



# Bitterroot Disposal

Trash Cart Placement and Care

## Customer Responsibilities

**We're excited to have you as a customer!** Thank you for choosing to lease a cart from us and allowing us to provide you with monthly garbage service. *Please read over the following simple guidelines to ensure your container is serviced.*

We provide a 90 gallon cart for **monthly "BLACK LID"** service. If your cart is being delivered, it will be placed in the required location & position for pick up. If you are picking up your cart, please note the placement of your neighbors' cart as guidance.

### Your cart **will be** emptied if:

- It is placed out the night before your scheduled pick up day **\*\*Including ALL Holidays\*\***
- The handles of your cart are facing **away** from the truck/street
- There is at least 3 feet of space around your cart

### Unfortunately, your cart **will not be** emptied if:

- It contains **ANY** of the following:
  - Hot or Cold Ashes
  - Hazardous Waste
  - Loose Trash**\*\*ALL WASTE MUST BE BAGGED\*\***
- Trash is compacted into the cart
- The handles of your cart face the truck/street
- The cart is more than 2 feet from the pick-up location
- Cart serial number doesn't match account address
- Your bill is past due

### Charges **will not** occur if:

- Our truck causes damage to your cart
- You cancel service and have the cart removed
- You tape temporary identification label to your cart

### Additional Charges **will** occur if:

- Your Cart is out more than **once a month**  
**\$8.55/ each extra pick up**
- Garbage exceeds the 90 gallon cart  
**Minimum of \$8.35**
- A driver comes back to empty your cart because it wasn't out, the **charge is \$23.65**
- The cart is melted, painted or vandalized  
**Current Cost \$145.00**
- Additional Cart Delivery **\$24.85**
- You move without terminating the service

### Billing:

- You will receive a quarterly bill every January, April, July & October.
- Your payment is **due in full on, or prior** to January 25<sup>th</sup>, April 25<sup>th</sup>, July 25<sup>th</sup>, & October 25<sup>th</sup>
- A late payment will result in a 1.5% finance charge applied each month your payment is late.
- You must notify us if your cart is not out, missed, or blocked.
- You must notify us if you no longer need the service.

### Vacation Status or Temporarily Suspended:

- Must be scheduled in Advance
- Offered per calendar month, not calendar weeks

**Cart must be placed at the pick-up site \_\_\_\_\_ night,  
to be emptied on \_\_\_\_\_ morning.**

**\*\*Your cart must be removed from its pick up location after service on your garbage collection day\*\***  
**Carts should not remain left out full time.**

*Routes can run very early in the morning, so if your cart is not out to be emptied the night before, your driver will NOT come back without incurring additional charges.*

**We operate on ALL holidays, so if your service day falls on a holiday, please ensure your cart is out the night before, as our routes begin at midnight for holiday service.**

**\*\* If your container is missed on pick up day, please call our office immediately.\*\***

# Bitterroot Disposal

## Customer Resources

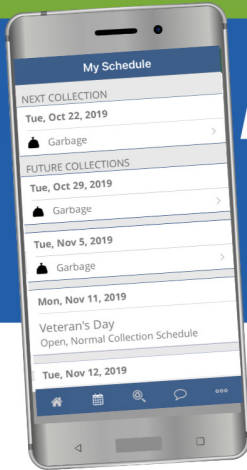
To sign up for paperless billing or automatic payments before you receive your 1<sup>st</sup> statement please visit:

[www.BitterrootDisposal.com](http://www.BitterrootDisposal.com)

Account #: \_\_\_\_\_

One Time Access Key: \_\_\_\_\_  
(in place of the invoice #)

## Never Miss Your COLLECTION DAY Again!



DOWNLOAD THE NEW  
**Bitterroot Disposal**  
MOBILE APP



With our new  
**Bitterroot Disposal**  
Mobile App you can:

- Sign-up for waste collection Reminders
- Receive Service Alerts for collection delays
- Search how to properly dispose of materials



**NO SMARTPHONE - NO WORRIES!**  
Get your personalized collection schedule and more online at  
[www.bitterrootdisposal.com](http://www.bitterrootdisposal.com)

*We strive to provide safe, friendly, reliable waste removal services.  
If you're pleased with your experience, please consider taking the time to:*



*Just scan this code with your smartphone camera or QR code reader to go directly to Google Reviews.*



*Thank you from our whole team. We appreciate your business.  
Should you have questions, please call us at (406) 363-3630*