



RIVERLINK HITS MILESTONE: 200,000 TRANSPONDERS **Nearly 100,000 RiverLink accounts opened**

LOUISVILLE, Ky. (Jan. 26, 2017) – Less than one month after the start of tolling on three Ohio River bridges connecting Louisville and Southern Indiana, RiverLink has hit a major milestone. More than 200,000 RiverLink transponders have been requested to date.

Drivers have requested nearly 164,000 RiverLink local transponders and nearly 37,000 RiverLink E-ZPass transponders. Tolling on the new SR 265 Lewis and Clark Bridge, the new I-65 Abraham Lincoln Bridge and the improved I-65 Kennedy Bridge started Dec. 30.

Because of extremely high demand, RiverLink local transponders were out of stock for a short period of time. RiverLink local transponders are back in stock at customer service centers in Louisville and Jeffersonville, and orders are being fulfilled for drivers who opened RiverLink accounts online or by phone in late December and January.

Drivers who requested RiverLink local transponders should expect to receive them by mid-February. It's important for drivers to properly mount their transponders as soon as they arrive. A transponder is placed on the inside of the windshield, as high and as central as possible. It may be placed on the driver side or passenger side of the rearview mirror.



Drivers with prepaid RiverLink accounts are paying the lowest rates while waiting for transponders to arrive. RiverLink E-ZPass transponders have remained in stock.

More than 93,000 RiverLink accounts have been opened to date. Drivers with prepaid accounts and transponders pay the lowest rates.

Outstanding Tolls Reduced for New Account Holders

The first RiverLink invoices are being processed. Vehicle owners who receive invoices can contact RiverLink customer service by phone or in person, open a prepaid RiverLink account and receive lower toll rates. Vehicle owners can request that current, outstanding tolls be

reduced to the transponder rate. Trips taken before opening a prepaid RiverLink account will not qualify for the frequent-user discount.

It costs \$2 to cross a tolled bridge in a passenger vehicle with a RiverLink prepaid account and transponder, and \$4 to cross a tolled bridge without an account and transponder.

Vehicle owners must complete three steps:

1. Call 855-RIV-LINK or visit a RiverLink customer service center
2. Pay the current invoice (outstanding tolls will be reduced to transponder rates)
3. Open a prepaid RiverLink account

Vehicle owners are not able to open a RiverLink account online if there are outstanding tolls associated with the license plate.

Customer service centers are located at 400 E. Main St. in Louisville and 103 Quartermaster Ct. in Jeffersonville. The centers are open 7 a.m. – 7 p.m. Monday – Friday. They are also open 8 a.m. – 2 p.m. Saturday.

Waiting for Transactions to Post

Drivers should allow several days for their trips over tolled bridges and transactions to post. Drivers with RiverLink transponders mounted in their vehicles will typically see toll activity post to their accounts within 24-48 hours. If the transaction is being reviewed, it may take several days to post.

It will take several days for drivers waiting for transponders to arrive to see their trips post on their account. License plates are scanned and matched to prepaid accounts.

Frequent-User Discount

The frequent-user discount is **per transponder, not per account**. The credit is automatic after 40 trips are posted on any of the three tolled bridges in a calendar month. The frequent-user discount is only for qualifying drivers in passenger vehicles with RiverLink transponders and a prepaid RiverLink account in good standing.

The frequent-user discount is automatic, but 40 trips must post before the discount is received. It can take several days for transactions to post. The frequent-user credit will post after the 40th trip is processed and recorded for the month of January, even if the trip doesn't post until February.

Drivers can monitor account activity by logging into their account at www.RiverLink.com. After allowing ample time for transactions to post, an email is the easiest way to ask questions about account activity. Drivers can direct their questions to riverlink.inquiry@riverlink.com. Drivers should include their license plate number, account number and transponder number.

Replenishing Accounts

With tolling underway, it's important for drivers to monitor their account balance. **If drivers reach a zero or negative balance, they will pay higher toll rates and crossings won't count toward the frequent-user discount.**

Drivers can link a credit card, debit card or checking account to their prepaid RiverLink account, to automatically replenish their account when reaching a low balance. The minimum replenishment amount is \$20. Drivers with auto-replenishment need to have an updated, valid payment option associated with their account.

Drivers can also choose to receive a low-balance alert. When their RiverLink account reaches a low balance, drivers will receive an e-mail alert, and will then need to add more money to their prepaid account. Additional funds can be added online, by phone or in person at a customer service center.

Callback Feature Available

High demand has led to lengthy hold times for drivers calling RiverLink (855-RIV-LINK). Additional customer service representatives are now in place, and a callback feature is available. Drivers have the option of leaving a preferred callback number, and a customer service representative will return the call.

The callback feature is offered through 3 p.m. each day, to help ensure a timely response.



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RiverLink is the name of the new, all-electronic tolling system. There's no stopping, no slowing, no lines and no coin machines. Toll rates range from \$2-\$12, depending on the size of vehicle and whether the driver has a prepaid RiverLink account and transponder.

The new I-65 Abraham Lincoln Bridge, the improved I-65 Kennedy Bridge and the new SR-265 Lewis and Clark Bridge are tolled. The Sherman Minton Bridge and the Clark Memorial Bridge are not tolled in connection with the project. Find more information at www.RiverLink.com.

Find more details on the Ohio River Bridges Project at www.kyinbridges.com.