



Dear Progressive Waste Customers:

Your bill is changing!

Going forward, billing will be sent from our parent company, Waste Connections, Inc. Nothing has changed with your service provider other than the name. Your local office is the same, your driver is the same and our customer service will continue to manage your account and provide excellent support.

We are also updating our on-line bill pay website to provide you with more flexibility in viewing and paying your bills. This will affect all on-line bill payments. Please read the messages on your next invoice to learn more about on-line payments, your new account number and a new address for payments.

The reverse side of this letter has details related to on-line bill pay. Feel free to contact your local office for assistance with any questions you may have. We look forward to our continued business relationship for years to come!

Sincerely,

Customer Care Team

YOUR BILL IS CHANGING

YOUR NEW BILLS

- will come from Waste Connections,
- will be on smaller paper,
- will have a new remittance address (PO Box 660389, Dallas, TX 75266-0389) if you pay by check,
- and will have a new account number.
 - The new account number will affect any on-line bill pay site you may use.
 - Please update all Internet banking information, on-line bill pay sites, and any other information linked or related to your previous Progressive Waste account number.

Our website for on-line bill pay has also changed. If you previously used the Progressive website to pay your bills, your profile has been copied to the updated website, <https://wcicustomer.com>.

- The first time you log into <https://wcicustomer.com>, enter your Progressive user id. You will be asked to reset your password and agree to the terms and conditions.
- If you had recurring payments on your profile, those payments will continue using your new account number.
- Payments are due on receipt. Recurring payments are scheduled within 5 days of invoice date depending on how your profile is set up.
- If you have not previously used our website, you may enroll as a new user. Log in to <https://wcicustomer.com>. To create a profile, you will need your new account number and your new invoice number.
- You will be able to view your bill, make one time payments or set up automatic payments.
- You can “go green” and turn off your paper statements. If you choose this option, check your profile to ensure we have the correct email address and that you wish to be notified when a new document arrives.
- This new website both enhances our security and offers our customers more personalized options.

We also now offer an automated phone system to pay your bill by credit card. You may call (toll-free) 855-569-2719 to pay your bill with Visa, Master Card or American Express. This service is available anytime, 24 hours a day, 7 days a week. You will need both your new account number and the invoice number.