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:** N**ew 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.

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