



IMPORTANT INFORMATION
PLEASE READ AND SAVE!!

2020 RULES & REQUIREMENTS

Residential Service:

- One 30-33 gallon can **up to 50 lbs.** Please bag trash within your can, no loose trash
- Curbside – can(s) placed within 5 feet of the curb or shoulder of the road, in view of the truck
- Yard – can(s) placed within 100 feet of the roadway, in view of the truck (*Approved homes only*)
- Additional extra cans may be added to regular service for an additional cost
- See enclosed rate sheet for pricing

Extra Can Pick-up:

- Customer must request additional can pick up by 3:00 pm the business day prior to service day
- Each additional can (limit 1 per month), up to 33 gallons, will be charged **\$8.86 (curbside), \$10.50 (Walk-in)** on the customer account
- **No extra trash will be picked up without prior arrangements being made**

Commercial Service:

- Commercial bin service is available with 1 yard (*Not to exceed 250 lbs limit*) or 2 yard bins (*Not to exceed 500 lbs limit*)
- Additional charges will be added to overweight or overloaded bins or for bags stacked on top of the bins or lying around the bin. Lost/Stolen or damaged equipment is subject to replacement cost
- Cardboard pickup is available for a monthly fee. **Must be broken down and stacked**
- Removal of cardboard from your waste stream will save you money on extra yardage costs
- 10-50 yard debris boxes are available upon request
- See enclosed rate sheet for monthly commercial service rates

Holiday and Service Interruption: **No pickup** on New Year’s Day, Memorial Day, Labor Day, Thanksgiving or Christmas Day. Independence Day- July 4th (*only if it falls on a Friday*). Holiday service will be picked up the following service day. If a holiday falls on a Friday, customers whose service day falls on that Friday will be picked up the Thursday before. Snow days will be picked up as soon as roads are clear and safe for pick up.

BE ADVISED

- Paint your Initials, Street No. or Unit/Lot on your can(s)
- **Cans in excess of 50 lbs will NOT be picked up. No exceptions.**
- Use 30 – 33 gallon size cans only (*Twist top lids help deter wildlife from scattering your trash*)
- Cans must be ready for pick up by 7:00 a.m. from October 1 – April 31
- Cans must be ready for pick up by 6:00 a.m. from May 1 – September 30
- **It is the responsibility of the customer to call the office when they are moving, going on vacation, or for any changes to their service, NOT the drivers.**

NO HAZARDOUS WASTE IN TRASH CANS

It is illegal to dispose of hazardous material in the trash. Items such as: paint, motor oil, oil filters, antifreeze, all batteries, fluorescent bulbs, electronic devices, household cleaners, pesticides and solvents **may not be put in the trash**. For disposal of these hazardous wastes please see the enclosed *How to Dispose of Household Hazardous Waste* brochure.

Billing Information

All payments are due on the 1st of each month and are overdue on the 10th of that month. If accounts are not paid by the 30th of the month a late fee of \$5.00 on residential and \$10.00 on commercial will be added! Accounts remaining unpaid on the 10th of the following month will be subject to service interruption and there is a \$25.00 restoral fee to restore service.

ALL POLICIES MUST BE STRICTLY ADHERED TO

SPECIAL INFORMATION

- NEW CUSTOMERS:** We do require that all new customers pay for two months of service, in advance, at the time they sign up for service. Tuolumne County Waste Ordinance states that all cans will be 30-33 gallon cans. 45-60 gallon totes or larger cannot be used. **If the 50 lb weight is exceeded, the can(s) will NOT be picked up. New Service Activation Fee Residential \$19.65, Commercial \$33.95.**
- COMPANY POLICY:** If service is stopped or suspended, there will be a \$14.44 Residential, \$15.33 Commercial restoral fee.
- SUMMER SERVICE:** A minimum of 3 months service is offered to seasonal customers with a one-time option to extend that service. This service is set up with a starting date and an ending date and is billed at the onset of service with a one-time billing. A fee will be charged to set this service up yearly. **This service MUST be paid within 30 days of onset or service is stopped.**
- SPECIAL PICK UPS:** Anyone who is not on service and needs debris or waste removed from their residence can request a special pick up. Each special pick up will cost a minimum of \$42.98. If the amount of debris to be removed exceeds 4 cans, an appropriate extra can charge will be applied for each additional 33 gal size can(s) or bag(s). To arrange for a special pick up, please call our office and we will help you in any way we can.
- COMMERCIAL BINS:** There will be a labor and equipment charge of \$36.01 for the delivery and \$36.01 for the removal of all commercial bins.
- RETURNED CHECKS:** Any returned checks are subject to a \$30.00 returned check fee.

Past due accounts over 60 days will be sent to collections & further service will require a deposit plus all balances paid in full.