

# South Umpqua Disposal

Welcome to South Umpqua Disposal's weekly garbage service. Listed below is all of the information you need to have a successful experience:

- Office Hours: 8:00am-2:00pm (Monday-Friday)
- Available Payment Options:
  1. Office Drop-box (Cash or Check in envelope with first & last name please.)
  2. Auto-pay (Can be set-up online at [sudisposal.com](http://sudisposal.com) or in our office; Visa, Mastercard, Discover, American Express.)
  3. Pay in our office (Cash, Check, Credit, or Debit).
- Your pick up day is \_\_\_\_\_.
- Please place your can out at the road the night before your pick up day to ensure you are not missed. **You may be charged an additional fee if your can is not out on your pick up day and you request we go back to dump it.**
- Your can is lifted and dumped by an automatic arm on our trucks. Due to this, we ask that you place your can at the edge of the road or within 5 ft of the fogline, with the open side towards the road, and space around the can to be lifted.
- If your can is overfull, you may be charged an extra \$6 a bag or \$10 a can. (It is not our driver's responsibility to pickup overfull cans that cause trash to spill out onto the road).
- Please no paint, oil, dirt, rock, or liquid waste ever.
- Regular service will be provided on all holidays except; Christmas and New Years. Any service day that falls on Christmas or New Years will be performed the following day.
- If you are going to be away for 2 weeks or more, please call our office and we can suspend your service until you are back (We can save you some money on your bill, and not waste time dumping an empty can).
- Please bag & tie all items.
- Please maintain can cleanliness (an occasional hose spray down with some soap is fine).
- Payment is due by the 15th of each month. A finance charge will be added to your bill at the end of each month if left unpaid.
- There is a \$25.00 fee for any returned checks.
- If service is disconnected due to non-payment, a restart fee of \$25.00 in addition to the payment of prior balance, cleaning fee, and one month of service.

If you have any questions regarding the information on this sheet or about your service, listed below are ways to reach us:

**Office:** 191 Gael Lane Myrtle Creek, OR 97457

**Phone:** (541) 863-3363

**Email:** [office@sudisposal.com](mailto:office@sudisposal.com)