



AlexRenew Launches New Customer Service System

AlexRenew will launch its new customer care portal on myalexrenew.com this November. Customers will need to update their passwords and confirm their account numbers (found in the upper right-hand corner of their bills) the first time they log in to the new portal.

New Customer Care Portal Features:

- Live customer chat assistance
- Additional payment options for Apple Pay, Google Pay, and PayPal
- Autopay options for credit/debit cards
- Customizable billing notifications and payment reminders
- Expanded call center hours (6 a.m. – 6 p.m.)

Please note, phone and digital payments will not be available for three to six days during the first week of November.

Customers can still pay in person, Monday through Friday, 9:00 a.m. to 4:00p.m. at:

1800 Limerick Street Alexandria, VA

Visit alexrenew.com to learn more!

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