

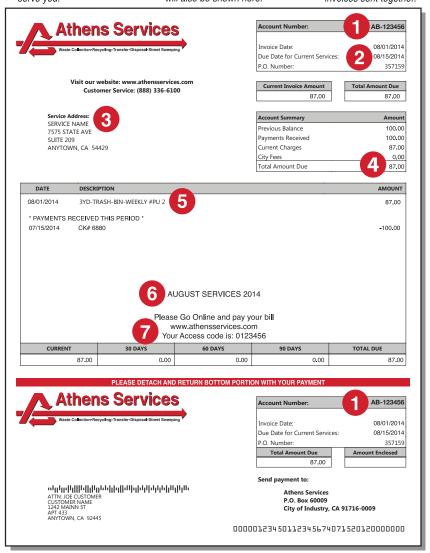
In our continuing efforts to improve service...

We have made some changes to your monthly invoice that will help you better understand your service(s), the costs associated with them, and the status of your account. We have added some useful information and other details to make your invoice easier to understand.

Account Number –
Your account number is
in 2 locations on every
invoice. Please refer to
it when you call us so
that we may better
serve you.

Important Dates –
Displayed in this box is
your invoice date and
the date your payment is
due. If yours is a commercial
account, your invoice number
will also be shown here."

The Service Address –
Located here is address for which
this invoice pertains. If you
have more than one service
location with us, please ask
about having all of your
invoices sent together.



Total Amount Due – This is a summary of your monthly activities and now includes the total amount due in a simple easy-to-understand way, including your total charges and the payments you made.

Itemized Charges –
This section now has more detail and shows the various charges for the month, including basic service charges, city fees, disposal coast, and other applicable charges and fees.

Important
Information –
Check this area
every month for
messages and
other important

information.

Access Code – This is the number required to complete your on-line bill pay transaction.

Thank You

We hope you find these changes useful. We greatly appreciate your business and strive to continuously improve our services. As always, you can reach us THREE ways: