



# Bitterroot Disposal

Trash Cart Placement and Care

## Customer Responsibilities

**We're excited to have you as a customer!** Thank you for choosing us as your garbage services provider. Please take a moment to review the guidelines below to ensure safe, timely and efficient collection of your leased garbage container. We provide a 95-gallon cart for **weekly** service. When your cart is delivered, please take note of its location as this will be the designated set-out spot for pick-up. If picking up your cart, please observe placement of neighbors' carts for 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 tightly 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

### Additional 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:

- Garbage exceeds the 95-gallon cart  
**Minimum of \$8.75**
- A driver comes back to empty your cart because it wasn't out, the **charge is \$24.85**
- The cart is melted, painted or vandalized  
**Current Cost \$145.00**
- Additional Cart Delivery **\$27.10**
- You move without terminating or suspending 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.
- If your bill is past due, please contact us to make payment arrangements.
- Please notify us if your cart is not out, missed, or blocked.
- Service billing will continue unless you notify us that you no longer need service.

### Vacation Status or Temporarily Suspended:

- Offered per calendar month, not calendar weeks.
- Must be scheduled **in advance**.

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

**\*\*Please remove your cart from its pick-up location after service on your garbage collection day\*\***

**Carts should not remain left out full time.**

*Route times can vary and additional charges may be applicable for return collection due to a cart not being set out on time.*

**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.\*\***

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## Customer Resources

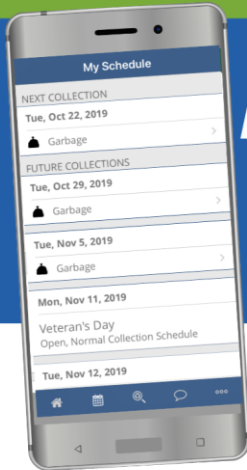
To sign up for paperless billing or automatic payments before you receive your 1<sup>st</sup> statement please visit:

[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*