



New name, same great service – WCA, a GFL Company is now GFL Environmental!

Dear Valued Customer,

WCA, a GFL Company is taking the next big step in becoming one with GFL Environmental (“GFL”).

These changes come with some very important distinctions on how we handle your account, from how you log in online, to paying your bill with **our new MyAccount system**. Please review these changes carefully below, as several of our former functions are finding a new home and will not be migrated to the new system.

Concerning your account:

- Please note that current standing automatic payment methods, including Autopay and eBilling, **will not automatically transfer to GFL**.
- To re-enroll in automatic payments and manage your GFL account, **you will need to create a login for our online customer portal, MyAccount, at myaccount.gflenv.com. You will be able to do this starting July 1, 2021**. Please note that you will not be able to link your account before this date. More information and step-by-step setup guidelines can be found on our website at gflenv.com/creating-your-myaccount/.
- **You have been provided with an expanded account number which is located at the top of the invoice enclosed with this letter**. This account number will appear on all future invoices and can be used to create your new online account at myaccount.gflenv.com.
- **Once you’re set up in MyAccount, you’ll be able to easily manage your services, billing, and payment preferences**. If you have urgent questions regarding your balance, please contact your local GFL branch.

Further details to note:

- On matters relating to service, pricing, contracts, and partnerships, **all operations will remain business as usual**.
- We’ll be ‘Going Green’, so you’ll notice **our look start to change over time**. You’ll see the GFL logo and our signature green paint, our employees will get new uniforms, and your invoices will feature GFL branding.
- Though the company name and look will change, **you can rely on us to continue delivering the safe, high-quality local service** you’ve come to know from WCA. You’ll be served by a dedicated team of GFL professionals, and you can contact us at the same local number for support.
- **Our online home will be transitioning to www.gflenv.com on July 1**. If you need support, service information, or any other details about GFL, this is where you’ll find them.

As a loyal WCA customer, we’d like to thank you for your patience and understanding as we navigate these changes. We’re excited to serve you as GFL.

If you have any questions or concerns, please don’t hesitate to reach out to us at the following.

Email: wcacshouston@gflenv.com
Phone: (832) 374-0401