



1-800-TOILETS / UnitedSiteServices.com

August 1, 2021

Dear Valued Customer,

The team here at United Site Services (USS) takes pride in providing essential services for our customers. That's why we've made substantial investments in recent years transforming the way we do business in order to better support you and deliver on our promise of an Easy, Safe and Clean experience.

Eliminating Extra Fees

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 is enclosed.

Providing High-Quality Service

At this time, we must also address the economic conditions impacting all businesses due to record inflation, supply chain shortages, and a competitive labor market. Effective August 15, we will be implementing a moderate price increase to all open and new orders. This increase will impact both the rental and service charges as the cost of providing both our equipment and our services has risen over the course of 2021.

Investment in Technology

A large part of this investment connected our people and our equipment. Now all portable sanitation units are tagged with a unique QR code that is scanned at the time of delivery, with every service, and upon pickup, creating a digital record of our work on your site. All service trucks are equipped with GPS tracking and all service technicians perform their work with smartphones. Today, we dynamically update our service routes throughout the day to help us hit every site, providing an increased level of service reliability. You can check out the technology in action by visiting UnitedSiteServices.com/DigitalTransformation.

If you have any questions, please feel free to reach out to our Customer Care team at 1.800.TOILETS. We appreciate your business.

Sincerely,
The USS Team

It's easy to pay your invoice!

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

EXPLANATION OF CHARGES

What will you see on your USS invoice?



Rental	A recurring, per-unit charge for each piece of USS equipment on site.	<p>USS always invests in new equipment so we can rapidly meet your needs while providing a cleaner experience for your employees or patrons.</p> <p>Every unit undergoes a rental-ready process for quality assurance before delivery. This includes an extra round of deep cleaning before the unit arrives on your site.</p> <p>Starting August 2021 the rental charge will now include rental protection to cover any damage caused to USS portable sanitation equipment while on your site. You will no longer be charged for any damages or repairs.</p>
Delivery, Set Up & Removal	A one-time charge for the safe transportation, set up, and removal of equipment on site. Includes a base charge plus per-unit charge for each additional unit.	<p>USS maintains a fleet of DOT-compliant delivery vehicles equipped to provide supplies and service for the initial set up and the final service. Transportation costs also include fuel and any toll fees.</p> <p>Once delivered and placed in a safe location, the units are stocked with toilet paper and the tank is charged with deodorizer. The QR code is scanned to log the time of delivery and exact GPS coordinates.</p> <p>When it's time for removal, a final service is performed to remove all waste before the equipment is loaded and transported back to USS.</p>
Service	A recurring, per-unit charge for each service performed.	<p>Ongoing service from USS allows you to maintain safe and clean restrooms for your employees or patrons. When a service is completed the QR code is scanned logging the date, time, and GPS location of the service. In the event we are unable to safely access the unit for service, a photo is taken for our records.</p> <p>This charge includes the cost of fuel and safety compliance for our fleet of service vehicles in addition to the ongoing safety, compliance, and service-quality training of our employees. Also included is our 10-point service process which includes cleaning, restocking supplies, and waste removal.</p> <p>Disinfecting high-touch surfaces of every unit will forever be included as a part of our standard 10-point service. The Service Charge will now also cover the cost of environmentally-conscious waste disposal.</p> <p>Cleaning your portable restrooms to the same standard as any other public restroom is possible with USS and a service schedule of at least 2 times a week.</p> <p>Weekly service offerings include:</p> <ul style="list-style-type: none">● Standard: 2x per week● Standard+: 3x per week● Daily: 5x per week
Hand Sanitizer	A recurring, per-unit charge for each service performed.	Each service will include restocking hand sanitizer. USS provides only high-quality hand sanitizer that will provide for the health and safety of your employees or patrons.
Tax	Varies by state.	

The only additional charges you may incur would be off-route services we provide in the event of tip overs, exchange, or emergency services, etc. To learn more about these charges, visit UnitedSiteServices.com/ExplanationOfCharges.