

## Container Service Information Sheet

**Prohibited items:** Refrigerators, dishwashers, washer and dryers, hot water heaters, stoves and any other large appliance, tires, florescent light tubes, TVs, monitors, computers, paint, chemicals or solvents, hazardous material, any liquids, mattresses and furniture, metals, rocks, concrete, dirt or sod.

**Do not compact** material into your container – pricing is based on loose contents.

**Load Level:** Do not load container above level with top. We are unable to tip container that are heaped.

**Bag loose items** including food waste, cat litter, animal waste, shredded paper, styrofoam peanuts, grass clippings, cigarette butts and ashes, used tissues and paper towels and any other like material.

**Damage caused by customer negligence to container** may result in added charges to your account equal to the cost of the damage remedy.

**Day of service:** Your container needs to be accessible by 5:00 am on your day of service.

**At owner's or owner's agent risk:** Cottage Grove Garbage Service Inc is not responsible for property damage associated with container service. The container will be placed on asphalt, concrete or hard packed gravel where driver can safely service it.

**Form of Payment:** We accept cash, check, Visa, MasterCard, Discover and Debit cards.

**How to register and make online payment:** Go to our website at [cottagegrovegarbage.com](http://cottagegrovegarbage.com) and click the **Pay my Bill** button. You will be redirected to the online bill pay site where you can register or log in – you will need your account number and registration ID number. This information is printed on the front of your bill for new registrations.

**Issues:** Contact our office at 541-942-8321. Our office hours are 9:00 am to 4:00 pm Monday through Thursday and 9:00 am to 12:00 noon Friday.

**Holidays:** If New Years, Memorial, Independence, Labor, Thanksgiving or Xmas day falls (not celebrated) on a Monday, Tuesday, Wednesday or Thursday your service day may be one day later. **If one of the above holidays falls on a Friday, Saturday or Sunday, all services are on schedule.**