

DMV & RITBA FAQ Sheet

Violation/Invoice FAQ's

1. Why did I receive an invoice for a license plate, that has the same plate number as mine, but is not me?
 - Rhode Island has over 40 different license plate types (i.e. Passenger, Commercial, Combination).
 - Due to the number of different plate types sometimes the wrong plate type is identified.
2. I received a violation from another state, but I have an RITBA E-ZPass account? What should I do?
 - First, please contact the RITBA Customer Service Center at 1-877-743-9727 to review your account to determine why the violation occurred.
 - Or login to your account to check the following: (www.ezpassritba.com)
 - All your account information is current
 - All your vehicles are listed on the account
 - Your payment method is up to date
 - You have a positive balance on the account
 - The transponder you are using is listed on your account and has an ACTIVE status
 - Then, contact the agency you have received the violation if you have further questions, or follow the payment instructions for payment of the violation.

Toll Dispute FAQ's

3. What should I do if I receive a toll invoice in the mail that is not mine?
 - First review the image on the invoice to ensure this is not your vehicle or license plate.
 - Identify the agency from which the invoice is issued. Then contact that agency and follow their dispute process.
4. What should I do if I received a charge on my RITBA E-ZPass account for a license plate I no longer own?
 - Have you removed the plate from your vehicle list on your E-ZPass account?
 - Please note if you have cancelled your license plate and have not removed the vehicle from your account, a credit may not be possible. It is the account holder's responsibility to make sure all vehicles are up to date and current on the account. Please refer to section 2J of the Terms and Conditions.

Important Information

Please note, if you are wishing to dispute license plate transactions on your RITBA Account, the dispute time frame is 90 days from the transaction date.

If you are wishing to dispute a toll transaction on your RITBA Account and the transaction is in the 90 days time frame, please provide a copy of your vehicle registration to the RITBA E-ZPass Customer Service Center. Please see the contact information below. A RITBA representative will contact you once a resolution has been reached.

Phone Number: 1-877-743-9727

Email: ezpass@ritba.org

Mailing Address: PO BOX 437 Jamestown, RI 02835