



19832 State Route 20
 Coupeville, WA 98239
 360-678-5701 or 1-800-610-2315
 customerservice2144@wasteconnections.com

Coming Soon
AUTOMATED GARBAGE SERVICE

May 24, 2019

Dear Valued Customer,

Island Disposal, Inc. is notifying you of a change in your solid waste service. We are transitioning from a customer-owned 32-gallon refuse can to a company-provided refuse cart service. This will improve safety for our employees, our customers, and the public. Please note, **YOUR SERVICE DAY WILL NOT CHANGE.**

We will begin delivering the carts the week of June 17th and will start the new service pick-ups as of July 1st. If your current service is on an every-other-week schedule, monthly, or on-call we will maintain that schedule. Please do not hesitate to contact our office with any questions about the cart, service day, or your level of service. *You will receive a cart to align as much as possible with your current service level, unless you request a different container size.* New billing rates will go into effect July 1, 2019.

GARBAGE SERVICE OPTIONS AND RATES

Current Service:

New Service:

Service Level	Service Frequency	Automated Cart Size	2019 Rate
One 20-gallon can	Every-other-week	One 35-gallon cart	\$13.86 per month
One 32-gallon can	Once-a-month	One 35-gallon cart	\$7.68 per month
One 32-gallon can	Every-other-week	One 35-gallon cart	\$13.86 per month
One 32-gallon can	Weekly	One 35-gallon cart	\$17.83 per month
32-gallon can on call	On Call	One 35-gallon cart	\$7.84 per pick up
Two 32-gallon cans	Weekly	One 64-gallon cart	\$25.66 per month
Three 32-gallon cans	Weekly	One 96-gallon cart	\$36.88 per month
Four 32-gallon cans	Weekly	Two 64-gallon carts	\$51.32 per month
Five 32-gallon cans	Weekly	Two 96-gallon carts	\$73.76 per month
Six 32-gallon cans	Weekly	Two 96-gallon carts	\$73.76 per month

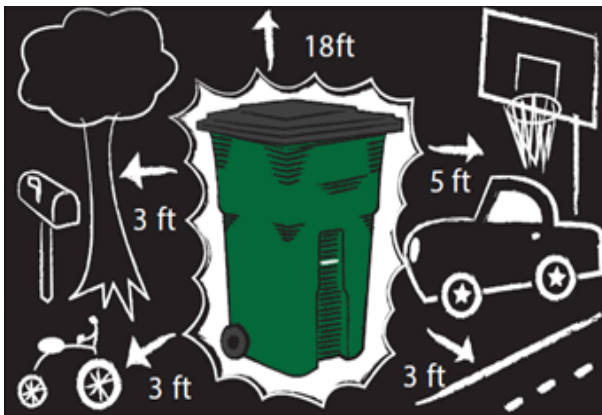
****Please note not all personal can services will be available in your area as Island Disposal phases to automation services. Please contact our office via email for additional options and pricing. ****

CART PLACEMENT DETAILS

Cart placement is critical to the success of automated service. Please place your garbage cart no more than 5 feet from the sidewalk or curb by 6:00am to ensure collection. Carts require 3-5 feet of clearance on all sides and 18 feet of clearance overhead to allow for safe collection. Please make sure the opening is facing the road (handle towards you) and the lid closes completely to avoid any extra unit fees.

BENEFITS OF ROLL CARTS VS. CANS

1. Carts are easier to roll to the curb.
2. Lids are permanently attached and will not blow away.
3. Carts are animal resistant.
4. Carts contribute to a clean and more attractive neighborhood.
5. Carts are more effective in reducing odors.
6. Carts provide added safety for your route driver.
7. Carts broken by normal wear/tear are replaced by Island Disposal, Inc.



- If you have any extra bags, they will be collected at an additional charge. Please place any extra garbage bags by the cart. The driver will need to load the bags into the cart to dump them into the truck. Any garbage above the top of the cart (i.e. the lid is not closed completely) will also be charged as an extra unit.
- If you are moving and stopping the service, please notify our office to make arrangements to return the cart. We will pick up the cart within seven business days. Please be advised, all carts are property of Island Disposal, Inc. and a fee may be applied for any unreturned containers.
- Each container has a serial number; residents will be responsible for the container that has been assigned to your household.



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Thank you for your patience in this transition and your continued business. Please call if you have any questions or concerns.