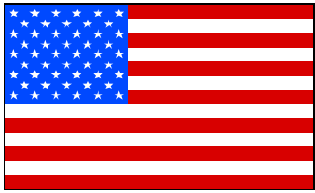


PIKEPASS

SPRING 2003 NEWSLETTER



Recycling Campaign

We are currently recycling passes that are five years or older. To find out if your pass needs to be recycled, visit our website at pikepass.com and follow the recycle link. No Internet Access? Call our PIKEPASS Customer Service Center for assistance. We can also provide additional recycling options including recycle by mail or in person at a PIKEPASS Service Agent.

The No Hassle Way...

Tired of receiving replenishment notices, writing checks, buying stamps, or seeing the red low balance light? Set your account on automatic replenishment with a credit or debit card and forget all of the above! A benefit to the credit or debit card replenishment option is your rebill amount is only \$40, for up to three passes, on a personal account. We encourage all customers to take advantage of automatic replenishment and take some hassle out of life!

Is Your Pass Centered?

If you haven't moved your pass to the new mounting location, you need to! All PIKEPASS customers should have their pass mounted in the center of the windshield, just below or to the right of the rearview mirror. The pass should also be two inches away from any metal including the rearview mirror post. Please check our website for complete mounting instructions. Call us for free mounting strips!

Also, please be aware that some vehicles are equipped with a metalized windshield and may require an alternative mounting location or pass. Please check our website at www.pikepass.com for a complete listing of special vehicles or call us with any questions.



New Email Services!

PIKEPASS customers who receive their statements by email will soon receive their replenishment notices and credit card expiration notices by email. As an extra bonus to this new service, email customers will receive their notices two to five days ahead of the Postal Service mail. These additional email services will be implemented during May. If you would like to receive your statements and replenishment notices by email, please call us!

Toll Booths And PIKEPASS Did You Know?



- A cash receipt cannot be given at a Toll Plaza when using the PIKEPASS for toll payment.
- Toll Booth Collectors are unable to use the same PIKEPASS to pay for multiple vehicles driving behind, or in front of, the PIKEPASS holder (i.e. caravanning).
- Toll Booth Collectors are unable to provide PIKEPASS account balances or close PIKEPASS accounts. Please contact our customer service center for these services.
- If you do not have your PIKEPASS in the vehicle, a Toll Booth Collector is unable to charge the toll to your PIKEPASS account. You will be required to pay cash for your toll.
- Toll Collectors *can* upgrade or downgrade your PIKEPASS according to vehicle axle count. (For more information please contact our customer service center.)

Construction Corner!



► The **Turner Turnpike OKC Commuter Parking Lot** will be relocated to a new location on the corner of I-35 and 122nd St. The transition will occur in June. Signs will be posted in the existing OKC parking area with additional information & dates.

► The **Stroud overpass bridge** on the Turner Turnpike is currently under construction for structural and deck rehabilitation. Expect partial lane closures in this area throughout the summer.

► The **Kellyville side-gate toll plaza** is well underway with heavy construction for the new PIKEPASS free-flow lanes, welcome canopies, and new electronic equipment. The **Chandler side-gate toll plaza** modifications will be completed in July 2003.

► The **Will Rogers Claremore** entry/exit side-gate toll plaza will begin the remodeling modifications for the new PIKEPASS free-flow lanes by summer. The **Miami side-gate toll plaza** will be complete in April 2003.

**PAINT IT
FIX IT
SPRUCE IT UP**

Be part of the Great American
Cleanup in Oklahoma

**KEEP OKLAHOMA
BEAUTIFUL**

Go online to register your group's
projects...become eligible for
supplies, grants and prizes.

www.KeepOklahomaBeautiful.com

Special Windshields

PIKEPASS has recently completed a comprehensive investigation of all 2003 vehicles sold in Oklahoma and the glassmakers who supply the windshields for these vehicles. We have compiled a Special Vehicle List that details the Year, Make and Model of vehicles requiring a front license plate mounted pass or an alternative window mounting location due to metal content in the windshield. PIKEPASS will continue to check for new makes and models on the market each year to ensure our customers are issued the correct pass and/or the correct mounting instructions.



If you are unsure about your vehicle windshield, please check our website at www.pikepass.com for the Special Vehicle List or contact our customer service center. Our two PIKEPASS Stores also have a new metal testing instrument capable of measuring the metal content in any vehicle windshield.

Authorized Users

Add A Name!

Are you taking care of your spouse or company account? Are you tired of hearing our Customer Assistance Representatives telling you they can't help because your name is not on the account? **Here's the answer...**

The account holder can mail or fax our Authorized User Form (or signed letter) listing the names of authorized users they want added to their account. Anyone added to the account will be able to access all pertinent information. Please include the PIKEPASS account number and account holder's signature. Our fax number is 405.751.5248. Call or visit us on the web (select the Customer Services link, then Forms Library) for an Authorized User Form.

New Phone Service Hours:

8:00am to 4:30pm

Monday - Friday
(Except state holidays)

Toll Free: 1-800-745-3727

In the OKC Metro Area: (405) 755-8655