

Thank you for choosing Total Waste Management



Your pick up day will be:

Thank you for choosing us to be your waste service provider. Here are a couple things we'd like to outline to help give you the best possible service.

- Each week please have your can out before **6 am or the night before** your scheduled pick up day. *Our routes change as we grow therefore schedule times will vary.*
- After your first service please place the can where the driver has moved it to after your first pick up.
- Make sure there is at least 6 feet of space on all sides of the can to keep free from obstruction. If there was anything in front of the can it is not our drivers responsibility to return and dump the can.

It is our policy to discontinue service if payments are past due.

You are responsible for the container while it is in your care. Any damage or theft is your responsibility. The container remains the property of Total Waste Management LLC while in your care.

96 Gallon Container

**For household waste only...
No commercial or construction material**



- Please place your trash container out by 6:00 am or the night roadside. After the first week of service, please place the can where the driver has left the can. Please watch for any obstructions such as vehicles anything that may interfere with trash pick-up. If you do not place your can out before 6 am and miss your driver, it is not the driver's responsibility to return. *If you need your trash picked up we can do so at an additional dumping cost.*



- Any trash placed inside the cans must be bagged to insure all waste has been emptied from the can. Grass can be placed in the can loose as long as there is some trash bags beneath for complete removal.
- If there is trash that will not fit into the can, put into a bag and place next to the can. We will do our best to dump any extra trash, if we see this happens often we may recommend getting another container for a reduced cost.

Please place all garbage in tightly secured plastic bags. Loose garbage creates litter problems.

- The container provided to you is property of Total Waste Management. If you move and you are moving within the serviceable area we will deliver new cans at your new address. Please call for details.

What not to put in the container

- No hazardous materials of any kind. Such as batteries, propane cans, gas cans, appliances, wet paint, tires, oil, or dead animals, no hot ashes.



- Paint cans may be disposed of if the paint is dry or the can is completely empty.
- No rocks or dirt should be placed in the container, this could cause damage to the equipment and cause the container to be overloaded.
- If your container is damaged due to over stuffing negligence, defacing, fire or other means, you are responsible for replacement or repairs while it is in your care. This includes lost or stolen containers.



- If the container breaks or is damaged by normal trash collection we will replace or repair it.
- We offer commercial and construction bins for those bulky items that will not fit into the container

Missed Collections

- If your garbage was not collected on your scheduled service day, please call 208-436-9863.
- If your trash was out before 6 am and mistakingly missed by us we will attempt to collect your trash by the end of the day. In most cases it will be necessary for us to

collect the garbage on your next scheduled service day.

Billing and Payments

- Our billing is a month behind, so the services you receive this month you will receive a bill for the following month. Payment is due on the **10th** of every month.
- We can do credit card over the phone and also set up automatic payments.
- We can take check, cash and credit card payments in the office.



- You can also mail checks in the mail with payment stub. That can be mailed to **P.O. Box 309 Heyburn, ID 83336.**
- Office hours are Monday through Friday 8:00 am to 5:00 pm. Our office location is:

281 Centennial Dr. Heyburn, ID 83336
208-436-9863 behind Loves.

- Any returned checks will be assessed a \$25.00 fee which will be added to your account and your services will be suspended immediately.
- *Please note if your account is **past due** it is our policy to stop services until payment is collected. If payments are received on your day of pick-up we will pick up as normal the following week.*

Holiday Pick-up

- For most Holidays we will run a day behind.