OFFICE HOURS: The office is open Monday thru Thursday 8:00 am to 4:00 pm. On Friday we're open 8:00 am to 3:00 pm. **You can reach us by phone at 503.656.8403; fax to 503.656.0320; visit our office at 820 7th Street, Oregon City; or e-mail us from our website www.oregoncitygarbageco.com**. Our office staff will be happy to help you with any questions, problems, or concerns.

HOLIDAYS: Our trucks run on all major holidays **except Christmas & New Year's Day**. When Christmas & New Year's fall on a weekday, we shift the pickup schedule one day and wrap up the pickup week on Saturday. If your regular pickup day falls on or after these 2 holidays, you'll be picked up one day later than usual both those weeks. [For example, if Christmas and your normal pickup both fall on a Thursday, you'd be picked up on Friday and the normal Friday customers would be picked up on Saturday.]

The OFFICE (only) is closed on New Year's Day, Memorial Day, the 4th of July, Labor Day, Thanksgiving, and Christmas.

Visit us at www.oregoncitygarbageco.com While there, check out MY ACCOUNT! Use our web portal to make payments, change your account info or service, sign up for autopay, or go paperless with our e-bills feature!

PAYMENTS: Checks can be mailed. Or they can be dropped off at either our office or the Oregon City Senior Center at 615 5th Street. You can also pay on-line – go to www.oregoncitygarbageco.com. We can take VISA, MasterCard, Discover, or American Express credit/debit card payments over the phone. (Sorry, we cannot take a check-by-phone.)

And you can set your account up to be automatically deducted: If autopay is for you, you can sign up for autopay via our webportal, or call our office and sign up for it over the phone. With autopay, your garbage bill is deducted automatically from your bank account or credit/debit card on the 15th of the month. There is no charge for the autopay service.

Please don't tape a payment to your trash cart – it's very hard for our drivers to see them, and worse, it's a great chance for your check to be stolen by identity thieves.

BILLING TERMS: Most residential customers are billed bi-monthly, the invoice covers the current month and one month in advance, plus any extra or special pickups since the last bill cycle. Residential customers may request monthly billing at any time and will be automatically assigned monthly billing if delinquent statements are mailed. Except for certain previously-established accounts, commercial customers are billed monthly in advance.

If you've questions about your bill, please contact us immediately.

Invoices for all regular garbage services are due on the 15th. Oregon City Garbage reserves the right to accrue a 1.5% monthly finance charge on any past due balance and there is a $20.00 charge for any returned check or payment. If you accept our service, you must agree to these terms.

DELINQUENT ACCOUNTS CAN BE TERMINATED. You'll be notified that your account is past due via US mail – either on your monthly bill or with a statement. If you don't pay or make arrangements to pay, our equipment can be pulled and all service stopped at any time. If your service is stopped due to failure to pay, and you want **to restart, you will have to**: [1] Pay your account balance in full; [2] Pay a 2-month deposit (first and last); [3] Pay a reinstatement fee up to $15.00 & a redelivery fee up to $35.00; and [4] Ask to be restarted. We will not restart a service unless you explicitly ask us to do so. If you leave a voice message to restart, please remember to give us your account number and full name.

VACATIONS: If you're going to be gone for **2 or more weeks**, email or call the office *before* you go. Your account will be credited for the time you are away. Please note: You must call in advance or no credit will be applied.

For those going on vacation for only 1 week, please note that we only charge for 48 weeks out of the year. These 4 free pickups are intended to cover those times when you've not set your garbage out for one reason or another – whether you just forgot it or were on a short vacation. Please don't ask for credit unless you'll be gone for 2 or more weeks.

CHANGE IN SERVICE: Any request for a change in service – for example, if you need a different size container, you're going to move, or you need the name on your account changed – must be made from our website, by phone, or in writing. The request must be made directly to our office. **We will continue to bill your account normal charges until we receive your request**.

POSITIONING ROLL CARTS: Please make sure our truck can get to your carts! Make sure the wheels of the roll cart FACE the CURB, away from the street. Put all your equipment within 3 feet of the curb – and at least one foot apart.

And remember clearance! Your cart cannot be blocked by trees, cars, bicycles, other carts, etc., or our truck cannot get to it. Don't put your cart next to a parked car, under tree limbs, or in a drainage ditch. And please! Don't tie the lid down! If you have any questions about where to put the cart, ask our driver when he makes your pickup.

