

## IMPORTANT BILLING INFORMATION

Dear Valued Customer,

We hope this message finds you well. We want to take a moment to address a question we've received from some of our customers regarding the differences between the **invoice** and the **account statement** you may have recently received from us.

### Key Difference Between Invoice and Account Statement:

- **Invoice:** Reflects your most recent charges only.
- **Account Statement:** Provides a summary of the outstanding balance on your account. This will include amounts due from prior unpaid invoices and payments made on your account that have not been applied to a specific invoice. The account statement will show only your current charge if you do not have any past balances. Please note that the statement will not show past payments that have been applied to prior invoices.

### What This Means for You

To ensure accuracy in your records and payments, we kindly ask that you refer to your **account statement** when reviewing your total account balance and determining if any amounts are due.

### Our Apologies for Any Confusion

We sincerely apologize for any confusion caused by the delivery of both documents. Our goal is to provide clarity in your billing, and we appreciate your understanding as we work to make this process seamless.

If you have any questions or concerns, please don't hesitate to contact our customer service team at [Billing@prioritywaste.com](mailto:Billing@prioritywaste.com).

Thank you for your continued trust in Priority.