

Changes to Payment Collection Process

Please take a moment to read the following **IMPORTANT INFORMATION** about your Recology Arcata account for residential or commercial collection services as some of our payment options are changing. If you currently participate in Electronic Bill Payment Services or Automated Clearing House payments, you will need to re-enroll with our new payment collection provider beginning June 2017.

1. We offer a new Electronic Bill Payment Service (E-Bill) Online.

Upon enrolling in the new E-Bill Pay, you will receive an e-mail notification when your new bill is available. You can then log into your account and view, print, pay or download your bill. You can also set up your account to pay your bills **automatically** when each new bill arrives. Payments can be made from either a checking account or from any credit card that carries the MasterCard, Visa, or Discover logo. **You will receive a letter in early June with your new account number and instructions to enroll with our provider.**

2. Want automatic payment, but don't have a computer?

Sign up for the Automated Clearing House payment (ACH payment). You will still receive a paper statement in the mail, but your payment will be made automatically from the bank account indicated on the form. Your paper bill will indicate on what day the payment is scheduled to be made. If you have any issue with your bill or the payment amount, simply contact our office three business days prior to the scheduled payment date and the payment amount can be adjusted or the payment canceled. **You will receive a letter in early June with your new account number and instructions to enroll in ACH with our new provider.**

No action is needed if you pay your bill by mail, phone or in person via check, credit card, debit card or cash.



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