

Welcome New Residential Customer



DEAR VALUED CUSTOMER:

BY following our "Service Rules", "Things you should know", and "Holiday Schedule" you will help us to provide you the best waste collection possible.

"SERVICE RULES FOR RESIDENTIAL CUSTOMERS"

- **PLEASE** have your container out for pickup by 6:00 am for guaranteed pickup with the opening of container facing the street. We guarantee the day not the time. **WHEN IN DOUBT PUT IT OUT.**
- **PLEASE** keep your container safe from damage and theft. You are responsible for it and will be charged a replacement fee.
- **PLEASE** sack all refuse. All lawn clippings and leaves must be bagged. If these items are not bagged they may stick to the container and garbage may not dump all the way. Drivers will not go back for containers with loose lawn clippings stuck to can. If garbage is not bagged and loose debris falls out of container the driver is not responsible for cleaning it up. Please sack extra garbage and place 3 feet behind your container. We will charge your account for picking up extra garbage. Extra garbage is bags sitting behind your can, or bagged garbage that falls on the ground when the container is overfull and the Driver has to reload the container, or if your lid is up one foot or more from closing. **NO CONCRETE DIRT OR GRAVEL IN YOUR CONTAINER, ONLY HOUSEHOLD TRASH.**
- **PLEASE** notify us if you go on Vacation. You can put your account on Vacation Status for a minimum of one month or more. A monthly Vacation Rent Fee is charged for this service. You as a customer are responsible to CALL the office to take your container off Vacation Rent. If the container is placed out for service and you have NOT called the office to take it off vacation status your can WILL NOT BE DUMPED.
- **WHEN CANCELLING SERVICE – PLEASE CALL OUR OFFICE.** You will be held responsible for payment until we receive your request for termination and Evergreen Disposal has collected your can. If we aren't able to collect the container on the 1st attempt, we will make a 2nd attempt, and if not collected you will be charged a trip fee.
- **PLEASE KEEP YOUR ACCOUNT CURRENT.** If you do not keep your account current, you will be assessed a finance charge. If your account goes 45 days past due the account will be suspended for nonpayment and customer is responsible for garbage service fees until the container can be pulled. If account goes 60 days past due you may be assessed a reconnect and delivery fee to start service again. You can make payments on our website at www.wcicustomer.com
- **YOU** will receive your quarterly bill four times per year, January, April, July & October. Payments for these bills are due by the 20th of the month you receive these bills. If you incur any extras fees such as overfulls (lid is open more than a foot) or you have things outside the container you will receive the bill the following month and these are also due by the 20th of the month that you receive the invoice.
- **PLEASE** if you are not on a County Maintained Road, it is your responsibility to keep your road safe and passable. This would include, but not limited to, keeping your road plowed, sanded when icy, and keeping your road passable from overgrown trees. We leave it to the driver to determine if Service can be performed safely. Safety is Paramount in all we do.
- **PLEASE** keep in mind that when winter comes, you can change your service from "Driveway" to "Curb" Service, if necessary. Please call our office to authorize this change in service.
- **WINTER NOTE:** Please keep all trash containers out of streets & roads to allow City/County plows to properly remove snow.

"THINGS YOU SHOULD KNOW"

- **AVOID** late fees by making timely payments. We accept VISA, MASTER CARD & AMERICAN EXPRESS.
- **PLEASE** be aware that even at very slow speeds our garbage trucks may create dust. There is no avoiding a certain amount because of cooling fans that are running on the truck.
- **DO NOT** put ashes in your container. THIS MAY CAUSE A FIRE.
- **DO NOT** put hazardous materials in your container. Contact the Flathead County Landfill at 758-5910 for proper disposal of Hazardous or questionable material. Remember, it is your drinking water that is affected.
- **HAZARDOUS MATERIALS** include: Gas, Oil, Paint, Car Tires, Fluorescent Tubes, NI-CAD batteries, and Asbestos.
- **CHRISTMAS TREES** must be cut up into small pieces & placed in your container. Whole trees will not be taken.
- **VALLEY RECYCLING** – 406-257-4302 or visit www.valleyrecycling.com
- **RECYCLING/GREEN BOX SITES IN THE VALLEY:**

ALBERTSONS - KALISPELL
BIGFORK GREEN BOX SITE
CRESTON GREEN BOX SITE
SOMERS GREEN BOX SITE

KALISPELL MEDICAL EQUIPMENT
COLUMBIA FALLS GREEN BOX SITE
LAKESIDE GREEN BOX SITE
VALLEY RECYCLING

HOLIDAY SCHEDULE

Evergreen Disposal will be closed and not providing garbage service for the following holidays:

**NEW YEARS DAY
MEMORIAL DAY
FOURTH OF JULY
LABOR DAY
THANKSGIVING DAY
CHRISTMAS DAY**

If your service falls on one of these holidays or after the holiday within that week your service will be delayed by one day. If you have any questions about our holiday schedule please call our office.

406-257-1739

www.evergreengarbage.com

Office Hours 8am – 4pm

Monday – Friday