



# Melanson's Trash Disposal

**IMPORTANT POLICY CHANGES FOR 2018– PLEASE READ**

## Optional Recycling Begins 1/2/18!

**TO ALL CUSTOMERS PLEASE READ:**

THIS NOTICE INCLUDES NEW POLICIES EFFECTIVE JANUARY 2, 2018 AND OUR **NEW RECYCLING SERVICE** INFORMATION.

Thank you so much for your business and Happy Holidays! Alicia and Tony

### SUMMARY OF CHANGES:

- **RECYCLING:** WE ARE EXCITED TO OFFER OPTIONAL SINGLE-STREAM RECYCLING. We encourage recycling although it is optional. Start separating your trash and recycling on January 2, 2018.
- **CHANGE IN INVOICING CYCLE** (we bill ahead) QUARTERLY, SEMI-ANNUALLY OR ANNUALLY (no longer invoicing monthly)
- **BAG LIMIT CHANGE**
- **NO MORE LATE FEES**
- **CONTRACTOR BAGS:** (or bags larger than 30-gallons) No longer picking up during regular pickups, scheduling required. \*business and special arrangements may be excluded from this policy\*
- **ADVANCED SCHEDULING REQUIRED FOR EXTRA TRASH AND SPECIAL ITEMS**

Dear Valued Customer:

At Melanson's Trash Disposal, we pride ourselves on customer service and providing curbside collection at the best price possible. We are also committed to:

- The safety of our staff by setting safer standards for curbside collection
- Reducing our carbon footprint by offering Single-Stream Recycling and cutting waste by changing our billing procedures.

**EFFECTIVE JANUARY 2, 2018**

***\*NEW POLICIES TO CURBSIDE COLLECTION SERVICE\* (due to changing landfill facility)***

1. The limit on the number of trash bags collected per week is now (8) 13/15-gallon (formerly 10) OR (4) 30-gallon (formerly 5) bags per week (includes recycling bags). Each additional 13/15-gallon bag is \$1.00 and each additional 30-gallon bag is \$2.00.
2. We are **NO LONGER** taking **CONTRACTOR BAGS DURING REGULAR PICKUPS** (bags larger than 30 gallons). Advanced scheduling is required. They are just too heavy to throw into our trucks. **\*businesses and previous special arrangements may be excluded from this policy\***
3. **Bags should not exceed 50 pounds.**
4. **Additional items/advance scheduling:** Additional items will not be picked up unless scheduled in advanced by contacting us via text message, website contact form, phone or email. We require a **minimum 3-day notice** for additional items as it entails route changes.
5. All cardboard must be broken down and bound together (even if you are not doing recycling). We will no longer take boxes full of cardboard and not broken down. Again they must be bound together.

-over-

**QUESTIONS:** Call or text (603) 767-8066 or email us at: [melansonstrash@yahoo.com](mailto:melansonstrash@yahoo.com). Thank you!

**\*NEW RECYCLING SERVICES\* ENROLL ANYTIME (no additional fee for recycling, it's included in your trash service)**

We are very excited to start our new SINGLE-STREAM RECYCLING services beginning the week of **TUESDAY, JANUARY 2, 2018** for all customers! Contact us to enroll.

1. We do not require or provide recycling bins or bags. **All Single-Stream recycling MUST be placed in 13/15-gallon trash bags containing ONLY recyclable materials (see details below). DO NOT LEAVE ITEMS LOOSE IN YOUR OWN BIN(S) AS WE CANNOT TAKE LOOSE MATERIALS DUE TO OUR OPEN AIR TRUCKS. The facility accepts bagged recyclables.**
2. Recycling should be placed out with your regular trash and our trucks will be coming by **TWICE** on your pickup day; once for regular trash and once for recycling. So don't be alarmed if bags are left for the next truck.
3. **\*\*Please help us distinguish your recyclables from your regular trash. Examples: Maybe a different color bag for recycling or place recycling bag(s) separate from trash or place bag(s) of recycling in your personal recycle bin near trash.\*\***
4. **If we find non-recyclable items in your recycling, the bag will be left behind.**

**\*INVOICING SCHEDULE CHANGE\* (reducing our own carbon footprint)**

NEW BILLING POLICY: We bill ahead. WE WILL NO LONGER BE INVOICING MONTHLY. As of January 1, 2018, all monthly customers will move to quarterly (every 3 months). We will also bill every 6 (semi-annually) or 12 months (annually) upon request or if previously set up. Quarterly invoices will now be due on the 1<sup>st</sup> day of January, April, July and October) depending upon your billing selection of quarterly, semi-annually or annually. Extra fees will be invoiced as incurred.

**\*\*IMPORTANT\*\*** December 2017 invoices were sent on the 15<sup>th</sup> as usual, but quarterly billing for the 1<sup>st</sup> quarter of 2018 (January 1-March 31, 2018) will only be 2 weeks later, on January 1, 2018

Current quarterly customers' invoices will be adjusted to catch up to our new quarterly billing cycle (January, April, July and October).

**\*LATE FEES\***

We will no longer be issuing late fees. Unpaid accounts will be suspended on the 1<sup>st</sup> of February, May, August and December. We are no longer able to carry overdue invoices.

**SINGLE-STREAM RECYCLING TIPS**

**Items that CAN go in the bag include:**

**Paper**

All clean cardboard, paperboard and pizza boxes  
Newspapers, advertising inserts and mail  
Magazines, catalogs, phone books, hard cover books  
Clean paper plates (not soaked or caked with food or oils)  
Wrapping paper that can rip  
Milk & juice cartons (it helps to remove caps, but isn't necessary)  
Drink boxes and other aseptic containers (such as nut milk boxes)  
Shredded paper

**Plastic rigid containers**, including but not limited to:

Water bottles and salad containers  
Milk jugs  
Detergent bottles  
Yogurt containers  
Takeout food containers (not styrofoam)

**Metal containers**, including but not limited to:

Tin cans  
Aerosol cans, such as shaving cream and hair spray (completely emptied)  
Aluminum cans, tins and foil (not caked with food residue)  
Pots and pans

**Glass**, including all glass bottles & jars

All above containers should be empty, but not perfectly clean. A light rinse will do.

**Items that CANNOT go in the bag, include:**

Propane, fuel, or gas (O<sub>2</sub>) tanks (*Most transfer stations will take these at a small cost*)  
Plastic film, such as SaranWrap®, shrink wrap or boat wraps  
Rope, cables, cords or wires  
Yard waste or food (compost them instead!)  
Video and audio tapes  
E-waste, such as computers, laptops, TVs, etc.  
CDs or DVDs  
Appliances, such as microwaves or refrigerators (*Most transfer stations will take these for a small fee*)  
Clothing, shoes or bedding  
Car, truck or boat parts, including batteries and brake rotors  
Plastic knives, forks and spoons  
Compact Fluorescent Lightbulbs (CFLs) and regular fluorescent bulbs

**QUESTIONS: Call or text (603) 767-8066 or email us at: [melansonstrash@yahoo.com](mailto:melansonstrash@yahoo.com). Thank you!**