

# PIKEPASS™

Toll Free 1.800.745.3727 or Visit us on the web at [www.pikepass.com](http://www.pikepass.com) Winter 2005 Newsletter



## New Software Management System

We have successfully converted all accounts to the new PIKEPASS Customer Management Software System. This software application will enable us to better service your account in the future. Below is a summary of pertinent information regarding your account and the new software system. Please review this information and contact the customer service center at 1-800-PIKEPASS (1-800-745-3727) if you have any questions.

### New Features

- Increased Notifications - The new software system contains additional customer notifications providing more information to better assist you in managing your account.
- Statement/Invoice Display Changes - Your new PIKEPASS statement will no longer utilize the entry/exit codes. The new statements will display a description of the entry/exit location for increased ease in review of your transactions.
- Online Access (implementation scheduled for 2006.) You will be able to check your account balance, make a payment, sign up for email statement/notice delivery and update your account information from our secured website.

### Changes to Your Low Balance and Replenishment Amounts

The low balance amount is the threshold account balance when you are notified to replenish your account (or when the automated payment method listed to your account is charged). The replenishment amount is the payment amount due based on the number of active tags assigned to your account. In most cases, these amounts have remained the same, or lowered. However, based on the business rules of the new software system, some accounts will require an increased amount.

- The low balance amount is calculated at \$10 per active PIKEPASS tag assigned to the account.
- The replenishment amount is based on the number of active tags and the vehicle class assigned to each tag.

### New Security Requirements

The OTA implemented security requirements in 2000 for all accounts not setup for automated payment (these accounts are defined as "Cash" or "Manual Replenishment" accounts). These accounts require either a cash security deposit (\$30 per PIKEPASS tag) or a security credit card assigned to the account. The security credit card is charged only if the account would otherwise be suspended for outstanding negative balance or unpaid invoices.

- All accounts opened prior to 2000 have not been subject to these requirements unless the account was suspended at any time following the security requirement implementation.
- The new software system will begin enforcement of these security requirements to all accounts based on tag actions performed to your account or reinstatement of a suspended account.
- If your account is not setup for automated payment (Credit/Debit Card or Direct Bank/EFT), the system will require one of the two forms of security the next time you add or recycle a PIKEPASS tag. If you elect the cash deposit option, the system will only require deposit for the specific tags you are adding or recycling.
- If you are reinstating a suspended account and elect the cash security deposit option, the software system will require deposit for all the tags assigned to the account.
- Accounts setup for automated payment (Credit/Debit Card or Direct Bank Draft) will not require any form of security. To establish automatic payment to your account, please call our Customer Service Center.

### Adding Tags and Other Fees

Adding Tags to Your Account - Accounts setup for automated payment do not require any pre-payment of tolls when adding tags to the account. The new software system will only require a pre-payment of tolls when adding tags if the account is not set up for automatic payment.

Enforcement of Fees - All fees communicated in the License and Use Agreement will be enforced as an automated component of the software management system beginning April 1, 2006 (with the exception of the partial payment fee).

# Construction Corner!



# Winter Weather... Are you Prepared?

## Turner Turnpike

The Stroud side gate toll plaza is currently under construction for new modifications and free flow PIKEPASS lanes. Until completion in the summer of 2006, expect minor delays during peak travel periods.

Expect traffic shifts and narrowed lanes from the Sapulpa exit to the Creek Turnpike entrance for bridge and pavement rehabilitation. Construction should complete by summer 2006.

## Will Rogers Turnpike

The Afton and Vinita side gate toll plazas are under construction for new modifications including new free flow PIKEPASS lanes, updated toll collector booths, and welcome canopies. The Afton toll plaza should complete in spring 2006, and the Vinita toll plaza in summer 2006.

Visit our website at [www.pikepass.com](http://www.pikepass.com) for more construction projects and updates.



Will Rogers once said, "If you don't like the weather in Oklahoma, just wait a minute, it'll change." So be prepared when driving in Oklahoma during the winter months. Here are winter travel tips to make your winter drive a little easier:

## Vehicle Maintenance

- Make sure your brakes, windshield wipers, defroster, heater and exhaust system are in top condition.
- **Check your anti-freeze** - Engine overheating is common during the winter months due to frozen radiators.
- **Check your tires** - Make sure they are properly inflated and the tread is in good condition.



## Driving Tips

- **Get an early start** - Leave early and allow plenty of time to reach your destination.
- **Keep your gas tank full** - It may be necessary to change routes, turn back during a bad storm, or contend with traffic delays.
- **Slow down** - A highway speed of 65 mph may be safe in dry weather, but an invitation for trouble on snow and ice. Snow and ice make stopping distances much longer, so keep your seatbelt buckled and leave more distance between your vehicle and the vehicle ahead. Bridge decks and shady spots can be icy when other areas are not. Remember to avoid sudden stops and quick direction changes.
- **Stay with your vehicle** - When stalled, stay with your vehicle and try to conserve fuel while maintaining warmth. **Beware of carbon monoxide poisoning.** Keep the exhaust pipe clear of snow and open a downwind window slightly for ventilation.

## Keep these items in your car

**A winter car kit including:** Ice scraper or a can of de-icer, warm blanket, bottled water, flashlight, gloves, first aid kit, road flares or a brightly colored cloth to use as a flag, and sand or cat litter for traction if needed. If you have a cell phone, make sure it's fully charged!



## Check Your Local Forecast Before Traveling!

For Oklahoma road conditions  
call (405) 425-2385 or 1-888-425-2385  
Visit the Oklahoma Dept. of Public Safety's website at  
[www.dps.state.ok.us](http://www.dps.state.ok.us)