

South Umpqua Disposal

191 Gael Lane

Myrtle Creek, Oregon 97457

Phone: (541)863-3363 Fax: (541)863-4964

Office Hours: Monday-Friday 8am to 2pm

Payment Options: Payment drop box at our office, autopay (can be set up by you through our website, or by the office) website: www.sudisposal.com. We currently accept debit or credit cards: Visa, MasterCard, Discover, American Express.

Dear Valued Customer: Thank you for allowing us to provide you with prompt and courteous service! Below you will find some helpful information regarding our policies and services. Please read carefully, and if you have any questions, please feel free to call the office.

- Your pick up day is _____, please place your roll can our every week **the night before**. **If your can is not out on the scheduled day when our driver arrives, you will be charged an additional fee for him to return and collect your trash.**
- Because we have an automated truck that picks up your roll can, **careful placement is important**. Our driver will deliver your can and place it in the appropriate location. It must be within 5ft of the fog line or edge of the road with the lid opening facing the road.
- Overfull cans will incur an extra charge (\$6 per bag or \$9 per can) If you find this occurs on a regular basis you may consider increasing your can size or adding an additional can. **(our drivers are not responsible for spills that occur due to an overfull can.)**
- Paint, oil, rock, dirt, and liquid waste are not allowed in the containers.
- Regular service will be provided on all holidays **EXCEPT CHRISTMAS DAY AND NEW YEARS DAY. IF CHRISTMAS DAY OR NEW YEARS DAY FALLS ON A ROUTE DAY, ALL PICK UP DAYS WILL BE DELAYED UNTIL THE FOLLOWING DAY.**
- Please notify the office if you will be away for two weeks or more, and we will be happy to suspend service until your return.
- Please do not transfer cans from your property.
- The weight limit on the roll cans is 150lbs, please do not overload them.
- **Please bag and tie all food waste, diapers, vacuum cleaner bags, paper, cat or dog waste, or any other material that may spill.**
- Please maintain the good condition of your roll cart by washing regularly.
- Payment is due by the 15th of each month, a finance charge will be assessed after the last day of every month if not paid in full.
- There is a \$25.00 fee for any returned checks.
- If service is discontinued due to non-payment, a restart fee of \$25.00 will be required in addition to the payment of balance, cleaning fee, and one month of service.