

Congratulations on obtaining your new WRWM Card for use at your local Transfer Station.

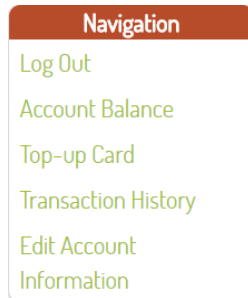
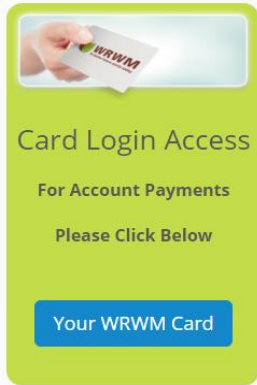
The attendant onsite can assist in guiding you through your first visit using this card system.

We have placed a \$10 credit on this card to introduce you to the new automated system. This credit is a one-time introductory offer. The tipping fee is \$164.00/tonne (100 lb of material would cost \$7.45) **starting** July 16, 2018.

Once you have used the \$10 credit on your card, it is the cardholder's responsibility to put additional funds onto the account. There is **no expiry** for the card or the credit placed on the card. Please note that there is a **\$5.00** replacement fee should you require a replacement card.

Each time your card is used, a load slip will be sent to the email address included in your Account profile. This slip contains delivery details and your **current** account balance. Accounts are to be paid in full every 30 days. Should your account balance reach or exceed \$100, your card will be suspended from use at the Transfer Station until a payment is made on your account.

You can view and maintain your account on our website by clicking on 'Your WRWM Card' at www.wrwm.ca. Enter your card number and your **temporary** PIN (**issued as the LAST 4 digits of your card number**) on receipt of your new card. We strongly recommend that you change your PIN to a permanent number once you log into the website. Once logged in, you will see the following menu items on the left side of your computer screen:



<p><u>Account Balance:</u> a negative (-) balance means you have that amount <u>available for use</u> on your account a positive (+) balance means you now have a <u>balance owing</u> on your account</p>
<p><u>Top-up Card</u> – once a credit card is linked to your account (see 'Edit Card Information') you can go into this section to add funds to your account at any time.</p>
<p><u>Transaction History</u> – by entering start and end dates you can view every delivery you made to the waste site within that timeframe</p>
<p><u>Edit Card Information</u> – where you update your personal information, enable automatic top up, change your PIN, and link a credit card to your account.</p>

There are four methods to add funds onto your account for use:

1. Credit Card – Link your credit card to your account on our website, pay with a credit card at the WRWM administration office or over the telephone (632-2922).
2. Debit Card/Cash – Processed at the WRWM administration office.
3. Cheque / Money Order – Made payable to: **Western Regional Waste Management**
Please include your **WRWM card number** with your payment.
4. Bank of Montreal (BMO)/Bank of Nova Scotia Online Banking – You can add WRWM as a payee through Bank of Montreal and Bank of Nova Scotia online banking system. Your account number is your WRWM card number. Payments made this way will be processed within 1-2 business days.

If you have any questions or concerns, please do not hesitate to contact our office.