

# IMPORTANT!

## IMPORTANT Return Envelope Users

If you are using our tip and reusing your envelope, THANK YOU!

### *You may continue to reuse the envelope BUT...*

According to the United States Postal Service, if your envelope has an USPS barcode on the front and/or back of the envelope, **please mark out ALL USPS barcodes before mailing back to Envirco**. If the barcode(s) is not marked out, the envelope will circulate back to your post office.

Our apologies to you and the USPS for this inconvenience. If your October payment was delayed or has not been posted yet, this could be the reason. If Envirco has not posted a valid payment to your account, please check with your post office immediately.

Major Affected Zip Codes include:

Wardensville 26851

Moorefield 26836

Petersburg 26847



Other zip codes may include: Franklin, WV; all out of state zip codes; and zip codes that are processed at any of the above post offices.

Again, Envirco apologizes for this inconvenience. Please continue to:

**Reduce, Reuse and Recycle**

## Online Banking Customers

To ensure proper posting to your account, please make certain to include your entire customer account number to appear on the check. Example: 01-9999-9

## Upcoming Holiday Closings & Route Changes

The office will be closed on the following dates:

Thursday, November 25, 2010

Friday, December 24, 2010

Friday, December 31, 2010

**Thanksgiving Week:** All routes will be collected on regularly scheduled days. RESIDENTIAL SERVICE WILL BE PROVIDED ON THANKSGIVING DAY, THURSDAY, November 25 for Thursday customers.

Grant County Commercial/Industrial Customers will be provided service on Friday, November 26, 2010 instead of Thursday, November 25, 2010.

**Christmas and New Year Weeks:** All routes will be collected on regularly scheduled days.

### NO RECYCLING:

Saturday, December 25, 2010 in Mathias

Saturday, January 1, 2011 in Wardensville

*Envirco wishes you and your family a*

*Blessed Holiday*

*Season*



906 Arkansaw Rd Baker, WV 26801

304-897-6060 or 800-235-4044

[www.envircoinc.com](http://www.envircoinc.com)



# Envirco

**It's Here!  
Online Bill Pay**

**See inside for  
IMPORTANT  
Customer  
Information**

October 29, 2010

[www.envircoinc.com](http://www.envircoinc.com)

**Check out our new website!**

## New Website Features

Test drive our newly redesigned website! We hope you find it more user friendly and beneficial to keeping you, our customer, better informed and up to date.

~Online Bill Pay

~Sign up for email notifications concerning current news that may effect you: route changes due to inclement weather, road closures, landfill closures, or truck breakdowns; updated changes to bulky good requirements; or office closures

~Annual Residential Newsletter is available online

~Envirco News with Customer Tips

~More graphics of our available services

Changes are constantly occurring in our environment. Envirco appreciates your patience and understanding in implementing these new features.

Envirco would like to know your opinions and your suggestions on how to make the website features to better fit your needs. Please contact our office if there is something you would like to see incorporated into the website.

**Bear with us!** These features are new to us also. Any unanticipated problems will be handled as soon as Envirco is aware of problems that need attention. Kindly call our office if you need assistance and/or need to report a problem.



**Look for this security icon on the online bill pay screen to verify our secure bill pay site.**

Go to [www.envircoinc.com](http://www.envircoinc.com)



## Online Bill Pay System

The following are Frequently Asked Questions:

### What payment methods are accepted?

Payments can be made with VISA, MasterCard, Discover, or eChecks. Debit cards are also accepted.

### Is there a charge to use online bill pay ?

No. There is no additional charge for using online bill pay.

### Can I setup reoccurring payments?

Yes, setting up reoccurring payments is possible. Simply choose and setup this option online when asked.

### Is Envirco online bill pay secure?

Yes. To verify our secure site, look for the “lock” icon in the address bar area once entering the online bill pay feature.

### How do I setup my online bill pay feature?

Your statement/invoice will have an ONLINE ACCESS CODE printed near the bottom. This code is a requirement on the initial setup of your account. You will also need your customer number, your email address, and your password, which you create. Hover help is available with instructions on password requirements. If your account has a credit balance, you will not receive an access code until you receive a paper statement/invoice. Customers with a credit balance may contact our office to enroll for online bill pay. However, payments cannot be processed until a balance is owed.

### When will my account show an online bill payment?

Please allow two (2) business days for proper posting to your account. eCheck customers allow four (4) business days for proper posting.

### Can I pay more than I owe?

No. If you want to pay in advance, these payments must be submitted via previous payment methods. You can check your balance online once your online access has been initialized.

### Will I still receive a paper statement/invoice?

You will be able to choose between several options:

1. Email Bill Notice Only
2. Printed Bill Only
3. Both Printed Bill and Email

Simply setup your choice online under Change Billing Options or call our office for assistance.

### Are there any restrictions to using online bill pay?

For security reasons, your credit/debit card address MUST MATCH your Envirco account address. Server maintenance will cause online bill pay to be unavailable at times. Envirco servers will not be available each Sunday from 1:00am-4:00am eastern standard time. Third party server maintenance may also cause online bill pay to be unavailable for short periods of time. By using the online bill pay you agree to the TERMS & CONDITIONS listed on [www.envircoinc.com](http://www.envircoinc.com).

### What if my service is terminated?

If your service is terminated or about to be terminated, it is advised that you contact the Envirco office for immediate payment assistance.

### Will I receive a receipt for online bill payment?

Yes. You will receive a Payment Confirmation which you can print.

**Can I pay with a credit/debit card over the phone or in the Envirco office?** Yes. However, customers are encouraged to use the online bill pay for more secure transactions.

### What if I need a refund on my credit/debit card payment?

All refund requests must be processed through the Envirco office. You will have to contact our office for any refund requests.