CARTS OUT BY 5:00 AM: Your garbage, recycling, and yard debris [if you are a yard debris customer] must be at the curb by 5:00 am on your pickup day. If it's not out, and we have to go back for it, you'll be charged a $7.00 truck return fee.

Garbage Specifics

GARBAGE CARTS: The Oregon City Garbage Company runs automated routes – meaning our drivers can pick up and empty your cart without leaving the truck. A typical automated route can pick up twice as many houses in one day as a traditional garbage truck can – this goes a long way toward helping us keep our costs down. However, it also means you have to use one of our roll carts approved for use with an automated truck. We can provide 20, 35, 65, or 95-gallon roll carts for curbside use on all routes. Your rate will depend on the size of cart you select. You're responsible for the roll cart and must keep it clean. If it's damaged or broken, please email or call the office for a repair. We also provide a recycle bin and grey 95-gallon recycle cart. And for our yard debris customers, we provide a 65-gallon, brown yard debris cart.

In addition to our roll carts, commercial customers have a wide variety of large containers to choose from. Call our office for assistance in selecting the size that's right for you.

We cannot service barrels, well cans, or underground storage containers. If you have one of these containers, please contact our office for a suitable replacement.

UNACCEPTABLE MATERIALS IN GARBAGE CARTS: Please don't put the following items in your garbage cart: TVs, computers, monitors, dirt, rocks, concrete, plaster, bricks, hot ashes, large chucks of Styrofoam, liquids, an excessive amount of fruit, any medical sharps, or any hazardous waste. Call 503.655.0480 if you have any questions as to what hazardous waste may be and how best to dispose of it. And please! DO NOT pack roll carts! If carts are packed tight, they cannot be readily emptied and left over garbage will remain in the cart. You will have to loosen this garbage yourself before our truck comes back next week. Oregon City Garbage will not be responsible for packed garbage remaining in your cart.

All **shredded paper** and **Styrofoam** peanuts must put in a garbage bag before going into your garbage cart, as these materials can cause environmental problems if they are loose. Close and securely tie **any** plastic bags before you them put in.

Please make sure the lid on your cart is completely closed. Trash can escape from any cart that is filled too full. If a roll cart is so full the lid doesn't completely close, trash can be scattered when the truck lifts it – and the driver is not able to see it. Oregon City Garbage will not be responsible for trash that may be scattered when your cart is over-loaded. Further, if the cart is full beyond capacity, you'll be charged for an extra pickup.

And please, DO NOT pile extras on top of the lid. Set your extras off to the side, leaving enough room for the driver to pickup your cart. See "EXTRA PICKUPS" (on the flip side) for more details regarding extra trash.

Recycle & Yard Debris Specifics

RECYCLING MATERIALS: To recycle computers, TVs, and monitors, go to www.oregonecycles.org, or call 1.888.5.ECYCLE, for a collection site near you.

To make sure your curbside recycling can be recycled, please sort it as follows (on the flip side):

95-Gal Recycle Cart: Put all your paper, tin/aluminum cans, and recyclable plastics in the grey recycle cart. You can recycle newspapers, scrap paper, junk mail, cereal boxes, & flattened cardboard. Rinse out cans & remove the lid. You can recycle plastic bottles (with a neck or screw top) & milk jugs – rinse them out & remove the lid. You can also recycle clean plastic tubs (e.g. butter or yogurt), nursery pots (no dirt!), and plastic buckets or tubs (e.g. laundry detergent). We can't recycle deli containers, foam, toys, bubble wrap or molded plastic wrap (blister wrap). We can't take any pesticide or motor oil containers. We can take scrap metal, if it's less than 18" long, less than 10lbs, and free of plastic,rubber, or other non-metal materials.

Recycle Bin: Use the bin for **Glass Only! Glass must be kept separate**. Put all your glass bottles & jars in the bin. Rinse glass bottles & jars, and take off the lids. (Labels are okay.) Please! ONLY bottles & jars – no windowpanes, mirrors, drinking glasses, bakeware, crystal, etc.

Put your used motor oil in a plastic jug that is unbreakable, leak-proof, has a screw-top lid, and isn't bigger than 2 gallons. Recycle motor oil only – NO anti-freeze or transmission fluid. Please don't set out more than 2 containers of motor oil per week.

