



## Toll Invoice Dispute Form

RIDOT Processing Center RPC  
PO Box 576, Jamestown, RI 02835

The Rhode Island Department of Transportation has identified you as the responsible party for the attached Toll Invoice. You may appeal all or part of the Toll Invoice in writing, by submitting this form to the RIDOT Processing Center (RPC) within 30 days of each Toll Transaction you dispute. Late disputes or incomplete forms will not be accepted. **This Toll Invoice Dispute Form applies only to the invoice number(s) that you have indicated below. (Required Fields\*).**

\*Name: \_\_\_\_\_ \*Invoice Number(s): \_\_\_\_\_

\*Address: \_\_\_\_\_ \*City, State, Zip: \_\_\_\_\_

\*License Plate/State.: \_\_\_\_\_ \*Telephone Number: \_\_\_\_\_

Reason(s) you dispute all or part of the Toll Invoice (be specific, and attach additional pages or documents supporting your reason, if necessary):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**\*\*\*\*\* TELEPHONE AND EMAIL DISPUTES WILL NOT BE ACCEPTED. YOU MUST USE THIS FORM. \*\*\*\*\***

**1) CHECK HERE \_\_\_\_\_ IF YOUR E-ZPASS ACCOUNT WAS OPENED WITH RITBA**

If you have not already contacted the Rhode Island E-ZPass customer service center to resolve the issue that led to your invoice, RIDOT urges you to please call 1-877-743-9727 Monday-Friday 9am to 6pm or Saturday 8am to 1pm in order to prevent future fees, fines, or penalties. Please note that this call is to update your E-ZPass account information and **is not** the procedure to resolve your dispute.

**RITBA E-ZPass Account Number:** \_\_\_\_\_

**RITBA E-ZPass Transponder Number:** \_\_\_\_\_

**2) CHECK HERE \_\_\_\_\_ IF YOU HOLD AN ACCOUNT WITH AN OUT-OF-STATE E-ZPASS AGENCY**

If you have not already contacted an E-ZPass customer service representative to resolve the issue that led to your invoice, please contact the agency which issued your transponder. You are then encouraged to dispute all or part of your invoice by filling out the below information, along with a copy of your E-ZPass statement **from the time period the transaction(s) occurred** and mailing this information to RIDOT.

**IMPORTANT NOTE TO NON-RHODE ISLAND E-ZPASS ACCOUNT HOLDERS – WE WILL BE UNABLE TO ATTEMPT TO RESOLVE YOUR DISPUTE WITHOUT COMPLETE DOCUMENTATION OF YOUR E-ZPASS ACCOUNT (E-ZPass Statement and current vehicle listing).**

\_\_\_\_\_  
\*Signature

\_\_\_\_\_  
\*Print Name

\_\_\_\_\_  
\*Date

**What is the best phone number and email address to contact you?**

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_