™ by calling 1-877-762-7824 or going to the Web site www.ezpassva.com. We recommend payment via E-ZPass™ as the most convenient and secure payment method.