



**Dear East Mountain Disposal Valued Customer,**

Here are a few helpful guidelines to follow:

- **PICK UP TIMES - HAVE CART ROADSIDE BY 7am.** Times will vary each week, so please have your trash/recycling out on your regular service day and leave it out. Please check our voicemail message for any updates to your regular schedule and/or holiday schedule. If you do not have cart out on time, we are unable to go back. Please make arrangements to have trash out by the specified time. Credits will not be issued for carts not out or stops missed due to carts being blocked.
- **NO ASHES - HOT OR COLD !!** - Potential fire threat to our trucks and our drivers.
- **SECURING YOUR CONTAINER** - In order to keep your cart safe from wind, animals, cart theft or identity theft - please do not set it out overnight or before your scheduled service day. You may secure your cart with a bungee cord to keep materials intact and help prevent the wind from breaking the lid.
- **UNBAGGED & EXTRA MATERIALS CHARGES - PLEASE BAG & TIE TRASH**- it will help keep your cart clean, help keep it from blowing away when we empty it and attracts fewer critters such as bears, dogs, ravens, etc. A light spray of ammonia inside the container may also help. Due to road conditions & incimate weather, sometimes we use 4-wheel drive trucks so we unload the carts by hand. Trash not bagged will not be taken in these instances. Any trash or recycling in excess of the capacity of the cart is billed at a rate of \$1.00 per large bag (**NO CONTRACTOR SIZED BAGS & up to 6 extra bags per week please**). For the safety of our drivers; any trash or recycling bags (inside or outside of the cart) must weigh less than 35 lbs each. The bags will not be taken if they are overweight.
- **TOXIC, HAZARDOUS or BULKY MATERIALS - NO LUMBER or other construction materials. NO TOXIC/HAZARDOUS** - hypodermic needles, dead animals, tires, paints, thinners, pesticides, fluorescent bulbs, motor oil, car batteries, etc. We are not licensed to handle these items and any fines incurred by the landfill for hazardous items will be passed on to the customer. **NO BULKY** - furniture, computers, appliances, mattresses, rugs, etc. - our residential trucks are not equipped to pack this type of material. We can recommend disposal options for these items if you will call our office.
- **Any violation of these terms can result in termination of service and loss of your deposit.**

**2018 HOLIDAY SCHEDULE:**

**Thanksgiving : Monday 11/19 , Tuesday 11/20 , and Wednesday 11/21 regular schedule . No pickup Thanksgiving day 11/22/18 . Thursday routes will be done Friday 11/23 and Friday route done Saturday 11/24 .**  
**Christmas - Monday 12/24 regular schedule . Tuesday 12/25 no pickup. All routes the rest of that week will be one day late.**  
**New Years - Monday 12/31 regular schedule Tuesday 1/1 no pick up. All routes that week will be one day late.**

**QUARTERLY BILLING DATES:**

March 15th ~ June 15th ~ September 15th ~ December 15th

**PAYMENTS ARE DUE IN OUR OFFICE WITHIN 30 DAYS FROM THE DATE OF INVOICE - NO GRACE PERIOD.**

*(Late fees are not waived for failure to receive a bill, so please set up your payment so that it has time to arrive before the due date)*

We accept money orders, personal checks and online bill-pay checks through your bank (bill-pays take 10 days to arrive).

**We also accept MasterCard and Visa by phone - a \$3.19 transaction fee applies for credit card processing.**

**FEE SCHEDULE:**

**Deposit** of \$50 at sign-up or upon resuming service. **Lost/Damaged/Stolen Cart Fee** of \$50 to replace cart.

**Cart Cleaning Fee** of \$15 for final cleaning on cancelled accounts. **NSF Fee** \$15 for returned checks.

**Late Fee** - starting at \$12 for carts / \$25 for dumpsters will be assessed for payments received in our office after the due date.

**Return Cart Fee** of \$15 for containers pulled due to non-payment or late payment *(this fee also applies to accounts that are past due & set for cancellation and customer does not put cart roadside to avoid repossession).*

**RECYCLING**

Blue recycling containers will be emptied 1x per month on your LAST regular trash pick up day of each month by a separate garbage truck designated for recycling. **Have your cart roadside by 7:00 that day.**

No need to separate items, but please bag all of your recyclables. Cardboard outside the cart **must** be tied in bundles and weigh 35lbs or less and be no wider than 36". There will be an extra charge for recycling outside the cart. If cardboard is too large or not bundled, we are unable to take it.

We take mixed paper, magazines and cardboard, mixed plastics #1 through #9, tin and aluminum cans.

**NO glass, plastic grocery bags or styrofoam allowed - per our recycling center.**

**ROLL-OFF CONTAINERS**

~We also have 15 , 30 and 40 cubic yard ROLL-OFF containers for clean-ups, construction and demolition use ~

Rates are \$269.00 for the 15 yd , \$369.00 for the 30 yd. and \$429.00 for the 40 yd. (plus tax).

**THANK YOU FOR YOUR BUSINESS !!**

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