

EZ TAG CUSTOMERS:

REMINDER TIME TO CHECK YOUR ACCOUNT!

Dear EZ TAG Customer,

The Harris County Toll Road Authority would like to remind customers to log on to hctra.org and make sure your EZ TAG account has a positive balance and all license plates are up-to-date. These simple steps can help customers avoid the hassle and surprise of receiving a bill for unpaid tolls in the mail.

Things you can look for to ensure your account is up-to-date, and avoid receiving a bill for unpaid tolls:

- **Check your toll usage!** If you've been using the toll road this summer, and you haven't been charged, your EZ TAG account most likely needs attention.
- **Did you get a new credit card?** Customers often forget to update their EZ TAG account when they receive a new card—due to expiration, fraud, etc.—from their credit card company.

To update your billing info, log on to hctra.org on your desktop or mobile device, and follow the menu to **EZ TAG Account > Account Information > Update Billing Information** and click **Edit**.

- **Did you get a new car or license plate?** A common reason customers get bills for unpaid tolls is because the customer's new license plate number was not added to their EZ TAG account.

To add a new license plate to your account, log on to hctra.org on your desktop or mobile device and follow the menu to **EZ TAG Account > Vehicles and EZ TAGs > Update Existing Vehicles**.

Check your account now to avoid invoices for unpaid tolls, and if you need assistance, please contact us at 281-875-3279.

Sincerely,
EZ TAG Services