



January 23, 2023

Subject: US Refuse billing upgrade. Action Required!

Dear Valued Customer:

In order to better serve our customers, we have upgraded our billing and payments software. As part of our overhaul, we ask that you create a new customer portal account and save your payment information.

We encourage you to sign up for AutoPay once you save your payment information. Please note that in order to continue with online payments, a new online account will need to be created for you.

To sign up for your account, click on the following link *(if you cannot click on the link, you can copy and paste it to your browser)*

<https://portal.haulerhero.com/app/signup?bid=usrefuse-removal>

After clicking the link, you will be directed to a Sign-Up screen.

- Enter your email address (this will be your user ID), your Account Number & your Billing Zip Code.
- You will receive an email with a link to confirm your account. (Make sure to check your spam folder if you do not see the confirmation email in your inbox). You will be prompted to create a password when you click on the link.
- Once your password is saved, you can log into your portal.



Sign up for an account

Email Address

Account Number


Billing Zip Code

Sign up



Confirm your account

 Hauler Hero Internal Production Environment <notifications@haulerhero.com>

 Tuesday, January 03, 2023 11:50:06 AM

 Show pictures

Example of account confirmation email

Please confirm your account details below

Email Address erin.1@yopmail.com

Account Number HH-610

Billing Zip Code 86442

[Confirm Account](#)

Click to confirm account. This will open in a new page to create a password

Please call us at **555-555-5555** if you have any questions! If you prefer not to use the portal, just call us!

We are happy to subscribe you for service with automatic payments ("autopay") over the phone.

- *******HAULER: Replace the YOUR TENANT NAME in the embedded link URL for the button above with your tenant name before sending *******