

## Frequently asked questions

### **Q: What do I do with leftover tokens?**

A: Tokens will no longer be accepted at the Whirlpool Bridge. Leftover tokens will continue to be accepted at the Rainbow and Lewiston-Queenston Bridges. No refunds for tokens will be given.

### **Q: What if my NEXUS card is replaced by Customs, malfunctions or is lost?**

A: NEXUS is a joint program of the U.S. and Canadian governments. The Niagara Falls Bridge Commission is not responsible for distribution or quality control of NEXUS cards. If your card malfunctions and your entry to the Whirlpool Bridge is rejected, your card may be defective. However, if your NEXUS card is replaced by Customs or is lost, your remaining toll balance may be refunded with an appropriate receipt.

### **Q: How do I get a refund?**

A: If you require a refund of your NEXUS/Toll account balance you have 2 options.

1. Present your NEXUS/Toll receipt at the Niagara Falls Bridge Commission Administrative office located at 5365 Military Road in Lewiston, New York between the hours of 8 a.m. and 4 p.m. Monday-Friday.
2. Fill-out a “NEXUS/Toll refund by mail” form. Forms can be obtained at the NEXUS/Toll Enrollment Kiosk at Whirlpool Bridge or by visiting our website at [www.niagarafallsbridges.com](http://www.niagarafallsbridges.com)

**No refunds will be given without a receipt.**

### **Q: Can I replenish my NEXUS/Toll card at other locations?**

A: The NEXUS/Toll card can be replenished at the Whirlpool Bridge with cash or it can now be replenished online. Please visit <https://nexus.nfbbridges.com> for online replenishment instructions. Visa or Mastercard is accepted, and there is a \$20.00 minimum for online replenishments.

### **Q: How can I get more information?**

A: Contact the Niagara Falls Bridge Commission:  
U.S.: 1-716-285-6322 Ext. 4161  
Canada: 1-905-354-5641 Ext. 4161  
[www.niagarafallsbridges.com](http://www.niagarafallsbridges.com)

### **Q: What do I do if I get a new NEXUS card?**

A: Every new card issued by NEXUS has a unique number built into the card. This unique number identifies your account with the NFBC. If you receive a new NEXUS card and have an existing account with NFBC, you need to either get a refund of your present balance, or the NFBC will transfer your old balance to your new card number. This process can take up to 2 weeks. In the meantime, you can continue to use your old NEXUS card for **toll only**. Please keep a copy of the NFBC receipt from your original NEXUS card until your balance has been transferred.

### **Other Helpful Reminders:**

- Your receipt is the only way to get a refund if your card malfunctions, is replaced by NEXUS, or is lost or stolen.
- The NEXUS card is a U.S./CDN government program. The Niagara Falls Bridge Commission has no control over the NEXUS card regarding quality control. If your card malfunctions and your entry to Whirlpool is rejected, your card may be defective.
- Your NEXUS/Toll card is also accepted at any open lane at Rainbow or Lewiston-Queenston. All replenishments of NEXUS/Toll must be done at Whirlpool with cash, or online at <http://nexus.nfbbridges.com> with Visa or Mastercard. Hangtags available at the Whirlpool kiosk should be used at Rainbow and Lewiston toll lanes for optimum performance of your NEXUS card.



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## NIAGARA FALLS BRIDGE COMMISSION



**Cross Faster  
with  
NEXUS**



**For enrollment information,  
see inside.**

## How to enroll in the NEXUS/Toll program:

1. Visit the NEXUS/Toll Enrollment Kiosk at the Whirlpool Bridge.
2. You must possess a valid NEXUS card and use cash to prepay toll charges.
3. **Select U.S. or Canadian currency. Once a currency is selected, you must continue to use that selection for future replenishments.**
4. Place your NEXUS card on the cardholder shelf of the card reader and follow the step-by-step instructions that appear on the screen.
5. When the transaction is complete, you will receive a receipt containing your NEXUS number. Save this receipt and all receipts from future transactions.
6. Call boxes are located next to the enrollment kiosk and at the NEXUS reader station.



## Using your NEXUS card at Whirlpool:

When you present your NEXUS card to the NEXUS reader located in front of the entrance gate at the Whirlpool Bridge, your card will be checked for security clearance and a toll charge will be deducted from your account. A successful operation will be signaled by a green light, a “Thank you for using NEXUS” message on the patron fare indicator and the gate will open. You are then cleared to proceed across the bridge. You must then present your Nexus card at customs.

## Other messages you will encounter:

Account Balance	Patron Fare Message	Traffic Light	Gate	Action Required
Greater than or equal to 3 fares	Thank you for using NEXUS	Green	Gate up	No action required
Less than 3 fares	Low Balance	Yellow	Gate up	Account needs replenishing
Less than zero	Insufficient Funds	Red	Gate stays down/ crossing denied	Account must be replenished

Depending on the amount you prepay and the amount of the fare, your account could be reduced to less than a full fare. You will still be allowed to cross but will receive a low balance light and your account will have a negative balance. When you replenish your account this negative amount will be deducted from the amount you place on your card.

### Replenishing your NEXUS at Whirlpool

If you see “Thank you for using NEXUS” when presenting your NEXUS card, you have an adequate balance to pay the toll. When you first receive a “Low Balance” message, you have approximately 3 more trips with your current account balance before passage will be denied. If your message is “Insufficient Funds”, you must park in the area marked NEXUS enrollment and visit the NEXUS/ Toll Enrollement Kiosk.

- or -

You can now replenish your NEXUS online. Please visit <http://nexus.nfbbridges.com> for online replenishment instructions. Visa or Mastercard is accepted, and there is a \$20.00 minimum for online replenishments.

### Procedure for replenishing account:

1. Place card on card shelf.
2. **Feed bills into currency acceptor. Only the currency (U.S./CDN) selected at time of enrollment can be used.**
3. When you finish prepaying your account, remove your card.
4. Receipt will print with the amount prepaid and current balance. Return to the NEXUS reader located at the entrance to Whirlpool Bridge and present your NEXUS card. Upon presentation of the card you will receive a green light, a “Thank you for using NEXUS” message on the patron fare indicator and the gate will open.

### NEXUS/Toll and E-ZPass

Both NEXUS/Toll and *E-ZPass* will be accepted at the Rainbow and Lewiston-Queenston Bridges. If both tags are displayed in the vehicle the *E-ZPass* will read first therefore your NEXUS/Toll account will never be charged. To apply for an account refund once *E-ZPass* is implemented ask a toll collector or go to our website for a refund form. The Niagara Falls Bridge Commission cannot transfer your NEXUS/Toll account balance to your *E-ZPass* account. Your NEXUS card is an approved form of identification for crossing the border using the special lanes and we recommend that you continue to renew your card every five years.

### NEXUS and E-ZPass at Whirlpool Bridge

A NEXUS card will continue to be required at the U.S. and Canadian entrance to the Whirlpool Bridge. On the U.S. end of the bridge where toll is charged the NEXUS/Toll card must be shown first. The card will be validated for passage and the toll will be taken from your NEXUS /Toll account balance if there is a balance remaining. If there is no account balance then your *E-ZPass* account will be charged for the toll. The Niagara Falls Bridge Commission cannot transfer your NEXUS/Toll account balance to your *E-ZPass* account.

