



## **Pocahontas 895 Customer Charter**

Pocahontas 895 is committed to:

### **Customer service**

You can expect friendly and efficient service from the Pocahontas 895 staff. We work closely with our customers to investigate problems and resolve issues quickly, usually during the first contact. You can contact us in one of five ways:

- **By phone** at 804-822-3420 or 1-866-428-6339, 8 a.m. to 5 p.m. weekdays
- **On the Web** at [www.pocahontas895.com](http://www.pocahontas895.com) (click on Contact)
- **By email** at [info@pocahontas895.com](mailto:info@pocahontas895.com)
- **By mail** at Pocahontas 895, P.O. Box 7693, Richmond, VA 23231
- **In person** at our offices, located off the eastbound cash toll lanes (501 Pocahontas Parkway), between 8 a.m. and 5 p.m. on weekdays (excluding holidays)

We provide clear and friendly communication to help you understand our processes, our toll pricing, and how you can get the greatest benefits from using Pocahontas 895. We also take every step possible to protect your personal information.

If you have a concern or issue that cannot be resolved immediately, we will work with you to arrive at a satisfactory outcome. You can expect to hear from us within two days of contacting us. Our process then allows a period of about two weeks during which we review the issue as needed. Some issues may be referred to our Customer Resolutions Group, a separate team that specializes in resolving customer issues.

### **Travel certainty**

You can trust that Pocahontas 895 will help you get to your destination on time. Our customers routinely save up to 10 minutes per trip by using Pocahontas 895. Our Airport Connector, currently under construction and due to open in 2011, will reduce travel time to Richmond International Airport by providing a direct link to Airport Drive and bypassing four traffic signals and a rail crossing.

### **Responsible stewardship and management**

Safety is our highest priority. We continually maintain and improve Pocahontas 895 to ensure safe driving conditions at all times.

In addition, we consult with community stakeholders and local elected boards and councils regarding the operation of Pocahontas 895. We work closely with the Virginia Department of Transportation,

which oversees our management of Pocahontas 895. And, we continually seek feedback from our customers and the community, so that we can improve our operations and our service to you.

### **Pocahontas 895 Unpaid Toll Invoice Process**

Sometimes a Pocahontas 895 customer may receive an invoice for an unpaid toll. Here are some common examples of reasons why tolls may go unpaid:

- Traveling in the open-road toll lanes without an E-ZPass
- A malfunctioning or improperly mounted E-ZPass
- An E-ZPass account with insufficient funds to cover the toll amount
- Using an E-ZPass before the account has registered as replenished (replenishments can take 24 to 48 hours to register within the payment system)
- Not paying the toll in a cash lane

The vast majority of Pocahontas 895 customers pay their tolls as they use the road. We do realize, however, that there may be occasions when a toll goes unpaid. We work hard to support our customers and help them remit unpaid tolls before any additional charges are imposed. Unpaid tolls can be paid conveniently online using Visa or Mastercard, or with cash or personal check at our offices.

We maintain records of all instances of unpaid tolls, and we send an unpaid toll invoice to any customer whose account shows a balance due. An unpaid toll invoice details the date and time of travel and the unpaid toll amount. Invoices may include an administration fee, which may be waived upon prompt payment of the toll amount. Customers can keep their accounts in good standing by promptly paying the invoice in full. We are committed to offering individualized customer service, and we encourage customers to contact us using any of the means listed above if they have questions or concerns about toll payment or use of Pocahontas 895.

Invoices not promptly paid in full may result in further unpaid toll notices. Our process is to send three notices through the U.S. Postal Service to customer addresses of record, allowing sufficient time between each for our customers to pay. Customers who do not respond to one of these three letters can expect a fourth letter from us, advising that the matter is being referred to a local collections agency. Unpaid tolls not resolved through the collections agency will be referred to Henrico County Court as prescribed under the law, with summonses issued. Significant penalties can be imposed through the court system for unpaid tolls, as laid out in Virginia Code Section 46.2-819.

### **E-ZPass = Carefree Travel**

Customers can avoid unpaid tolls by obtaining an E-ZPass electronic toll collection device and choosing automatic replenishment of an E-ZPass account via credit or debit card. A properly mounted E-ZPass also frees you from scrambling for change for cash lanes, and allows you to bypass our toll booths and travel in our open-road lanes.

You can contact E-ZPass in one of these ways:

- **Online** at [www.ezpassva.com](http://www.ezpassva.com)
- **By email** at [customerservice@ezpassva.com](mailto:customerservice@ezpassva.com)
- **In person** from 8 a.m. to 6 p.m. weekdays (except state holidays) at the Richmond E-ZPass office, 175 Wadsworth Drive, Richmond, VA 23236 (other E-ZPass locations are in northern Virginia and Gloucester Point; check [www.ezpassva.com](http://www.ezpassva.com))
- **By phone** at 1-877-762-7823 (TTY 1-800-828-1120)
- **By mail** at E-ZPass Customer Service Center, P.O. Box 1234, Clifton Forge, VA 24422-1234

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