

# A New Bill, a New Look, and a New Customer Care Portal



 Going Live this Spring!

Take a sneak peek at the new bill below!

**ALEXANDRIA RENEW ENTERPRISES**  
transforming water to transform our community

**Account Summary**  
Customer Name: John Doe  
Account Number: 0000000000  
Service Address: 3333 Street Ln  
Previous Bill Amount: 41.23  
Payments: -0.98  
Remaining Balance: 20.74  
Total Current Charges: 20.74  
**TOTAL DUE \$19.78**  
Your current charges are due on **January 21, 2022**

**Current Charges**  
Wastewater Treatment Charge: 7.63  
Base Charge: 10.83  
City Sanitary Sewer System: 2.28  
Capital Investment and Maintenance Fee: 20.74

**Water Usage History**  
Bar chart showing water usage from Feb 2021 to Jan 2022. Values range from approximately 4 to 12 (x1000 TGA).

**Never miss a payment.**  
Set it and forget it with autopay.  
[Sign up for autopay at AlexRenew.com today!](#)

**Go Green Go Paperless**  
Paperless bill options available when you enroll or login at AlexRenew.com  
Billing questions? Call 1-703-549-3383 | Monday - Friday 7:30am - 5:00pm

**ALEXANDRIA RENEW ENTERPRISES**  
1800 Limerick Street  
Alexandria, VA 22314

**JOHN DOE**  
3333 STREET LN  
ALEXANDRIA, VA 22301

**PLEASE RETURN THIS PORTION WITH YOUR PAYMENT**  
Account: 0000000000  
Customer Name: John Doe  
Service Address: 3333 Street Ln  
**Amount Due: \$19.78**  
**Due on: January 21, 2022**  
**Amount Paid: \$**

Please make check payable to:  
**Alexandria Renew Enterprises**  
Alexandria Renew Enterprises  
P.O. BOX 28428  
Alexandria, VA 22315-6428

**ALEXANDRIA RENEW ENTERPRISES**

**Current Bill Details**  
Wastewater Treatment Charge (7.63 x 1 thousands of gallons): 7.63  
Base Charge: 10.83  
City Sanitary Sewer System Capital Investment and Maintenance Fee (20.28 x 1 thousands of gallons): 20.28  
Adjustments: 0.00  
Previous Bill: 41.23  
Payments Received: 42.19  
**Total Charges: 20.74**

**How Water Works in Alexandria**  
These organizations work together to provide Alexandria with drinking water, manage the sewer system and treated water that is returned to Hunting Creek.

**Service From December 01, 2021 to December 31, 2021 (Days of Service 30)**

| Meter Number | Previous Reading | Current Reading | Current Usage | Reading Type | Unit of Measure | Meter Size                    |
|--------------|------------------|-----------------|---------------|--------------|-----------------|-------------------------------|
| 000000       | 000000           | 000001          | 001           | Actual       | TGAL*           | 5/8" <sup>*1000 gallons</sup> |

**RiverRenew**  
AlexRenew is implementing RiverRenew to address a 2017 Virginia law to achieve healthier waterways by July 1, 2025. RiverRenew includes a new tunnel system and millions of gallons of combined sewage to capture and treat Alexandria's waterways when it rains. Upgrades to the tunnel system are underway and construction for the tunnel system is slated to begin in 2021. [Learn more at RiverRenew.com.](#)



# Nueva Factura, Nuevo Look, y Nuevo Portal de Atención al Cliente



 Lanzando esta primavera!

El nuevo look de su factura:

**ALEXANDRIA RENEW ENTERPRISES**  
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Alexandria, VA 22314

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Service Address: 3333 Street Ln  
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**Due on: January 21, 2022**  
**Amount Paid: \$**

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Adjustments: 2.28  
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**Total Charges: 20.74**

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# A New Bill, a New Look, and a New Customer Care Portal!



We're always looking for ways to make our payment experience simpler and easier. So, on July 1, we'll be upgrading our customer care and billing system, which will include a new easy-to-read bill, paperless billing, and simple 10-digit account number.

**Check out a preview  
of your new bill at  
[AlexRenew.com](https://AlexRenew.com)**

**transforming water to transform our community**

| Current Charges  |              |
|--|--------------|
| Wastewater Treatment Charge  | 7.63         |
| Base Charge  | 10.83        |
| Wastewater Treatment and Base Charges cover equipment, buildings and their repair and replacement, and the water professionals, energy and other resources to make your used water useful. |              |
| City Sanitary Sewer System   |              |
| Capital Investment and Maintenance Fee   | 2.28         |
| <b>Current Charges</b>   | <b>20.74</b> |

| Account Summary       |                |
|-----------------------|----------------|
| Customer Name         | John Doe       |
| Account Number        | 000000000      |
| Service Address       | 3333 Street Ln |
| Previous Bill Amount  | 41.23          |
| Payments              | -42.19         |
| Remaining Balance     | -0.96          |
| Total Current Charges | 20.74          |
| <b>TOTAL DUE</b>      | <b>\$19.78</b> |

