

# The Miami Herald

## Why some MDX tolls got billed SunPass accounts months later Miami Herald



Old Miami-Dade Expressway toll charges might continue to appear on your SunPass account in February as a fallout from a statewide billing consolidation continues. Alexia Fodere Miami Herald File

## Why your SunPass account balance is getting unpredictable

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Old Miami-Dade Expressway toll charges should stop appearing on your SunPass account by the end of the week as the fallout from a statewide billing consolidation continues.

MDX spokesman Tere Garcia explained that the state's various toll entities have been consolidating transponder billing, customer service and toll-by-plate billing. MDX discovered on Jan. 9 that in the transition of systems, a software issue prevented some "small pockets of information" from getting through

So as MDX recovers those charges from October, November, December and January and forwards them to SunPass, the charges get applied to accounts. Garcia said by Thursday, billing should be back to normal.

Garcia said 97 percent of the transponders affected had less than \$40 of delayed tolls. The average delayed amount was \$6.

Customers can call MDX at [305-637-3277](tel:305-637-3277) and press "3" for details.

The original alert on the SunPass website hanging the problem on MDX has been removed.

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