

# **" Welcome New Commercial 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 FOR COMMERCIAL CUSTOMERS"**

- **CONTAINERS** are dumped between 5:00 am and 5:00 pm on your scheduled pick-up day. No Time is guaranteed, only your day. Containers are **not to be relocated** on sites without permission from Potts & Monger Sanitation, Inc.
- **PLEASE** keep your container safe from damage. You are responsible for it and will be charged a replacement fee.
- **FOR** the most efficient service and no extra charge fees, make sure your container is level and doesn't exceed the capacity of the container and lids are closed on the container. **PLEASE** bag all refuse to prevent littering when dumped.
- **PLEASE** break down all Cardboard whether it is going into a Cardboard Recycling Bin or a regular Garbage Container in order for your container to empty completely.
- **PLEASE** do not put **Hazardous Material** in your container. Do not place dirt, rocks, concrete, construction debris or any other "Heavy" items into your container without contacting Potts & Monger Sanitation. Containers are meant primarily for normal household and business refuse. Additional charges may be incurred if your container is deemed "overweight" by our drivers.
- **PLEASE** keep your road plowed and sanded when icy, and passable. We leave it to the driver to determine if Service can be performed safely. Safety is Paramount in all we do.
- **PLEASE** make sure your container is **not blocked and gates are unlocked**, unless a key is provided, on your scheduled pick-up day. This will help ensure that we can dump your container.
- **PLEASE NOTE:** when canceling service your container removal will be scheduled on your next service day due to debris being in the container. You will be held responsible for payment until we receive your request for termination and we collect your container. **PLEASE** notify us if you move.

### **"THINGS YOU SHOULD KNOW"**

- **AVOID** late fees by making timely payments. We accept VISA, MASTER CARD and DISCOVER.
- **PLEASE** KEEP YOUR ACCOUNT CURRENT. If you do not keep your account current, you will be assessed a finance charge.
- **DO NOT** put ashes in your container. THIS MAY CAUSE A FIRE.
- **DO NOT** put hazardous materials in your container. Contact the Schuylkill County Solid Waste Department at (570) 628 - 1220 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, Car & Truck Batteries, and Freon - Bearing Items.

### **"HOLIDAY SCHEDULE"**

Potts & Monger Sanitation, Inc. will not be providing service and the office will be closed on Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Day, and New Years Day. If your service falls on one of these 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.

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**  
**Potts & Monger Sanitation, Inc.**  
**Serving Schuylkill County for over 40 Years**