Your current charges are due on **January 21, 2022**

**Water Usage History** (1000 TGAL)

| Month     | Usage (1000 TGAL) |
|-----------|-------------------|
| Feb 2021  | 6                 |
| Mar 2021  | 7                 |
| Apr 2021  | 8                 |
| May 2021  | 9                 |
| Jun 2021  | 10                |
| Jul 2021  | 11                |
| Aug 2021  | 12                |
| Sept 2021 | 11                |
| Oct 2021  | 10                |
| Nov 2021  | 9                 |
| Dec 2021  | 8                 |
| Jan 2022  | 7                 |

**Go Green Go Paperless**

Paperless bill options available when you enroll or login at [AlexRenew.com](https://AlexRenew.com)

Billing questions? Call 1-703-549-3383 | Monday - Friday 7:30am - 5:00pm

**Alexandria Renew Enterprises**  
1800 Limerick Street  
Alexandria, VA 22314

**PLEASE RETURN THIS PORTION WITH YOUR PAYMENT**

Account: 000000000  
Customer Name: John Doe  
Service Address: 3333 Street Ln

**Amount Due: \$19.78**  
**Due on: January 21, 2022**

**Amount Paid: \$**

Please make check payable to:  
**Alexandria Renew Enterprises**

Alexandria Renew Enterprises  
P.O. BOX 26428  
Alexandria, VA 22313-6428

# HIGHLIGHTS & BENEFITS OF YOUR NEW BILL

## New Ten-Digit Account Number and Easy-to-Locate Account Info

|                 |                 |
|-----------------|-----------------|
| Customer Name   | John Doe        |
| Account Number  | 0000000000      |
| Service Address | 33333 Street Ln |

## Current Bill Activity

|  |              |
|--|--------------|
| Wastewater Treatment Charge  | 7.63         |
| Base Charge  | 10.83        |
| <i>Wastewater Treatment and Base Charges cover equipment, buildings and their repair and replacement, and the water professionals, energy and other resources to make your used water useful</i> |              |
| City Sanitary Sewer System   |              |
| Capital Investment and Maintenance Fee   | 2.28         |
| <b>Current Charges</b>   | <b>20.74</b> |

## Important Messages

**Current Charges**

|  |              |
|--|--------------|
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| Base Charge  | 10.83        |
| <i>Wastewater Treatment and Base Charges cover equipment, buildings and their repair and replacement, and the water professionals, energy and other resources to make your used water useful</i> |              |
| City Sanitary Sewer System   |              |
| Capital Investment and Maintenance Fee   | 2.28         |
| <b>Current Charges</b>   | <b>20.74</b> |

**Water Usage History** (x1000 TGAL)

| Month    | Usage (x1000 TGAL) |
|----------|--------------------|
| Feb 2021 | 10                 |
| Mar 2021 | 8                  |
| Apr 2021 | 10                 |
| May 2021 | 8                  |
| Jun 2021 | 10                 |
| Jul 2021 | 10                 |
| Aug 2021 | 8                  |
| Sep 2021 | 8                  |
| Oct 2021 | 8                  |
| Nov 2021 | 8                  |
| Dec 2021 | 8                  |
| Jan 2022 | 8                  |

**Account Summary**

|                              |                 |
|------------------------------|-----------------|
| Customer Name                | John Doe        |
| Account Number               | 0000000000      |
| Service Address              | 33333 Street Ln |
| Previous Bill Amount         | 42.19           |
| Payments                     | -0.98           |
| Remaining Balance            | 20.74           |
| <b>Total Current Charges</b> | <b>20.74</b>    |
| <b>TOTAL DUE</b>             | <b>\$19.78</b>  |

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## Current Bill Details

|   |              |
|---|--------------|
| Wastewater Treatment Charge (\$7.63 x 1 thousands of gallons)                                       | 7.63         |
| Base Charge   | 10.83        |
| City Sanitary Sewer System Capital Investment and Maintenance Fee (\$2.28 x 1 thousands of gallons) | 2.28         |
| Adjustments   | 0.00         |
| Previous Bill   | 41.23        |
| Payments Received   | 42.19        |
| <b>Total Charges</b>  | <b>20.74</b> |

## Detailed Meter Readings

| Previous Reading | Current Reading | Current Usage |
|------------------|-----------------|---------------|
| 000000           | 000001          | 001           |

**Current Bill Details**

|   |              |
|---|--------------|
| Wastewater Treatment Charge (\$7.63 x 1 thousands of gallons)                                       | 7.63         |
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Drinking Water → Home + Business → Sewer System → Wastewater Treatment and CSO Capture

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|--------------|------------------|-----------------|---------------|--------------|-----------------|---------------------|
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