



Customer Notice:

Billing Clarification for Buncombe County Residents

This notice is being provided to address recent questions from residents regarding solid waste services billing.

Why You Received Two Bills Close Together

In November 2025, invoices were issued for the fourth quarter of 2025, which covered October, November, and December 2025.

Residents have now received their invoice for the first quarter of 2026, which covers January, February, and March 2026.

These invoices correctly reflect two separate service periods. We apologize for any confusion this may have caused.

What to Expect Going Forward

- You will receive your Q2 invoice in April 2026. This invoice will cover April, May, and June 2026.
- You will receive your Q3 invoice in July 2026. This invoice will cover July, August, and September 2026.
- You will receive your Q4 invoice in October 2026. This invoice will cover October, November, and December 2026.
- Service will continue without interruption.

Frequently Asked Questions

1. Was I charged twice for the same service?
 - a. No. The November 2025 and January 2026 invoices each cover different quarters.
2. Do I need to pay both bills?
 - a. Yes. Each invoice represents a distinct service period (Q4 2025 and Q1 2026).
3. Will this happen again?
 - a. No. Billing is now aligned and will follow the regular quarterly schedule moving forward.
4. When is my next bill due?
 - a. Your next invoice will be due in April 2026.
5. Is my service affected?
 - a. No. Your service remains active and unchanged.

We appreciate your patience and thank you for being a valued customer.

FCC Environmental Services