

Waste Connections PO Box 625 North Bend, OR 97459

541-267-2848

SERVICE GUIDELINES

- ❖ Save money and time. On-line bill pay is available at www.wcicustomer.com or call toll free 1-866-740-2455 to make credit card payments 24 hours a day, 7 days a week. No extra fees assessed.
- ❖ For safety reasons our collectors start their routes at midnight. All items should be placed within 3 feet of curb or roadside the night before your scheduled pick up day. Pick-up hours can change with out notification.
- ❖ Allow 3 to 6 feet of clearance around your cart--away from recycle bins, neighbor's cart, mail boxes, vehicles, etc. (the truck arm needs to be able to grab the cart without touching other objects.) Obstructed or misplaced carts may result in a missed pick-up or special handling fee. Properly positioned cart will prevent scattered debris.
- ❖ Overfull carts and extra 32 gallon bags will be charged an extra bag charge. All trash must be bagged.
- ❖ Because our carts are designed to work with the collection truck, the driver cannot guarantee recovery of your personal garbage can.
- ❖ Immediately report any missed pick-up by your collector. Once we are aware of the problem we can make sure you are properly serviced.
- ❖ Contact our office for pricing on roll off construction dumpster and smaller 4 and 6 yard temp containers.
- ❖ Some materials require special handling and should not be thrown into your garbage can. Restricted items include medical waste, car batteries, motor oil, propane tanks, oil based paint, asbestos, and e-waste (computer monitors, CPU, laptops, and televisions). Contact our office if you have questions about how to properly dispose these items
- ❖ Notify our office of address changes, service changes, phone numbers and terminations. Charges will continue to accrue until notification of cancellation regardless of your last service date.
- ❖ Curbside recycling is available to residential customers in most city and urban growth areas. Contact our office for more information.
- ❖ Collection service will run on schedule for all holidays. There will be no interruption of service for regularly scheduled residential and commercial service
- ❖ Payment for service is due upon receipt of your monthly or bi-monthly billing. A finance fee of 1.5% or minimum of \$1.00 will be assessed for any previous balance due. Interruption or cancellation of service may occur for past due accounts of more than 35 days.