



October 2024

RE: ONLINE CUSTOMER PORTAL

To our valued customers,

Aiken Refuse is thrilled to share our new online payment portal with our customers! Thank you for your patience as we have added new features and security measures to better serve our customers.

Key Features:

- Account balances & credits will be reflected within your online account.
- Enroll and control AutoPay from your own portal
- Save a payment method on file from your own portal
- Acceptable portal payment methods: Debit & credit cards, ACH checking or savings payments
- You will have access to view paid and unpaid invoices, payment history and receipts.
- Automated payment receipts
- Customers can view their service days as well as trash & recycling services.
- Improved itemized invoices (both mail and e-mail options)
- Landlords/Property owners can view & monitor multiple locations using one portal log in.

The previous online portal from our website has been disabled. **You will need to recreate a new online account and set up any payment methods you wish to utilize for services. For access, you'll need to have an email address and Aiken Refuse will email you a URL link specific to YOUR Aiken Refuse account.**

IMPORTANT: Do not share portal email invitations with anyone you would not want to view or access your online account.

How do I access my new portal? Customers with an email address already on file will automatically receive an email invitation from Aiken Refuse to join our online portal as of October 21, 2024. This invitation contains a URL link specific to **YOUR** Aiken Refuse account. If you do not see this email in your inbox please check your spam folder.

If you do not have an email address on file but would like to request access to the portal, please contact our office to request a unique URL link to your secure portal.

AUTOPAY CUSTOMERS: If you were previously enrolled in Autopay we encourage you to recreate & access our new portal to set up your automatic payment method. Your prior encrypted autopayment information has been deactivated on the old system as of October 2024. Automatic payments will be processed on the same day as the due date of your invoice. Our office staff is also available to assist you with re-enrollment of Autopay over the phone if you wish. Contact us before your next payment due date.

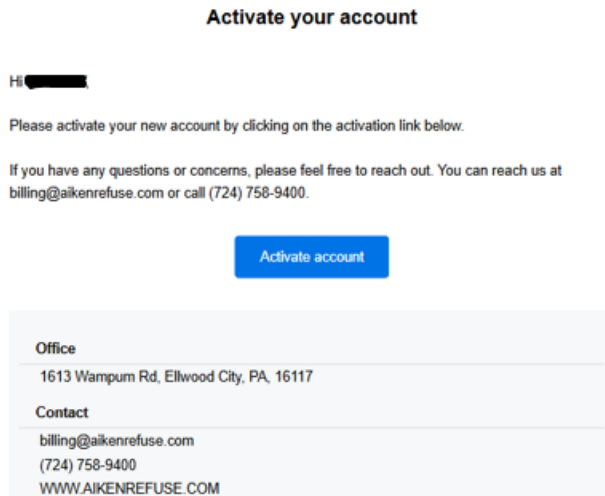
What if I still want to receive a paper bill? We can mail you an invoice even if you have portal access. Notify our office staff of your invoice preference.

Is the online portal required for my services? No, it's optional for customers who wish to make online payments, manage automatic payments, or viewing access of their account details. Checks and money orders can be mailed to our office at 1613 Wampum Rd. Ellwood City PA 16117.

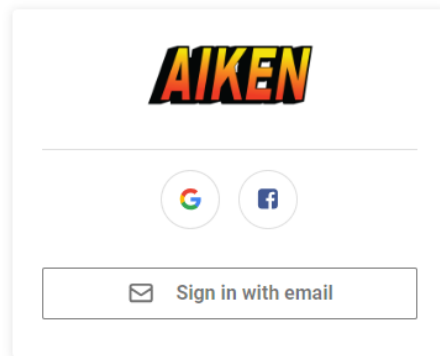
Need further assistance? Contact our office staff by calling 724-758-9400 Option 9 or email billing@aikenrefuse.com. Please have your name, address and customer number ready.

Kind Regards,
Aiken Refuse

Your email invitation will look like the image below. The customer will select **ACTIVATE ACCOUNT** and will be directed to the portal log in page.



Next select the option to sign in with Email, Google or Facebook accounts.



If you choose the email option, the customer will need to create a password. Then the customer will be asked to verify account information to access the account.

Making a Payment

***If you wish to enroll in Autopay, make sure to toggle ON the AutoPay option ***

Current Amount Due

\$85.70

Next Payment Due
Oct 31, 2024

AutoPay

Billing Address



Make a Payment Add payment method

Payment Amount

Total balance due \$85.70

Other Amount

\$0.00

Other Payment Method

Make Payment