

From: M K [REDACTED]
Sent: Tuesday, December 12, 2023 11:11:34 AM
To: MTC-ABAG Info <info@bayareametro.gov>
Subject: BOD - Bay Area Toll Authority Oversight Committee - Wednesday, December 13, 2023 -# 6.
Public Comment / Other Business

External Email

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FASTRAK HAS PROVIDED STATEMENTS ONLINE THAT CONTRADICT STATEMENTS SENT TO MY HOME. I HAVE CONTACTED THEM IN THE PAST ABOUT THIS AND WAS TOLD TO IGNORE THEM. TO KEEP THE ONLINE STATEMENTS UP TO DATE.

I JUST WENT FROM THIS STATEMENT AS NOTED HERE AS OF TODAY OWING \$41. 25 TO AN EMAIL STATING I JUST RECIEVED THAT I OWE \$2,088.00.

PLEASE NOTE: AFTER CONTACTING VIA EMAIL ON THEIR WEBSITE, THEY CHANGED THE TOLLS THAT WERE CHARGED AND PAID THROUGH OUR ACCOUNT - REMOVED AND REPLACED - IS THIS ILLEGAL, TO MESS WITH STATEMENTS? CHANGE THEM WITHOUT NOTICE? HOW CAN WE TRUST THEIR ONLINE STATEMENTS OR MAILED STATEMENTS IF THEY CHOOSE TO CHANGE THE DATES AND TOLL CHARGES AS THEY SEE FIT TO JUSTIFY A \$2, 040.00 INCREASE IN CHARGES IN ONE DAY?

BETWEEN THIS AND PGE I FEEL LIKE **OUR** GOVERNMENT IS SCAMMING US. WHAT AND HOW CAN WE SAY THIS IS OKAY FOR US, TAXPAYERS, WORKING CLASS?

STATEMENT IS PRIVATE, FOR BOD ONLY