



## We are here to Help

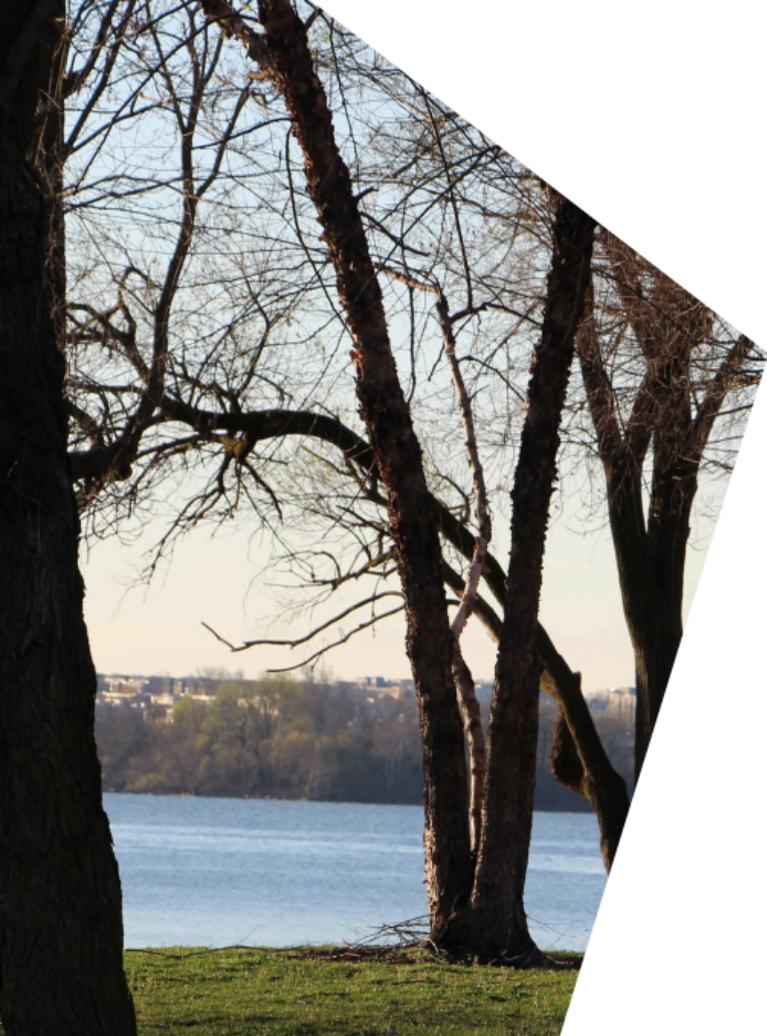
In March 2020, AlexRenew paused disconnections for nonpayment of wastewater service in response to the financial hardships many faced due to the COVID pandemic. Beginning **July 1, 2024**, we will reinstate our disconnection policy.

If you are behind on paying your AlexRenew bill, we have options to help get you back on track.



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## Promise Pay

AlexRenew works with PromisePay to offer payment plans to customers with outstanding balances. Registering with PromisePay will keep your account in good standing and provide interest-free payments with flexible payment options. Visit **AlexRenew.Promise-Pay.com**, click on Payment Plan at **MyAlexRenew.com**, or call **703.844.0505**.

## LEAP

AlexRenew's Lifeline Emergency Assistance Program (LEAP) will launch later this year. LEAP benefits community members who face financial challenges pay their wastewater bill, for more information about the LEAP program and application requirements visit **alexrenew.com/LEAP**.



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