

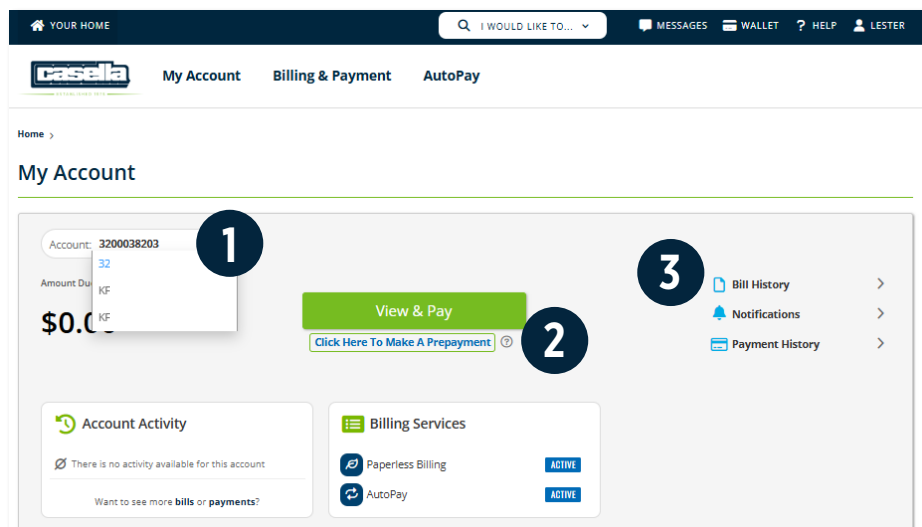
MANAGE YOUR CASELLA ACCOUNT WITH EASE

Learn how to manage payments and navigate your account

ACCOUNT OVERVIEW & ONE TIME PAYMENT INSTRUCTIONS

During our system transition, both your old and new account numbers will appear in your account if you have an existing account profile.

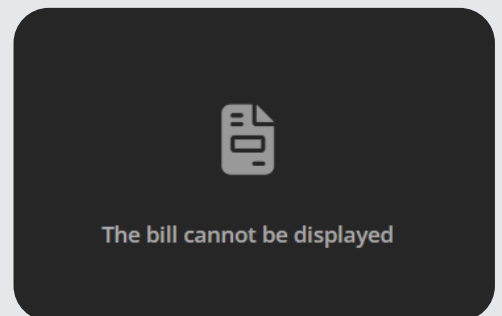
- 1. Account Selection:** Use the account drop-down to view each account number.
- 2. Payment:** If you want to pay a balance before your next billing cycle, select “Click Here to Make a Prepayment.” Use your new account number and the amount you want to pay.
- 3. Billing/Payment History:** This information is available under the old account number.



WHY YOU MAY SEE AN ERROR

If you click “View & Pay” before the next billing cycle, you may see this error

- This happens because a balance that existed when the account number changed is still tied to the old account until the next billing cycle.
- After the next bill is generated, “View & Pay” should work correctly.
- If you’d like to make a payment before then, use “Click Here to Make a Payment” with your new account number and the amount you want to pay.



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