



DEPARTMENT OF TRANSPORTATION  
AND ENVIRONMENTAL SERVICES  
Solid Waste Division

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November 19, 2012

Dear Commercial Refuse Customers:

For over a decade the Virginia American Water Company (VAW) has generously provided billing services for the City of Alexandria's commercial refuse customers. Unfortunately, as of October 1, 2012 the VAW will no longer be able to provide this service. As a result, the City of Alexandria will begin invoicing our commercial refuse customers directly beginning the 4<sup>th</sup> quarter of 2012.

During this transition period, there will be no change to either the services or the fees for service provided. Trash collection services will continue as usual without interruption. The only changes will be in the frequency of billing and the name to which the payments should be remitted. Customers who were formerly invoiced on a monthly or quarterly basis will now be invoiced bi-annually (twice per year). The first City invoice will be issued after December 2012 for collection services provided during 4<sup>th</sup> quarter 2012. Thereafter, invoices will be mailed bi-annually every June and December.

Instructions for how to remit payment to the City will be included on each invoice as well as information on how to contact the City should you have any questions about your invoice. Please visit our website at [www.alexandriava.gov/SolidWaste](http://www.alexandriava.gov/SolidWaste) for updated information on this change in billing process.

Sincerely,

Alton R. Weaver  
Division Chief, Solid Waste