



CUSTOMER HAULING INFORMATION REFERENCE SHEET

The best place to see updates and review company information is on our Facebook page.

HOLIDAY PICK UP SCHEDULE:

The only 3 holidays we do NOT pick up on are:

Thanksgiving Day

Christmas Day

New Years Day * - (we will leave it up to the drivers/loaders if they would rather just work the holiday, we will announce the decision on Facebook several weeks prior)

typically pick up will be scheduled for the day after OR the following Saturday

We will run regular routes on all other federal holidays, example; Memorial Day, 4th of July, Labor Day, Veterans Day.

Accepted:

Basic household trash

Cardboard boxes

Items we will pick up for an extra fee:

Mattresses/box spring - \$10 each

Couch/recliner - \$10 each

Hide-a-bed couch - \$20

Not accepted:

Batteries

Electronics

Microwaves

Household pesticides

Liquid Paint

Scrap metal

Needles

Construction material

Yard waste

Great River Regional Waste Authority @ 111 Carbide Lane in Keokuk or 2092 303rd Ave in Ft. Madison has recycling bins accessible 24/7 and will accept electronics/appliances for a disposal fee.

Weekly residential curbside pick up has a 3 can (32 gallon can) limit.

- We may pick up more than the weekly limit from time to time, but to allow room in the truck for all route customers, we have to be careful how much we take.

There is a \$10 per yard fee for excessive trash picked up.

If you know ahead of time that you'll have extra, please call to let us know and we can arrange it to be picked up.

-----MORE INFORMATION ON BACK-----

We ask that everyone has their trash out by 7 AM.

Although your trash may not get picked up that early every week, it's better to have it too early rather than too late.

There may be days we have a truck issue or be short staffed, so your pick up time might be earlier or later than your regular time.

BILLING INFORMATION:

- We offer quarterly paper statements that are printed on the 15th of every quarter (January, April, July, and October), or e-statements that are automatically sent monthly to an email provided. The e-statements also allow for an online payment option or autopay.
- Once an account is **3 months past due**, the customer will be placed on a “cut off”, which means service will be discontinued until a full payment is made.
- We accept payments by card over the phone, in person, through the mail, or on route pick up. If you choose to use “route pick up”, please secure your payment in an envelope or baggie with your name and address on it.

MISSED PICK UPS:

- In the event your trash is not picked up, please notify us as soon as possible. You can call, email, or Facebook message us.
- We bill on a 4-week month, some months there might be a 5-week pick up. Due to that, we don't offer refunds on any missed pickups.

Trash must be brought to the end of the driveway or out to the public right of way.

Due to insurance issues, we are no longer able to drive or walk on private driveways to grab cans or bags.

*This applies to residential can pick up only, dumpsters do not have to be roadside.

CHANGE OF ADDRESS:

If you move or want to discontinue service, please don't forget to let us know. Not having your trash out is not a notification. Billing will continue until we are notified.

