

**(Effective until April 10, 2020)**

**WAC 468-305-316 What happens if my payment does not go through when opening or replenishing an account?** (1) **Opening an account.** If your payment cannot be processed (if the initial payment failed during account establishment), the account will not be opened unless another form of payment is tendered and cleared. If the payment was not submitted in person (the ACH or bank card payments received by mail or fax), the CSC will attempt to notify the customer within three days to provide another form of payment.

(2) **Replenishing an account.** If your payment cannot be processed to automatically replenish your account, the CSC shall attempt to re-submit the payment request a second time. If your payment does not go through and your account goes negative, you may receive a toll bill(s) for any toll transactions that occur while your account was negative.

[Statutory Authority: RCW 46.63.160, 47.46.105, 47.56.010, 47.56.030(1), 47.56.070, 47.56.403, 47.56.785, 47.56.795. WSR 11-07-039, § 468-305-316, filed 3/14/11, effective 12/3/11 at 12:00 a.m. per WSR 11-24-042.]

**(Effective April 10, 2020)**

**WAC 468-305-316 What happens if the transaction is unsuccessful during automatic payment?** If a customer transaction cannot be processed during automatic payment, the CSC will attempt to resubmit the payment request a second time. If a failure of payment results in unpaid tolls, the customer may receive a Pay By Mail bill(s) for current tolls and any continued use of toll facilities, with tolls charged at the higher Pay By Mail rate.

[Statutory Authority: RCW 46.63.160(5), 47.01.101(5), 47.56.030(1), and 47.56.795. WSR 19-20-102 and 20-01-144, § 468-305-316, filed 10/1/19 and 12/17/19, effective 4/10/20. Statutory Authority: RCW 46.63.160, 47.46.105, 47.56.010, 47.56.030(1), 47.56.070, 47.56.403, 47.56.785, 47.56.795. WSR 11-07-039, § 468-305-316, filed 3/14/11, effective 12/3/11 at 12:00 a.m. per WSR 11-24-042.]