



FOR IMMEDIATE RELEASE
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HCTRA EZ TAG Customers Impacted by TxDOT System Issue

Harris County Toll Road Authority (HCTRA) EZ TAG customers are impacted by issues originating with the Texas Department of Transportation (TxDOT) TxTAG tolling system. Customers who have HCTRA EZ TAG accounts and who use TxDOT's Grand Parkway (or other TxDOT-operated toll roads) may have again received bills in error for toll transactions which should have posted to their EZ TAG accounts. A similar issue occurred last year and HCTRA worked diligently on our customers' behalf to resolve the issue with TxDOT.

TxDOT has informed HCTRA that they are working hard to identify and correct the issue for HCTRA EZ TAG customers whose tags should work on TxDOT roadways. The transactions in question occurred between January and April 2018.

For EZ TAG customers who were sent TxDOT/TxTag invoices in error, TxDOT is aware and shared the following message:

For those customers with a valid EZ TAG account who were billed by TxTag, please disregard the bill. Please note, there is no need to contact TxTag or the Harris County Toll Road Authority regarding these tolls.

We sincerely apologize for the inconvenience.

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