

## Barnes Waste Disposal, Inc. Guidelines

**Time:** All trash must be out by 6 a.m. on your collection day; return trips are subject to an extra charge.

**Rate/Amount:** The basic monthly service rate is for up to 96 gallons (1 polycart) of trash collected each week from a single residence. Expanded monthly service rate is for up to 192 gallons (2 polycarts) of trash collected each week from a single residence. Sharing of service between households is not permitted. If the amount of trash set out for collection each week exceeds your chosen level of service, you will automatically be raised to the level of service that is appropriate for the amount being collected.

**Loose Debris:** All trash must be enclosed in tied plastic bags. Please do not put loose debris in your container. Route personnel are not responsible for removing loose trash from your container, or for collecting loose trash that has blown out of your container.

**Weight Limits:** The weight limit for any bag or box to be picked up is 35 lbs.

**Bulk Items:** You must call in advance for bulk items or trash in excess of your regular amount. If you have not called in advance, items may be left. Route personnel are limited to 2 cubic yards of bulk, twice a month, collected with regular trash once it has been scheduled. Two cubic yards is 6ft long x 3ft wide x 3ft tall, or about the size of a loveseat.

**Special Collections:** For large amounts of refuse, furniture, bulk items, and/or yard debris in excess of 2 cubic yards, we recommend contacting a junk hauler for these types of services, as we are unable to provide this type of service.

**Lawn Debris:** All lawn clippings should be contained in either the paper "green bags" or 2mil plastic garbage bags, and weigh no more than 35 lbs. per bag, with a limit of 5 bags collected per week. Excess grass, leaves, and lawn clippings may be collected on a space permitting basis, and are subject to an extra charge of \$1 per bag added to your next bill. Limbs and brush must be cut to no longer than 48 inches in length and bound in bundles, weighing no more than 35 lbs. *BWDI is not responsible for collecting brush or lawn debris generated by lawn services or any person that is not the account holder.*

**Animals:** Route personnel are not responsible for collecting trash torn up by animals and will not collect trash if there is a menacing or threatening animal guarding your trash or in your container. For health and safety reasons, pet feces should be sealed/tied in plastic bags. Dead animals must be properly encased in (2) non-porous bags and weigh no more than 35 lbs.

**The following items will not be collected by BWDI:** Including but not limited to hazardous waste, roofing material, shingles, construction or remodeling done by a contractor, dirt, rock, brick, steel shavings, concrete, hot ashes, automotive parts, tires, batteries, liquid paint, motor oil, solvents, pool chemicals, refrigerant appliances, radioactive material, pathogens, toxic waste, acidic waste, or volatile material. Prohibited materials that are discovered in your trash after dumping the container are subject to an additional charge.

**Containers** provided to the customer by Barnes Waste Disposal, Inc. are on loan from the company to be used while the customer has service in good standing with Barnes Waste Disposal, Inc. In the event of a service cancellation, whether initiated by the customer or the company, the trash container must be returned to Barnes Waste Disposal Inc. If a container is not able to be recovered by the company, the customer will be charged \$90 per container.

**Holiday Schedule:** (BWDI only observes the following holidays)

New Year's Day  
Labor Day

Memorial Day  
Thanksgiving Day

Fourth of July  
Christmas Day

If your service day falls on or after these weekday holidays your trash collection will be one day later, *for that week only*. Friday routes will be collected on Saturday. Service days preceding a holiday will not be affected. *We do not delay service for any holiday that falls on a weekend (Saturday/Sunday).* Bulk items will not be collected on holiday weeks.

**Office Hours:** Our office is typically open Monday – Thursday from 8 a.m. – 5 p.m., and Friday from 8 a.m. – 3 p.m. We do try to answer phone calls as they come in, however, if we are on the phone with another customer or out of the office, you may need to leave a message. We will return the call of anyone who has left a message while we were unavailable.

**Payment** is due in full on the 10<sup>th</sup> of each month. We send out bills on the 20<sup>th</sup> of each month for the upcoming month. For example, December's bill would be mailed out on November 20<sup>th</sup>, and payment for December would be due December 10<sup>th</sup>. Non-payment will result in service interruption without prior notification. Continued non-payment will result in service cancellation. Reinstatement of service after cancellation will require full payment of the past due balance accumulated prior to cancellation of service, plus payment for the upcoming month.

**Please be sure to add** [wastedpl@swbell.net](mailto:wastedpl@swbell.net) and [sales@barneswds.com](mailto:sales@barneswds.com) to your e-mail contacts or "white list" to ensure that you do not miss a notification from our office. We never sell your e-mail address, and will only use them to contact you regarding your service or billing.

If you have any questions or concerns, please feel free to contact us at 972-734-3333, [wastedpl@swbell.net](mailto:wastedpl@swbell.net), or [www.barneswds.com](http://www.barneswds.com)