



AlexRenew

Lifeline Emergency Assistance Program

AlexRenew's Lifeline Emergency Assistance Program (LEAP) is designed to help customers experiencing difficulty paying their sewer bills. LEAP will offer emergency assistance for eligible AlexRenew customers beginning this spring.

Customers can support this program by enrolling in monthly contributions using their remittance slips, calling AlexRenew at **703.721.3500**, or using the chat feature through the MyAlexRenew payment portal. Learn more at **alexrenew.com/LEAP**.



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Difficulty Paying Your Bill? Enroll in a Payment Plan Today.

If you're having trouble paying your bill, or if you have a past-due balance, explore flexible payment options through PromisePay. Visit our dedicated PromisePay website at alexrenew.promise-pay.com or call **703.844.0505** to set up a payment plan today.

Please note, beginning **May 1, 2024**, AlexRenew will resume charging late fees on past-due accounts.

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