

March 1, 2013

**Re: Important Billing Change Notice for Your Trash and Recycling Services**

Dear San Jacinto Resident:

We are sending all San Jacinto residents this letter to inform you that effective March 1, 2013, you will be billed for your trash and recycling services directly from CR&R Incorporated (CR&R), the City of San Jacinto's trash and recycling services provider. We are making this change as a part of our franchise agreement with the City of San Jacinto.

Prior to this change, the City included trash and recycling service charges on your utility bill. These charges were for trash and recycling services already received. Because the City billed for past services, you will continue to receive a prorated bill for trash services through February 28, 2013 from the City of San Jacinto. Once all of your outstanding City trash service charges are paid, they will no longer show up on your City utility bill.

CR&R will bill you for March services during the first week of March and we will then send you a bill for quarterly services during the first week of April 2013. This second billing statement will be for services rendered in the months of April, May, and June 2013.

You will notice two significant changes in your bill from CR&R:

1. CR&R sends out bills **quarterly** in advance of service-unlike the City's **monthly or bi-monthly** billing for past service (Note: If you terminate your trash service for any time period for which you have paid in advance, CR&R will prorate the bill and refund the difference). Payment due dates are listed on your CR&R invoices.
2. Your first **quarterly** bill, arriving in April, will be for the April – May – June quarter. In the future, your quarterly bills from CR&R will arrive in July, October, January and April of each calendar year and will be due thirty days from your billing date.

Once you receive your first bill from CR&R, you can visit [www.crrwasteservices.com/pay](http://www.crrwasteservices.com/pay) to make a payment online. There is also an option to set up automatic payments, charged to your credit card or bank account. As always, you can also make your payment through the mail or by telephone.

If you have any questions or concerns about the transition from the City of San Jacinto billing to CR&R billing for trash and recycling billing services, please contact the CR&R Customer Service Department at (800) 755-8112, 8:00 a.m. to 5:00 p.m., Monday through Friday.

We look forward to providing you with timely and accurate billing services

Sincerely,

CR&R Incorporated