If you have any questions or concerns regarding what can be recycled, please contact us, or call the Clackamas County Office of Sustainability, 503.557.6363, www.clackamas.us/recycling.

YARD DEBRIS: Within the city limits, in the urban growth areas, and for annual yard debris subscribers, we provide our weekly & monthly customers with yard debris service and a brown 65-gallon yard debris roll cart; please use this cart for all your yard debris. Yard debris is picked up each week, year round. The maximum filled cart weight is 90-pounds.

Don't include DIRT, SOD, STUMPS, LOGS, ROCKS, ASHES, ANIMAL WASTE, CAT LITTER, METAL, CONCRETE, FOOD WASTE, or GARBAGE. If these contaminants are in the yard debris cart, it has to be treated as garbage and charged as an extra set out.

Yard debris service is not included for will call customers. If you're a will call customer within the city limits, and want yard debris, it's available as an annual subscription. Email or call our office for details.

Please! Never use PLASTIC BAGS for yard debris or recycling!

Extras & Special Pickups

It can be hard for a driver to know whose house an extra belongs to. You can save yourself – and us! – a hassle if you let us know in advance.

EXTRA PICK UPS: It's always a good idea to EMAIL OR CALL THE OFFICE and let us know if you're going to set out extras.

Trash & Yard Debris Extras: You can use your own can (either a Rubbermaid can, or galvanized metal) when setting out extra garbage or yard debris, but please remember it can be no larger than 32-gallons. Please note: **Oregon City Garbage will not be responsible for normal wear and tear on customer-owned cans, or for their loss.** And keep in mind, your can cannot weigh more than 65 pounds for any one pickup. For safety reasons, our drivers have been instructed to skip any over-weight cans or anything larger than 32-gallons. .

If you're not using a personal can, extra **trash** must be tightly bundled, bagged, or boxed, and any one extra (not in a can) must not weigh more than 40 pounds. You can set out extra yard debris in a **Kraft paper bag**, (available at most grocery stores and Home Depot).

Set your extras off to the side, leaving enough room for the driver to pickup your cart. Do not pile extras on the cart lid. Our driver will pickup the extra and you'll see the charge on your next invoice.

In some cases, we'll flag an account as "no extras without authorization" – meaning we've told the driver not to take any extra unless you let us know about it in advance.

SPECIAL PICKUPS. If you have a special pickup – such as a big piece of furniture or an appliance – **you must email or call the office** and let us know in advance – this lets us send the appropriate crew to make the pickup. If you call, we'll tell you how much it'll cost as prices vary based on the item(s) being picked up.

Missed Pickups

MISSED PICKUPS: If we miss your pickup, **and your cart was out on time**, it's your responsibility to notify the office as soon as possible. If you email or call early enough – usually before noon – we'll send another truck around the same day.

If it's too late, we'll send a truck to make your pickup on the next day. Oregon City Garbage Company will not credit your account for a missed pickup. If later in the day or next day service will not work for you, we'll ask you to set out the missed pickup as a no-charge extra on your next regular pickup day.

If we didn't make a pickup **because your cart was either not out on time or was not placed properly at the curbside**, and we send another truck either the same day or the next day, your account will be charged a $7.00 truck return fee.

SNOW & ICE: Occasionally, bad weather makes us miss a day. Should our drivers be grounded due to snow or ice, we'll shift the pickup schedule one day, and wrap up the pickup week on Saturday. Please check our website for updates!

For example, if your normal garbage pickup day is Wednesday, and we couldn't get our trucks out, you'd be picked up on Thursday; the normal Thursday customers would be picked up on Friday; and the Friday customers would be picked up on Saturday.

Sometimes we'll decide to run the garbage trucks, but will ground both our yard debris and recycling trucks. If the weather looks bad, please hold your recyclables and/or yard debris until the following week.

Your Account Number is: _____

Your Pick Up Day is: _____

Please have your equipment out by 5:00 am.

The equipment you should have is:

Trash: ____ **-Gal Color** _____

Recycle: Bin(s) ____ **/ Cart** ____

Yard Debris Customers:
____ **Brown Cart**

Oregon City Garbage Company
PO Box 1840, Oregon City 97045
503.656.8403, fax 503.656.0320
www.oregoncitygarbageco.com

Oregon City Garbage Company

Customer Information Brochure

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