

Dear Customer,

From 1st October 2018 pay by weight legislation will be implemented. This means that all waste contractors must charge their customers on a pay by weight basis. Full details of the legislation can be viewed online using the following link:

<http://www.irishstatutebook.ie/eli/2015/si/191/made/en/pdf>

Bin stickers will no longer be issued from 1st of October 2018. The microchips that are already in your bins will replace these.

We have 3 different options for you to choose from:

STANDARD SERVICE

Ideal for customers who leave their bins out on a regular basis:

- Annual service charge is €288.00 (can be paid in monthly instalments of €24.00 in advance)
- Waste bin weight allowance 850kg per year
- (over 850kg charges will be 10c per kg for waste only)
- No extra charge for recycling and compost (where available)

**Your account MUST be in credit by the 1st of each month to ensure collections
ALL CUSTOMERS WILL AUTOMATICALLY BE CHANGED TO THIS OPTION.
If you are happy with this option you do not need to contact our office.**

PAY BY WEIGHT

For customers who recycle more and produce less general waste

- Annual service charge of €120.00 (can be paid quarterly at €30 per quarter in advance)
- Waste 30c per kg
- Compost 20c per kg (where available)

If you wish to choose this option, please contact our office

PAY BY LIFT

For customers who occasionally leave out their bins

- Annual service charge of €150.00 (can be paid quarterly at €37.50 per quarter in advance)
- Waste €8.00 per lift up to 30kg (Excess weight charged at 12c per kg)
- Recycling €2.00 per lift
- Compost (where available) €6.00 per lift (must be emptied fortnightly or the contents are no longer compostable)

If you wish to choose this option, please contact our office

Quarterly bills will be sent out by email or can be downloaded from our website or via our new Ray Whelan App from 17th September 2018. Monthly bills will be emailed out to direct debit customers only. It is important that we have your correct email address to facilitate this. If you do require a posted copy there will be a €2 charge as we are going paperless.

Text messages will be sent to inform you of any unpaid direct debits. It is important that we have your correct mobile number. **Please complete the form attached.**

If you opt for the standard service option, you can continue to pay in monthly instalments. Charges/balances/weights can be viewed and downloaded from our website www.raywhelan.ie or via our Ray Whelan App from 17th September 2018.

***The 10 day grace period no longer applies
as and from the 1st of October 2018
Your account must be in credit at all times
or your bins will not be collected.***

If your account has been paid past the 1st October 2018 the balance will appear as a credit on your account. You can view this credit and your account details by registering on our website www.raywhelan.ie or via the Ray Whelan App.

You must have sufficient credit on your account at all times otherwise your bins will not be emptied but your service charge will still apply.

Payment methods:

• **Direct Debit:**

Log on to our website and follow the link under 'household' tab, payments & direct debit or contact our office for a mandate. Your monthly direct debit payment will come out of your account on the last banking day of each month for the next month. Please note a €5 unpaid direct debit fee will apply.

Existing Direct Debit Customers:

All existing direct debit customers will automatically be put on to the standard service option. Please contact our office if you wish to change to a different option. The first payment at the new rate will be taken on the last banking day of October. Please note the €5 unpaid direct debit fee still applies.

• **Ray Whelan App:**

Commencing the 17th September 2018 – you can pay via the app and view invoices, receipts, weights and charges.

• **Online:**

You can make payments, view account details, balances, bin lifts and weights via our website www.raywhelan.ie

• **Payzone Card:**

Your payments can be made using our payzone card in any local shop that carries the payzone logo, just contact our office and we will post one to you.

• **By Phone:**

Over the phone payments will carry a transaction fee of €2.

Please note it will take a minimum of 24 hours for your payment to register on your account.

Receipts will automatically be emailed to you but if you do require a posted copy there will be a €2 charge as we are going paperless.

Thank you for your continued custom