**Dear East Mountain Disposal Valued Customer**,

**Thank you for choosing us as your trash company – we appreciate your business 😊. We include an updated flyer each quarter in your billing – please read as it contains important information. Feel free to call our office if you have any questions regarding your service. If you** **get our voicemail, please leave us a message and we will call you back as soon as possible 😊.**

* + ***ROADSIDE BY 7AM AND LEAVE IT OUT*** 
  + ***BAG YOUR TRASH***
  + ***BUNGEE CORD YOUR LID SHUT***
  + ***NO ASHES – HOT OR COLD!***
  + ***PAY YOUR BILL BEFORE THE DUE DATE***
* ***AS OF 7/1/2020: FOR SAFETY & ENVIRONMENTAL CONCERNS, WE WILL NO LONGER BE PICKING UP ITEMS OUTSIDE OF THE EAST MOUNTAIN DISPOSAL TRASH OR RECYCLING CARTS.* Everything must be bagged INSIDE the cart and the lid needs to close completely (nothing overloading the capacity of the cart). If carts are too heavy to lift or load, they will not be serviced. *IF YOU NEED MORE CARTS - WE OFFER ADD’L CARTS TRASH CARTS FOR $10 PER MONTH & RECYCLE CARTS FOR $8.35 PER MONTH (*billed quarterly*).***
* **HOLIDAY SCHEDULE 2021: Thanksgiving Day 11/25/21 -Thursday & Friday stops are 1 day later.**
* **CHRISTMAS DAY and NEW YEARS DAY - are on a Saturday this year, so no changes in our schedule.**
* **ALL OTHER HOLIDAYS ARE REGULAR SCHEDULE.**
* ***PICK UP TIMES –*** Times vary each week (trips to the landfill, delays on the route, flat tires, etc.) so please have your carts roadside on your regular service day by 7am. We will always do our best to get you picked up on your trash day – please keep in mind that weather & road conditions are always a factor, especially during the winter & rainy season. If your cart is not serviced due to weather or road conditions - **we will try again on your** **next scheduled trash day (weather permitting**). Please check outgoing phone message for updates. We will be unable to go back or issue credits under certain circumstances (including, but not limited to: carts not out on time, blocked or inaccessible locations, overloaded carts or restricted items, vicious animals, etc.)
* ***SECURING YOUR CONTAINER –*** Please do not set out overnight or before your scheduled service day. Bungee cord the lid shut to keep the contents intact. We are not responsible for cleaning up messes due to wind or animals getting into the cart.
* ***CONSTRUCTION, BULKY OR HAZARDOUS MATERIALS –* NONE OF THESE TYPES OF ITEMS ARE ALLOWED NO MATTER WHAT SIZE.**  Furniture, appliances, toilets, mattresses, rugs, etc. Our trucks are not equipped to pack these types of materials. We do offer ROLLOFF containers that can accommodate these items (except for hazardous). **NO TOXIC/HAZARDOUS** - hypodermic needles, dead animals, tires, paint, chemicals, pesticides, fluorescent bulbs, motor oil, car batteries, etc. **We are not licensed to handle these items and any fines incurred by the landfill for hazardous items will be passed on to the customer**.
* **Any violation of these terms may result in termination of service and loss of your deposit and/or remaining credits.**
* **PAYMENTS ARE DUE IN OUR OFFICE QUARTERLY BY JAN 15TH, APRIL 15TH, JULY 15TH & OCTOBER 15TH**
* **We accept checks, M.O.'s & Online bill-pay checks through your bank (those take approx. 10 days to arrive).**
* **We also accept M/C & Visa by phone only - a $3 + tax transaction fee applies for credit card processing.**
* **NO GRACE PERIOD. Please set up your payment so that it arrives before the due date.**

**FEE SCHEDULE (not including tax):**

* + ***Deposit of $50 at sign-up or upon resuming service. Credit Card Fee of $3***
  + ***Lost / Damaged / Stolen Cart Fee of $60 to replace cart. Admin Fee of $10 for cart switch-outs or account suspensions.***
  + ***Cart Cleaning Fee of $15 for final cleaning or cancelled accounts. NSF Fee of $15 for returned checks.***
  + ***Late Fee of $15 for carts / $25 for dumpsters assessed for payments received in our office after the due date.***
  + ***Return Cart Fee of $15 for containers pulled due to non-payment (this fee also applies to customers who do not put carts out to avoid repossession when their bill is past due).***
* **RECYCLING**
* Blue recycling carts are emptied the last week of the month by a separate garbage truck designated for recycling.
* Mixed Paper, Mixed Plastics, Tin & Aluminum cans
* NO GLASS, STYROFOAM, PLASTIC WRAP OR PLASTIC GROCERY BAGS ALLOWED - per our recycling center.
  + **ROLL-OFF CONTAINERS – Construction, Demolition & Clean Ups**
  + 12 YD for 15 days - $253 / 15 YD for 15 days - $283 / 30 YD for 30 days - $383 / 40 YD for 30 days - $443 (all pre-tax)
  + **WE ARE LOCALLY OWNED & OPERATED. THANK YOU FOR YOUR BUSINESS !!**
  + (505) 286-4798 Phone & Fax. MAILING: PO Box 756, Tijeras, NM 87059

WEBSITE: eastmountaindisposal.com EMAIL: office@eastmountaindisposal.com