

# E-Z Pass, Electronic Toll Payment, Richmond Metro

Age Requirements

13-21

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22-55

,

56-60

,

60+

Available 24/7

No

Documents Required

Call for details

Other Eligibility Criteria

Serves all drivers.

Family

No

Intake Contact Email

customerservice@ezpassva.com

Intake Process

Call, email, or walk in to one of the customer service centers. Most services are available on the website or by mail

Intake Contact Telephone

(877) 762-7824

Provider Refer

Yes

Self Refer

Yes

E-ZPass

<https://www.ezpassva.com/>

<https://www.ezpassva.com/EZPages/Application.aspx>

Main

(877) 762-7824

TTY/TTD

(800) 828-1120

Customer Service Center

PO Box 1234

24422-1234 VA

United States

Monday: 7:00 am-7:00 pm

Tuesday: 7:00 am-7:00 pm

Wednesday: 7:00 am-7:00 pm

Thursday: 7:00 am-7:00 pm

Friday: 7:00 am-7:00 pm

Saturday: Closed

Sunday: Closed

Additional Availability Comments

Hours are for statewide telephone customer service center. See program description for walk in centers' hours.

Fee Structure

Fixed Fee

Payment Method(s)

Credit / Debit

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Private Pay

Languages Spoken

English

E-ZPass is an automatic, electronic toll collection systems that quickly and efficiently moves traffic through toll facilities in Virginia and along much of the East Coast. A motorist with an E-ZPass transponder mounted on the inside of the windshield or on the license plate, can travel through E-ZPass toll lanes and the toll is automatically deducted from a pre-paid account. [Toll roads accepting E-Z Pass](#) are available on the website.

Current E-ZPass States are Virginia, West Virginia, Maryland, Delaware, Pennsylvania, New Hampshire, New Jersey, New York, Ohio, Maine, Massachusetts, Indiana and Illinois.

Complete an [Application](#) to request a transponder.

Customer service centers are located across the state in areas with toll roads.

Centers include:

ERT Customer Service Center, 700 Port Centre Parkway, Portsmouth, VA 23704. Hours: Monday-Friday 7 am - 7 pm

Hours: Saturday: 9 am - 1 pm

The E-ZPass Customer Service Center - Mail Center is open. P.O. Box 1234, Clifton Forge, VA 24422-1234, Phone: 877-762-7824, Fax: 540-302-4773, Hours: Monday - Friday: 7 am - 7 pm

COVID Closed: Richmond DMV Customer Service Center, 2300 West Broad Street, Richmond, VA 23269 and Chesterfield DMV Customer Service Center, 610 Johnston Willis Drive, Richmond, VA 23236

Service Area(s)

Charles City County

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Chesterfield County

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Fairfax County

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Gloucester County

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Goochland County

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Hanover County

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Henrico County

,

New Kent County

,

Newport News City

,

Norfolk City

,

Portsmouth City

,

Powhatan County

,

Richmond City

Email

[customerservice@ezpassva.com](mailto:customerservice@ezpassva.com)