

Account: _____

DM DISPOSAL INC

A  WASTE CONNECTIONS INC. COMPANY

Mailing address:
PO Box 532
Yallup, WA 98371

Email:

DMDisposal@wasteconnections.com

Website:

www.dmdisposal.com

Office Location:
4822 70th Avenue E
Fife, WA 98424
Tel: 253-414-0347
Office Hours:
7:30-5:00pm

Thank you for choosing DM Disposal Company, Inc.

Dear Bonney Lake Resident:

Currently, your regular weekday service is _____, and you will be notified in advance of any permanent change in your regular pick-up day.

Please follow these guidelines so we may provide you with the best possible service:

1. Please make sure that all containers are fully accessible before 7:00 a.m. on your assigned day of collection.
2. DM Disposal provides a wheeled garbage cart for your use. Garbage carts are the property of DM Disposal and must remain at the residence where they are assigned.
3. Please make sure the lid of your garbage cart is completely shut and that the waste is level across the top of the can. Overfilled cans may be assessed an extra bag charge.
4. Any extra garbage items that do not fit inside your provided cart must be placed next to your cart in a can or bag no larger than you provided cart size. We ask that you label your extra cans/bags with your house number or address to ensure pick-up and proper billing. Please do not label your provided garbage, recycling, or yard waste containers, unless specifically requested to do so.
5. Additional charges will be imposed for extra containers or extra bags above your requested service level.
6. Customers may change the size of their garbage cart once every 12-months at no charge. Additional garbage cart changes will be assessed a redelivery fee. New customers who modify the size of their garbage cart within the first 30 days of service will be permitted one garbage cart size change over the next 12-months.
7. Please be aware that carts exceeding the weight restriction may not be serviced due to safety and damage concerns. Please see the chart below for garbage cart weight limits.
8. Yard waste services are available for an additional service fee. Our company provides household recycling and yard waste service participants a 96-gallon container for your use. Smaller recycling containers are available upon request.
9. Please contact our customer service department at 253-414-0347 with information regarding missed collection or service changes you are requesting to your account. Please be mindful to report misses within 48 hours and changes to your account a minimum of 24 hours in advance to your scheduled pick up. Once we are aware of any problems we can make sure you are properly serviced. If we do not receive a call, we will not know there is a problem.
10. Once you receive your first statement, please feel free to take advantage of our online bill pay option, located on the web at www.dmdisposal.com. You will need your account number and an invoice

Our goal is to provide our customers the best possible service in a courteous, effective manner, showing respect for those we are fortunate to serve.

number to open an online account. Instructions on how to set up automatic bill pay through our website are enclosed.

11. If services are ever suspended due to lack of payment, please be advised there is a restart fee.
12. The City of Bonney Lake mandates all residents have active garbage service to encourage the cleanliness of the city and to prevent accumulation of waste. According to this code (BLMC 8.04), you must subscribe to at least the minimum service level of a 10-gallon can.

AUTOMATED SERVICE INFORMATION

All trucks providing service have an automated collection arm, so it is extremely important that the containers are accessible for service.

- Please be sure to leave 3-5 feet clearance on both sides of garbage, recycle, and yard waste carts.
- Please place all containers no more than 5 feet from a curb or sidewalk to ensure collection.
- Please place your carts with the opening facing the road and assure no vehicles are blocking access to the carts.
- Please make sure that lids on carts are completely closed.
- Please do not place anything on top of your collection carts.

RECYCLING & YARD WASTE INFORMATION

- Please review the enclosed Recycling Reminders flyer for information on what items can be accepted for pick up.
- Please notice we CANNOT accept glass, Styrofoam, food-contaminated materials, or plastic bags in recycling containers.
- Your yard waste and recycling containers are serviced every other week. Please review your enclosed schedule for which week you will be serviced.
- A list of local glass recycling collection sites is included on the collection calendar.
- Extra yard waste should be placed in a bio-degradable or other compostable bag.

We look forward to serving you and thank you for your patronage!

Below listed are the common residential services. Please contact us for additional services.

<i>Additional Service Charges</i>	<i>Fee</i>
Extra Trash Can	\$5.33
Extra Bag of Trash	\$5.33
Overflowing Cart	\$5.33
Extra Yard Waste	\$1.42
Yard Waste Service	\$6.09/mo
Restart Services	\$25.00

<i>Service Level</i>	<i>Monthly Garbage & Recycling Cost</i>	<i>Weight Limit per can</i>
10-gallon cart	\$13.76	15 lbs
24-gallon cart	\$18.97	30 lbs
32-gallon cart	\$23.39	45 lbs
64-gallon cart	\$33.71	90 lbs
96-gallon cart	\$46.63	135 lbs

*Prices effective 3/01/2016

