



ESTABLISHED 1975

— IMPORTANT! —

Please read and follow the steps below

Dear Valued Customer,

On June 30, 2023, Casella Waste Systems, Inc. acquired the GFL Environmental waste management operations in your area.

Soon, you will begin to receive your bills from Casella. You will also be able to access our new payment portal, offering several payment options including our convenient autopay.

**If you are already registered with GFL MY ACCOUNT – please proceed to log in at bit.ly/casellaebill enter your email address, and click the forgot password link to access the new portal.

If you prefer to pay by check, please remit to: Casella PO Box 5546, Binghamton, NY 13902. Please note that this is a new remittance address.

Please note that you will have a **new Customer Number** starting with the bill you receive in April. The new customer number will be at the top center of your invoice labeled "Customer #:" This new number will be **a combination of two capital letters followed by six numbers**. Example: KT001234.

To register, you will need your new Customer Number.

1. How to create a NEW log in:

- Select "REGISTER NOW" under the Login Credentials.
- Enter all required information & select "Enroll."

2. How to Add an Account:

- After logging in select "ACCOUNTS" on the left side bar.
- Click "Add Account."
- Select the desired billing options.
- Agree to the terms, then click "Add Account."

3. How to Add a Payment Method:

- From left side bar click "MY WALLET."
- Select "ADD PAYMENT METHOD."
- Add all required information, Read and Agree to the Terms.
- (Optional) Select "SET AS DEFAULT PAYMENT METHOD."

4. How to Make a Payment:

- From left side bar click "PAY MY BILL."
- Select account from account list, select "Continue."
- Enter desired payment amount.
- Select desired payment date (now or later).
- Select payment method (payment account).
- Click "continue" and confirm and review all the information on the following page. Then select "Pay."

5. How to Add Auto Pay Schedule:

- First you must clear any past balance.
- From left side bar, click "AUTOPAY."
- Select "Add Schedule."
- Select an account (Customer Number).
- Select a preferred payment method.
- Select a FREQUENCY.
- Select desired ways to receive notifications.
- Read and Agree to the terms and select "Create Autopay."

Should you have any questions or need assistance regarding this billing transition, please reach out to our dedicated customer service team. You can call us at [800-676-6152](tel:800-676-6152) (and follow the prompts), or via email at CS-MidAtlantic@casella.com.

Sincerely,

Casella Customer Care