



Dear Valued Customer,

Effective December 1st, 2017, Groot Industries, a subsidiary of Waste Connections, will be going through a billing software conversion.

- If you would like to view and/or pay your bills on line, you will need to enroll on our on- line bill pay website, <https://www.wcicustomer.com/groot>.

- o Prior to receiving your first invoice, you can enroll by entering your old Groot account number. Your new account number and invoice number will be automatically filled in to allow you to complete the enrollment process.

- o Once you receive your new invoice from Groot, you can enroll by going to groot.com and clicking on YOUR ACCOUNT. Please use your new account and the new invoice number.

- o Due date is "on receipt". On receipt is considered to be within five days of the date the invoice is loaded to the website.

- Account numbers and remittance address have changed. Please update your records to reflect your new account number and update the remittance address to PO Box 660177, Dallas, TX 75266-0177.

- If you pay your bill through your bank or credit union's online bill pay, be sure to update your account number and remittance address.

Another feature that we offer is an automated phone system to pay your bill by credit card. You may call (toll-free) 855-569-2719 and pay your bill with Visa, Master Card or American Express. This service is available anytime, 24 hours a day, 7 days a week. You will need both your new account number and the invoice number.

On behalf of all of us here at Groot, we want to express our commitment to provide you with the best waste and recycling collection services. If you have any questions, please do not hesitate to contact us at (877) 775-1200.

Sincerely,

The Groot Team