

Charges differ for certain areas. Please refer to your area pricing brochure for exact costs. You can sign up for pick up day reminders on our website www.islanddisposal.com or by downloading the WasteConnect app. Never forget pick up day again!

Our residential garbage services are based on 35, 64 or 96 gallon company provided carts.

Personal cans of any size or type will not be serviced. For safety reasons we do not reach into containers to remove bags. Company carts are picked up by a mechanical arm and dumped into the top of the truck. Carts must face the road (handles facing away from the street) for pick up. Do not "shove" or "stomp" garbage into the carts as this causes it to get jammed into the container and will not come out when the cart is inverted.

We do not accept rocks, dirt, hazardous waste, ammunition, live fireworks, construction materials or other non-compactable items in containers.

Weight limits: Weight limits are printed on the lid of each cart. If your cart exceeds the limitations of the mechanical arm they will be left behind. Extra bags outside of the cart are serviced manually and shall not exceed 40lbs each.

Clearance requirements: Please ensure that all carts are placed with a minimum of 3 feet of clearance around the container and 18 feet of clearance above the container. Containers that are placed beyond the reach of the mechanical arm will be charged a roll out fee.

Extra garbage: Any extra on top of or outside of your container will be billed as extra. Extra garbage such as a 30-gallon trash bag will be picked up for an additional charge. Garbage that overflows the top rim of the cart, preventing the lid from lying flush with the top will also be considered extra. Place extra bags near your cart, but not against your cart on service day.

Holiday schedule: We pick up on all holidays except for Thanksgiving Day, Christmas day and New Year's Day. A schedule change will be required for those weeks only. Otherwise, we are always running on the same schedule. Please keep in mind that on holidays the pickup time may change so it is imperative your container be available by 6:00 a.m. for pick up.

What time should I have my cart out? All containers need to be available and within 5 feet of the road for pick up by **6:00 a.m.** on service days. Routes do fluctuate in time and the pickup time is not always the same. Please ensure your container is available on time for the driver. No credit will be given for partially filled carts or carts not out. During the fall and winter months it becomes difficult to see dark cans early in the morning. You can assist your driver visually by ensuring your can is as close to the road as possible. Please unlatch any bungee cords from your garbage cans on pick up day. Bungee cords can snap back and cause injuries to the drivers, as well as preventing the can to function properly.

Can I pay my bill online? YES!! Your first statement will be a hard copy. Our payment website www.wcicustomer.com will be listed on the back. To create an account to view and pay your bills, you will need your invoice and account number from your bill or your new customer letter.

When can I expect my bill? Residential services are billed every other month and represent two months of service. Commercial services are billed monthly. Bills are printed on the 1st and due by the 25th of the month that the bill is issued. Late fees may be assessed at 1% or a minimum of \$1.00. There is a \$10.90 NSF fee for returned checks.

Account suspension due to non-payment: Accounts that have become delinquent will be required to pay the balance by the end of the following month. Service will be limited to what you have set up. No extra garbage will be serviced until balance has been paid. Once the account has been suspended there will be a restart fee assessed to reinstate services as well as a redelivery fee for any company owned containers that were removed. As soon as adequate payment posts to your account services will be restarted for the next scheduled pick-up day, unless you notify us otherwise. Restart fees range from \$10.50 up to \$27.70 depending on area. Redelivery fees range from \$22.54 to \$42.63 depending on type of service. All payments must post to your account prior to any restart. Please ensure you allow adequate processing time based on your preferred method of payment. Minimum processing time is two business days if paid via phone/online.

Changes, vacation holds and service termination: Any changes, vacations or cancellations to your account must be reported to our office 2-7 business days in advance. Please DO NOT write notes on your bills for changes to your account other than a change in billing address. We will give a pro-rated credit on can services for vacations of two weeks or more if notification is given in advance. It is required to call our office in advance to restart services when you have returned from a vacation hold. There will be no credit issued after the fact or for one week missed. If there is an active account, the account holder will be responsible for the bill. Changes to your account are required to go by date of notification. We offer a variety of services for pickup such as once a month, every other week and weekly for can services. We also offer services for roll out and drive in distances where accessible. Feel free to call during office hours Monday through Friday 8:00 a.m. - 4:30 p.m. to inquire or make changes. Again, we do ask for a minimum of 2 business days for all changes to accounts to take effect.

I forgot to place my can out or they missed me: Should you forget to have your garbage out or feel you have been missed, simply call our office and we can arrange for the driver to pick up double for you the following week. **We cannot give credit for one week missed or nothing out.** We are happy to allow for extra the following week as long as we are notified prior to your next scheduled service day.

Weather conditions: Should weather conditions, closed roads, construction, or other incidences beyond our control does not permit us to safely pick up your garbage we will automatically allow double for you on your next regularly scheduled pick up day. This also includes road conditions for the access roads into your neighborhood along our route. Safety is our number one priority.

On call services: Please ensure you place a request at a minimum of 2 business days before your pickup is needed. We cannot guarantee a pickup if you call our office to request service the same day. *Only available for cart services with a limit to one time per month.

I want to recycle. What do I do with my recycling? Currently we are only authorized to provide recycling services for Navy Housing and Town of Coupeville residents. If you would like to recycle outside those areas, it is self-hauled to the nearest recycle center. We do not sort out any items placed in the garbage. Everything we pick up is treated as garbage. Our ability to provide recycling service within the county would be voted on and granted by the county commissioners. If you'd like to voice your opinion for a recycling program, please contact your county commissioner.

Please be sure that all articles set in or around your garbage are intended for pick up. We are not responsible for items left on, near, around carts, or for items stored in carts.

Items NOT accepted for curbside pick up

Liquid paints, stains, solvents	Oils
Oil soaked rags	Fluorescent lamps/bulbs
Rechargeable tools/appliances	Pesticides
Fertilizers	Asbestos
Mercury switches	Mercury Thermometers
Liquids that are acid/alkali, caustic, toxic, or flammable	Spa chemicals
Propane tanks or cylinders	Tires
Wood	Concrete
Batteries	Furniture *
Ammunition	Televisions & Electronics *
Live Fireworks	Appliances *
Construction Materials	

** May be picked up as a separate service for an hourly rate plus disposal fees.*

We unfortunately cannot accept any of the items listed above due to their hazardous or bulky nature. All the items must be self-hauled to the Island County Transfer Station. Any of these items left out for curbside pickup will be left behind.

For more information about Island County Transfer Station please call (360) 678-3328 or visit their website at <http://www.islandcounty.net/PublicWorks/Solidwaste/>

Latex paint disposal: We are able to accept DRY latex or acrylic paint. It must be dry or non-pourable, lid off and placed either inside the can on top or next to. Our drivers are not permitted to reach into a garbage or open sealed containers for safety reasons. Make your paint non-pourable by mixing it with kitty litter, sawdust, or dirt.

Hypodermic needles "sharps" disposal: Place used needles into a PETE plastic bottle (soda bottle) or manufactured "sharps" container available at pharmacies. Securely tape the lid. Dispose of the container 9:30am-5:00pm Daily at Island County Solid Waste Complex 20018 State Route 20, Coupeville.

Mercury thermometers: Secure to prevent breakage, this includes CFL bulbs as they contain mercury. Deliver to any Island County Solid Waste facility.

For your convenience, a short summary of our policies is regularly listed on the back of your statements for reference.