

Charges differ for certain areas. Please refer to your area pricing list for exact costs.

Our residential garbage services are based on 32 gallon or 20 gallon sized garbage cans that are self-provided. Cans exceeding 32 gallons in size will not be serviced at all. For safety reasons we do not reach into containers to remove bags. They are manually picked up and inverted into the vehicle for service.

Commercial services are available for 20 gallon, 32 gallon sized cans that are self-provided as well as small dumpster services that we provide.

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

Weight limits: Each 20 gallon size can with a 20 lb. weight limit. Each 32 gallon size can with a 40 lb. weight limit. Cans that weigh over 40 lb. that do not exceed 65 lb. will be billed an "overweight/overfill" charge. CANS OVER 32 GAL IN SIZE OR 65 LB WILL BE LEFT BEHIND. This is for safety reasons that have been set by state and federal regulations.

Weight limits for commercial dumpsters:

1 yard limit is 250lb 1.5 yard limit is 325lb 2 yard limit is 450lb

Extra garbage: Any extra on top of or outside of your container will be billed as extra. Extra garbage such as a 32 gallon can or bags will be picked up for an additional charge can or can equivalent. A 30 gallon plastic trash bag is considered a can equivalent. Garbage that overflows the top rim of the can will also be considered.

Holiday schedule: We pick up on all holidays except for Christmas Day itself. A schedule change will be required for that week only. Otherwise, we are always running on the same schedule. Please keep in mind that on holidays the pick up 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 can/dumpster available? 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 pick up time is not always the same. Please ensure your container is available on time for the driver. 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. It is also helpful to place some reflective tape on your garbage can. Please unlatch any bungee cords from your garbage cans on pick up day. Bungee cords can snap back and cause injuries to the drivers. If your commercial dumpster is regularly locked, you have the option to provide the office a key or combination so that the driver can access your container for pick up. Please provide a key for each driver should you have multiple pick ups in a week. Do not make any permanent modifications to Island Disposal containers; they are the property of Island Disposal. Please ensure containers are not blocked on service day.

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. In order to create an account to view and pay your bills, you will need your invoice and account number from your bill. This information will not be available until your first bill has been generated.

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 due by the last business day of the month that the bill is issued. Late fees may be assessed at 1% or a minimum of \$1.00. There is a \$10.50 NSF fee for returned checks.

Account suspension due to non-payment: Accounts that have become delinquent will be required to pay the past due balance by the 4th Friday of the next bill cycle. If payments are not made by the due date, the full balance will be expected to keep or maintain services. Once the account has been stopped there will be a restart fee assessed to reinstate services. If the full balance owed has been posted to your account by the 15th of the following month, your service will be restarted for you for the next scheduled pick up day, unless you notify us otherwise. Your account will also be noted to allow for the extra garbage equal to the service level and missed number of pick ups.

Should a payment arrive after that deadline, all customers will be required to contact the office to update information and verbally verify they want to restart services. No extras will be allowed after the auto-restart deadline as the account will have been completely turned off. 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

Changes, vacation holds and service termination: Any changes, vacations or cancellations to your account must be reported to our office in 2-14 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 as long as 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. As long as 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 pick up such as once a month, every other week and weekly for can services. We also offer services for walk 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 can not 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 pick up day.

Weather conditions: Should weather conditions, closed roads, construction or other incidences beyond our control 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 request your pick up at a minimum of 2 business days before your pick up is needed. We cannot guarantee a pick up if you call our office to request a pick up on the same day of service. *Only available for can services.

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.

- **Town of Coupeville residents:** Recycling service is included with your garbage service. Recycling is picked up every other week on Monday. The cost portion is broken down in your bill so that you are able to see what portion goes toward recycling. Please do not mark or modify your recycling bin. It is the property of Island Disposal, Inc. Each bin is serialized and assigned to your address. You are responsible for the bin as long as you live at the address.

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 cans, damage to cans/lids, or for items stored in cans.

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
Ammunition
Live Fireworks
Construction Materials

Furniture *
Televisions & Electronics *
Appliances *

** 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 pick up 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 your can on top or next to your can. Our drivers are not permitted to reach into a garbage can 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.