



June 1, 2022

Dear Valued Customer,

The team here at United Site Services (USS) takes pride in providing essential services for our customers. We are continually working to transform the way we do business in order to better support you and deliver on our promise of an Easy, Safe and Clean experience.

As the next step in our transformational journey, we are pleased to announce that we are eliminating all extra fees from our quotes and invoices. Moving forward, your standard invoice for portable sanitation services will only include line-item charges for the Rental, Service, Hand Sanitizer, Delivery/Set Up/Removal, and Tax (where applicable). Our goal is to make it easier for you to review and understand the value we provide behind each line item and simplify the processing of your invoice. A detailed explanation of each of the charges you can expect to see on your invoice moving forward can be found at [UnitedSiteServices.com/ExplanationOfCharges](https://UnitedSiteServices.com/ExplanationOfCharges).

We'd like to inform you that effective June 1, 2022, you will notice a modest increase in the cost of your portable sanitation service from USS. This price increase reflects the rising cost of doing business due to record inflation, fuel prices, a competitive labor market, and supply chain shortages. Although our partners have applied a fuel surcharge, it's our commitment to you that our quotes and invoicing structure is easy to understand and that all fees and surcharges are included in the Rental, Service or Delivery/Set Up/Removal line items.

If you have any questions, please feel free to reach out to our Customer Care team at 1.800.TOILETS. We thank you for your business and are as committed as ever to providing you with safe and clean services in 2022 and beyond.

Sincerely,  
The USS Team

**It's easy to pay your invoice!**

Visit [UnitedSiteServices.com/BillPay](https://UnitedSiteServices.com/BillPay) to register for a USS Bill Pay account to enroll in paperless billing and start paying your invoices online.