

Dear Valued Customers,

Thank you for choosing McMinn Waste Removal. Enclosed is a reminder for you on the guidelines for garbage pickup.

1. Garbage limit – approx. 50-60 lbs per week (approx. 5-7 white bags or 2-3 black bags) - if you are consistently over, you will be contacted and your bill adjusted as needed. If there is an instance where you will have an unusually large amount of garbage or large items one week, please call the office prior to your pick up. There will be an additional charge for these pick ups. If we are not aware that these items will be at the stop, the items **will not** be picked up.

ALL ITEMS THAT ARE NOT REGULAR HOUSEHOLD WASTE MAY BE SUBJECT TO AN ADDITIONAL CHARGE.

2. **All garbage must be bagged and the bags MUST BE TIED.** Cans with loose garbage will not be lifted or garbage hand picked out.

3. Garbage **MUST** be out by **7 am** the day of your pick up. If you are on the first part of the route it may need to be put out the night before. If you fail to have the garbage out on time, we **will not** make special trips out to collect it. It will be picked up the next week on regular schedule.

4. Items that can't be taken include:

Batteries	Oxygen and Acetylene Tanks
Pesticides	Water Heaters
Propane Tanks	Tires
Kerosene or Heating oil tanks	Motor Oil and Anti-freeze
Freon Bottles	Liquid Paint (must have sand or kitty litter added to harden)
Plastic bottles	Televisions or computer monitors
Aluminum Cans	

5. Yard Waste – **\$2.00 per bag.** Fee must be paid on the same day as pick up. If you have a significant amount we can make arrangements for a special pick-up.

We also offer **Special Pick ups** for garage clean outs, moving, etc.

6. **PAYMENT MUST BE RECEIVED BY DUE DATE ON YOUR BILL. If payment is not received by that date, service will stop and full quarter must be paid plus a late fee in order to restart your service.**

7. Inclement Weather Policy – All efforts will be made to complete pickups in a timely manner when there is inclement weather. However, safety of everyone is our top priority. If for any reason we cannot get to your location due to poor road conditions, ALL garbage that you have will be picked up on your regular scheduled day once the road conditions allow us to do so. Drivers will be given the discretion as to the safety of the roads on any given day.

We offer **recycling, email billing, credit/debit card and auto-draft payments.** Please call the office for more details.

We will provide a Holiday Schedule in the 1st Quarter bill to advise of all the Holidays that will be applicable for the upcoming year. We will also provide real-time updates for Holidays and weather on our website.

As always, if you have any questions please call the office. Thank you for allowing us to provide you with garbage service.

Gregg and Jeremy McMinn