

"Welcome New Residential Customer"

DEAR VALUED CUSTOMER:

We wish to raise the level of your expectations by pledging our mission to you. Our Mission is to provide the highest quality waste collection, transportation, processing, disposal and related services. We will carry out our service efficiently, safely, and in an environmentally responsible manner with respect for the role of government in protecting the public interest. 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"

PLEASE have your container out for pickup by 5:00am to guarantee pickup.

PLEASE keep your container safe from damage and theft. You are responsible for it and will be charged a replacement fee.

PLEASE bag all refuse. Please bag **extra garbage** and place behind your container. We will charge your account for the "extra" bags. Extra bags are bags sitting behind your can, or garbage that falls on the ground when the container is overfull, or if your lid is not able to close due to being overfilled.

PLEASE notify us if you go on "**Vacation**". You can put your account on a Vacation Hold Status for a minimum of one month or more.

WHEN CANCELLING SERVICE - PLEASE notify our office. You will be held responsible for payment until we receive your request for termination and Potts & Monger Sanitation, Inc. has collected our container.

PLEASE KEEP YOUR ACCOUNT CURRENT. If you do not keep your account current, you will be assessed a finance charge and your account may be placed on Hold.

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.

"THINGS YOU SHOULD KNOW"

AVOID late fees by making timely payments. We accept most major credit cards.

DO NOT put ashes in your container. THIS MAY CAUSE A FIRE.

DO NOT put hazardous materials in your container. Contact our office at 570-345-6201 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, and NI-CAD batteries.

CHRISTMAS TREES must be cut up into smaller pieces. Whole trees will not be taken.

"HOLIDAY SCHEDULE"

Potts & Monger Sanitation, Inc. will not be providing service and the office will be closed on New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day. If your service falls on one of these three Holidays, your service will be delayed one day. If your regular collection day comes after the Holiday day, but in the same week, your service will be delayed one day.

Example: Thanksgiving falls on a Thursday. Customers who usually have service on Thursday will receive service on Friday, the day after Thanksgiving. Customers who usually receive service on Friday will have Saturday service after Thanksgiving. Regular Service Schedules resume on the next Monday.

We want to thank you for your patronage,
and we hope to be of service to you for many years to come.

Office hours are 9 am – 5 pm

Monday – Friday

570-345-6201

Serving Schuylkill County for over 57 Years

www.pottsandmongersanitation.com