

Frequently Asked Questions

- 1. What happens on October 1, 2012?**
 - a. The City will take over billing operations for all Commercial Refuse Customers who are still provided weekly trash collection service by the City under a grandfather agreement.
 - b. These customers will no longer be charged a Refuse Fee on their monthly/quarterly water bill from Virginia American Water.
 - c. No new commercial refuse accounts will be established. All commercial businesses that were not previously serviced by the City should contact a permitted private collection hauler for required services.
- 2. When will I get my first bill?**
 - a. The first City Invoice will be mailed in December 2012 for refuse services provided during the fourth quarter of 2012.
 - b. Thereafter, the City will begin refuse service invoicing bi-annually rather than on the monthly or quarterly billing schedule provided by Virginia American Water.
- 3. How can I pay my bills?**
 - a. Instructions regarding acceptable methods of payment will be included with the first invoicing
- 4. How does this change my service?**
 - a. There will be no changes in either costs or type of service during this transition. Please continue to set out your refuse for collection on the same schedule and in the same location.
- 5. How can I get more information?**
 - a. Additional information will be available on the City Web page at www.alexandriava.gov/SolidWaste