

Roll Cart 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 roll-cart – contents may not empty when tipped.

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 or non-returned carts and bins will result in added charges to your account - \$75.00 for a roll cart and \$10.00 for a recycle bin.

Day of service: Your roll cart and recycle bin need to be curbside by 7:00 am.

Automated Route: Place your cart curbside with wheels toward the curb. Place 5 feet away from everything including parked vehicles, poles, trees, mailboxes, basketball hoops, recycle bins and other roll carts.

Rural Route: Your cart needs to be placed in a safe spot just off the main paved road – we do not drive in or travel on non-paved roads.

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

How to register and make online payment: Go to our website at 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. For example, if the holiday falls on Monday, Monday through Thursday residential service is one day later. If a holiday falls on a Tuesday, only Tuesday through Thursday service is one day later ... **If one of the above holidays falls on a Friday, Saturday or Sunday, all services are on schedule.**