

Q: What is ETC? ("BREEZE BY")

A: Electronic Toll Collection is a high-tech system that allows customers to pay tolls without having to stop at the tollbooth. The customer will be able to go through the lane at about 5 mph. The toll is automatically deducted from the prepaid BREEZE BY account.

Q: What are the benefits?

A: BREEZE BY is simple to get and is your option for a faster commute. BREEZE BY customers open a prepaid toll account, place a small transponder on the vehicle's windshield and can use the exclusive express lanes or the manual lane. With BREEZE BY you can pay electronically each time you use the bridge, avoid fumbling for change in line at the toll plaza, and drive in the express lanes.

Q: Who can use BREEZE BY?

A: BREEZE BY is available to anyone who is looking for a faster, more reliable and convenient trip. Individuals, commuters, motorcyclists, business users, commercial vehicle operators and others can take advantage of the benefits of electronic toll collection.

Q: Can motorcycles use BREEZE BY?

A: Yes, motorcycles can use BREEZE BY as well. Motorcyclists will need to request an external-mounted transponder in a hard plastic case.

Q: Can commercial vehicles use BREEZE BY?

A: All commercial vehicles can use BREEZE BY. Commercial vehicle owners and operators who want to avoid stopping at the toll plaza can open a prepaid commercial vehicle account and request BREEZE BY transponders. Commercial vehicles also have the option of installing an external transponder.

Q: What does it cost to establish a BREEZE BY account?

A: BREEZE BY requires a minimum prepaid toll payment of \$20 for accounts with six or fewer vehicles. Prepaid toll payments can be made for amounts over \$20. We recommend that frequent commuters and commercial accounts prepay at least one month of tolls to the BREEZE BY account.

Q: How much does a transponder cost?

A: The first 3 transponders on a personal account will be provided free and any additional internal (windshield) mounted transponders cost \$15.00. Additional external mounted (license plate) transponders cost \$27.00 each. The transponders are generally good for about 10 years.

Q: Are discounts available for BREEZE BY customers?

A: The prepaid toll accounts will be given a discount of 20%. So if you put \$50 on your account, your account will be credited for \$60.

Q: What if I do not have a BREEZE BY account?

A: Drivers without a BREEZE BY account will need to go through the manual lanes, and use cash or tickets to pay the toll. You must have a BREEZE BY account and a transponder properly mounted in your vehicle to use the express lanes - **no exceptions.**

Q: How do I open my BREEZE BY account?

A: Signing up for BREEZE BY is simple. You can apply online, over the phone, by mail or fax, or in person at the Port of Hood River Office.

Q: How do I make payments to my BREEZE BY account?

A: Prepaid BREEZE BY toll payments can be made using credit card, debit card, auto-draft account, check, money order, or cash (in person only). **Do not mail cash.**

The easiest way to manage your account is to set up automatic replenishment using a credit card, labeled debit card, or an auto-draft account so that a payment is made when the account reaches a low balance. The payment amount will be based on the prepaid toll amount you selected. With automatic replenishment, you can be confident that there is always prepaid toll money on the BREEZE BY account.

Manual replenishment is available for BREEZE BY customers who prefer an alternative to automatic replenishment.

Q: When will my BREEZE BY account reach a low balance?

A: Accounts with six (6) or fewer vehicles will reach a low balance when \$10 remains on the account. At this point, a payment is due. If you have set up automatic replenishment, the

payment will be made for you. If you have set up manual replenishment, you will need to contact the Port of Hood River to make a payment.

The low balance amount for accounts with more than six (6) vehicles may be greater than \$10.

Q: How do I install my transponder?

A: The transponder adheres to the inside of your windshield behind the rearview mirror. Note that transponders are not transferable between vehicles.

Q: Can I have more than one vehicle on my BREEZE BY account?

A: Yes. Customers can request more than one transponder, and all transponders can be linked to a single account. The transponders cannot be transferred from one vehicle to another. Removing a transponder destroys and deactivates it.

Q: Will I receive a BREEZE BY account statement?

A: Customers can request regular statements via e-mail or mail.

Q: What do I do if my transponder is lost or stolen?

A: Contact the Port of Hood River immediately. The stolen transponder will not work once it has been removed from the vehicle's windshield. Customer Service will update your account and issue a new transponder.

Q: What do I do if I buy a new car or replace my windshield?

A: Remove the transponder and bring it into the Port office to request a replacement. If you buy a new car, you will also need to update the license plate information for the new vehicle.

Q: Can I pull a trailer using BREEZE BY?

A: Yes. Customers can pull a trailer using BREEZE BY. There are sensors built in the road that detect additional axles. Toll charges for the additional axles will be automatically deducted from the prepaid BREEZE BY account.

Q: How do I close my BREEZE BY account?

A: You must notify the Port of Hood River in order to close your account. Any remaining balance on the BREEZE BY account will be refunded to you.

Q: What are the components of an ETC system?

A: The system has three components: a transponder, which is placed inside the vehicle (some models of cars may require an externally-mounted transponder); an overhead antenna in the toll plaza that reads the BREEZE BY transponder and automatically deducts the appropriate toll from a prepaid BREEZE BY account; and video cameras to identify toll evaders.

Q: Will my transponder work on other toll facilities?

A: No, at this time the BREEZE BY account is only for the Port of Hood River Bridge. However, if you have a transponder from the Tacoma-Narrows Bridge we can activate it to work on our system as well so you will not need two transponders.

Q: Can I use my BREEZE BY account in any lane?

A: Yes there will be an antenna reader in all lanes, but cash and ticket customers may only use the inside lanes.