

CITY OFFICIALS

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Abbey M. Strubhar, *City Treasurer*

Jim Snider, *City Administrator*



ALDERPERSONS

Michael J. Brownfield, *Ward I*

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Brett M. Adams, *Ward II*

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David Dingledine, *Ward III*

Brian H. Butler, *Ward III*

Kevin D. Schone, *Ward IV*

John J. Blundy, *Ward IV*

*****Communication from City Administrator Jim Snider - December 16, 2022*****

GFL Environmental auto bill-pay issues:

We have been informed by Eric Shangraw with GFL Environmental that in the last week they had a batch of Washington customers who were caught up in a service suspension through no fault of their own. GFL explains the issue as follows:

GFL uses a third-party vendor to administer the auto-pay feature on our website. Customers who previously signed up auto-pay were able to pick two different options to withdraw money from their accounts. They could choose a specific day, like the first of each month, to make their payment. Or they could choose to pay a couple days before the invoice was due. According to our vendor, the second option had some kinks in it. The second option was turned off and removed by the vendor in late August or early September. As a result, customers who picked the second option for payment inadvertently did not pay GFL during the October billing cycle. We apologize for the confusion.

Those customers affected by the change will need to adjust their autopay setting to be on a specific day. If anyone needs assistance with this, please reach out to GFL at 309-688-0760 and press 1 for billing.

Eric Shangraw | Govt Contracts Mgr

GFL Environmental

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