

Welcome New Residential Customer



DEAR VALUED CUSTOMER:

By following our "Service Rules" and being aware of "Things You Should Know" and our "Holiday Schedule" you're helping us to ensure we can provide you with safe, reliable, and friendly waste collection services.

SERVICE RULES

- PLEASE have your container out for pickup by 6:00 am for guaranteed pickup, with the opening of container facing the street. We guarantee the day not the time. **WHEN IN DOUBT, PUT IT OUT.**
- PLEASE keep your container safe from damage and theft. You are responsible for it and will be charged a replacement fee.
- **PLEASE bag all refuse, including all lawn clippings and leaves.** If these items are not bagged they may stick to the container and garbage may not dump all the way. Drivers will not go back for containers with loose lawn clipping stuck to can. **If garbage is not bagged and loose debris falls out of container the driver is not responsible for cleaning it up. Please bag extra garbage and place 3 feet behind your container. We will charge your account for picking up extra garbage.** Extra garbage is bags sitting behind your can, or garbage that falls on the ground when the container is overfull, or if your lid is up one foot or more from closing.
NO CONCRETE DIRT OR GRAVEL IN YOUR CONTAINER, ONLY HOUSEHOLD TRASH
- PLEASE notify us if you go on Vacation. You can put your account on Vacation Status for a minimum of one month or more. A monthly Vacation Rent Fee is charged for this service. You are responsible to CALL the office to take your container off Vacation Rent. If the container is placed out for service & you have NOT called the office to restart service, your can WILL NOT BE DUMPED.
- WHEN CANCELLING SERVICE – PLEASE CALL OUR OFFICE. You are responsible for payment until we receive your request for termination and Evergreen Disposal has collected your can. If we're unable to collect the container on the 1st attempt, we will make a 2nd attempt, and if not collected you will be charged a trip fee.
- PLEASE KEEP YOUR ACCOUNT CURRENT. Past due accounts will be assessed a finance charge. If your account becomes 45 days past due, service will be suspended for nonpayment and you will be responsible for garbage service fees until the container can be removed. If an account goes 60 days past due, we may assess a reconnect fee and delivery fee to restart service. ****You can make payments on our website at www.wcicustomer.com****
- AVOID late fees by making timely payments. We accept most major credit and debit cards.
- **We invoice quarterly, four times per year in January, April, July & October.** Payment is due by the 20th of the month you receive your invoice. Should you incur any extra fees such as overfills (lid is open more than a foot) or we collect trash outside the container, you will receive these charges in the following month.
- PLEASE, if you are not on a County Maintained Road, it is your responsibility to keep your road safe and passable. This includes, but is not limited to; keeping the road plowed, sanded when icy, and trimming overgrown trees. **SAFETY IS PARAMOUNT** in all we do, so we're dedicated to ensuring the safety of our drivers and the neighborhoods we serve.
- PLEASE keep in mind that when winter comes, you can change your service from "Driveway" to "Curb" Service, if necessary. Please call our office to authorize this change in service.
- WINTER NOTE: Please keep all trash containers out of streets & roads to allow City/County plows to properly remove snow.
- NO bulky items accepted: washer, dryers, large appliances, couches, chairs, etc.

THINGS YOU SHOULD KNOW

- PLEASE be aware that even at very slow speeds our garbage trucks may create dust. There is no avoiding a certain amount because of cooling fans on the truck.
- **DO NOT** put ashes in your container. **THIS MAY CAUSE A FIRE.**
- **DO NOT** put hazardous materials in your container.
In Flathead County please contact the Flathead County Landfill at 758-5910 and in Lincoln County please contact Lincoln County Landfill at 293-7146 for proper disposal of Hazardous or questionable material.
Remember, it is your drinking water that can be affected.
- **HAZARDOUS MATERIALS** include: Gas, Oil, Paint, Car Tires, Fluorescent bulbs, NI-CAD batteries, and Asbestos.
- CHRISTMAS TREES must be cut up into small pieces & placed in your container. Whole trees will not be taken.

HOLIDAY SCHEDULE

Evergreen Disposal will be closed and not providing garbage service for the following holidays:

New Years Day
Memorial Day
Fourth of July
Labor Day
Thanksgiving
Christmas Day

If your service falls on one of these holidays, or during the week following a holiday, your service will be delayed by one day.
If you have any questions about our holiday schedule please call our office.

HELPFUL RESOURCES

- **VALLEY RECYCLING** – 257-4302 or visit www.valleyrecycling.com & on Facebook: Valley Recycling - Kalispell
- **RECYCLING/GREEN BOX SITES IN FLATHEAD COUNTY:**
ALBERTSONS KALISPELL MEDICAL EQUIPMENT – *Behind Smith's grocery store in Kalispell*
BIGFORK COLUMBIA FALLS
CRESTON LAKESIDE
SOMERS VALLEY RECYCLING
- **RECYCLING/GREEN BOX SITES IN LINCOLN COUNTY:**
LIBBY CREEK MCGINNIS MEADOWS SAVAGE LAKE
EUREKA LANDFILL GLEN LAKE BALLPARK BEHIND TROY ELEMENTARY
YAAK HILL FOURTH OF JULY UPPER YAAK
TREGO FORTINE PINKHAM CREEK
REXFORD WEST KOOTENAI HECLA MINE RD

www.evergreengarbage.com

Office Hours: Monday – Friday, 8am – 4pm
Flathead County Customers Call: 406-257-1739
Lincoln County Customers Call: 406-293-3711

Introducing

Evergreen Disposal

Download it today & stay connected.

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Evergreen Disposal – Kalispell, MT

Sign up for collection reminders, view service schedule, and more.