



## **New name, same great service – you are now with GFL Environmental!**

Effective October 30, 2020, GFL Environmental acquired your account from Advanced Disposal. As one of North America's leading diversified environmental service providers, it is with great pleasure that we welcome you as a GFL customer, and we are delighted to be managing your solid waste contract.

You may be wondering what you can expect from us going forward. First and foremost, we'd like to reassure you that **your service will remain the same**. Though the company name and look will change, you can rely on us to continue delivering the safe, professional, quality service that you've come to know from your former provider.

At GFL, our first commitment is to our customers, and we want to do anything we can to make this transition as seamless as possible. With that in mind, below is some information that will help you during the process:

- **We are working hard to minimize changes.** Many of the members of your local team who have always serviced your account will continue to do so as part of GFL Environmental.
- **The service you receive will remain the same, but we may change:**
  - The time of day that you receive service. For residential customers, please have your containers out the night before collection.
  - Your service day, though you will be informed in advance of any alteration.
  - Your container if it shows signs of needing replacement, but you'll be notified before we do this.
- **We'll be 'Going Green', so you'll notice our look start to change over time.** Our trucks will get the GFL logo and a fresh coat of signature green paint, our employees will get new uniforms, and your invoices will feature GFL branding.
- **Your next invoice will be branded GFL Environmental and will feature your account number that will be used to create your online account.** The GFL branded invoice will contain instructions on how to set up your new online account.
- **As a reminder, please pay your Advanced Disposal invoice including any advance billing in accordance with the invoice.** Future invoices will be from GFL.

We'd like to thank you for your patience and understanding. GFL is proud to be your local community partner, and we're here to help whatever your needs.

If you have any questions or concerns, please don't hesitate to contact us at **888.895.8696**.

Sincerely,  
The GFL team