

Important Message to Domestic Customers

17th November 2022

Dear Customer,

We have made some changes to how your account details appear online.

- Accounts with a owing balance will now appear with a minus symbol beside the amount.
- Your price plan will show you the plan you are currently on followed by the total charge for the 6months excluding excess weight charges.
- Your billing frequency reflects when your invoice is issued. Half yearly is issued in Jan & July
- You can also download your calendar
- Please be advised that if you un tick receive SMS or Email you will no longer receive any communication regarding your balance or changes to collections

In addition to the above.

- If your account is on stop you will receive a text message from us with a secure payment link which will allow you to make a payment on your account. Payments must be made at least 24 hours before your collection is due. The link in the text message will expire after 48hrs.
- If your account is on Warning you will receive a text message from us with a secure payment link which will allow you to make a payment on your account. Payments must be made at least 24 hours before your collection is due. The link in the text message will expire after 48hrs.

We are aware some customers are having issues with our APP . We are currently creating a new app and We will notify you via SMS when the new APP is available. Please be advised that if you are using our old app you will not see the changes mentioned above

Managing your waste for a greener future