



**Please see important service reminders below.**

- For the upcoming holidays, the following service changes will apply. Thanksgiving: No changes to service for Monday, Tuesday and Wednesday. Thursday services will move to Friday and Friday Services will be collected on Saturday, November 30<sup>th</sup>. Christmas and New Year's Day: Both holidays fall on Wednesday this year. Wednesday service will move to Thursday, Thursday services to Friday, and Friday services to Saturday for both holiday weeks.
- Your next invoice, January/February/March, will be mailed in December.
- City of Saraland customers will receive a rate change effective January 1, 2020.

**Timely Payment Reminder.**

- Payment is due by the 15<sup>th</sup> of the first month of the quarter. Service interruptions may occur if payment is not received at that time unless partial payments have been maintained equal to one-third of the total due by the first of each month. The enclosed invoice is the only invoice that will be sent for this quarter.

**Easy Payment Options.**

- **PAY YOUR BILL ONLINE!** To pay online, go to [amwaste.net](http://amwaste.net), click on "Login to Account," then "I'm new, I need to create an account," enter an email, password, and complete the security question. You will need information from your invoice to do your one-time setup so have it handy. Be advised, when entering your **invoice** number, it must be preceded by "AW." For example, your invoice number is 0000012345, you will enter AW0000012345.
- For those not currently on auto pay from a bank account and would like to begin using this method, please request an ACH form by contacting us at [customercare@amwasteusa.com](mailto:customercare@amwasteusa.com). Complete it, mail or email it back to us. You will need to submit payment for the current quarter. ACH drafts will begin the next quarter. **ACH applications will not be processed if submitted without payment for this quarter.**
- If you have already submitted an ACH form last quarter, it is not necessary to fill out a second form. If your bank information is already on file, your account will be drafted for the amount due.

**Still have questions?**

Please contact us at [customercare@amwasteusa.com](mailto:customercare@amwasteusa.com) or call the local number listed on your statement if you have any questions about your statement or the services provided.