

1. INFORMATION. Our office is located at 815 Simpson Ave., Hoquiam, Washington. Telephone hours are from 8:00 a.m.–5:00 p.m., Monday through Friday. Office hours are 9:00 a.m. – 5:00 p.m., Monday through Friday. We have a drive up mail box located in the alley next to the office and a mail slot near our front door. Please, do not put cash through the slots. If you wish to mail payment, please use PO Box 508, Hoquiam, WA 98550. Our web-site address is www.hometownsanitation.com.

2. ROUTES START AT 5:00 a.m. Customers who place their recycling and/or garbage tote(s) at the street must have their totes out by 5:00 a.m. We do not guarantee any particular hour of pickup as weather, special events, and unforeseen problems can cause changes. Pickup time may vary from week to week. During vacations and summers, pickups are often earlier. Please be sure your recycling and/or garbage is ready by 5:00 a.m. on collection day, as a return trip charge will be assessed if you wish us to come back.

3. RESIDENTIAL GARBAGE TOTES. Totes are provided by Hometown Sanitation LLC. Please see “Rate” on our web site for size and rates.

4. EXTRAS. Select the optimum size container. The collection of extra garbage is expensive. In order to minimize the bill, the customer should select a container size that is neither too small nor too big. If a container that is too small is selected, there will be a number of extra garbage charges. Because the extra garbage charges are expensive, it is less expensive to have a larger container with no extra charges than a smaller container with several extra charges.

5. RETURN TRIPS. If you have a container and it is unavailable for collection due to no fault of the collector, we will make a return trip the following day and the return trip charge will be assessed.

6. BILLING INFORMATION. Rates for services are enclosed with this notice. Rates are subject to adjustment periodically. When rates are changed you will receive a notice with your bill. Residential bills will be received at the first of the month. Bills are sent for two months, one month prior, and one month advance service. Payment is due by the 15th of the month, i.e. July 1st bill is due by July 15th for June and July services. A late fee in the amount of 1% of the bill or \$10.00, whichever is higher, will be assessed for any payment that remains unpaid by the 25th of that month. We reserve the right to suspend or terminate collection service in the event that payment is delinquent for 30 days or more.

If it becomes necessary to suspend or terminate services on your account due to nonpayment, there will be a \$25.00 fee for each restart. If you wish to contest any charges on your bill, it must be done within 60 days of receipt of bill.

Detachable containers (i.e. one and one-half yard dumpsters) will be billed at the end of each month's service and shall be due by the 15th of the month. Drop boxes (i.e. 10, 20 and 30 yard dumpsters) will be billed at the end of each month and payment shall be due by the 15th of the month. A late fee in the amount of 1% of the bill or \$10.00, whichever is higher, will be assessed for any payment that remains unpaid at the time of the next billing.

All cash should be taken to our office during office hours. Please note we do not keep much change in our office and it is necessary for you to bring the approximate correct change.

7. RESPONSIBILITY FOR PAYMENT/LIENS. All charges for business and residential collection services are the responsibility of the landowner. Upon failure to pay such charges, the amount thereof shall become a lien against the property from which the garbage collection services shall have been rendered. The lien may be filed, enforced and foreclosed against the property in the same manner prescribed by law for filing and foreclosing liens for labor and materials. In the event that it is necessary to file a lien an additional \$100.00 lien fee will be charged.

8. CHANGES. Please call our office with any changes in your service PRIOR to when the change is to be made. Please do not give this information to the people on the trucks.

9. PROBLEMS. If your recycling and/or garbage was ready for collection at 5:00 a.m. and we missed you, please call our office and we will return and remove your recycling and/or garbage.

We assume no responsibility for articles left on or near the totes. Do not put anything out that you do not wish to be taken.

If we should damage your property it must be reported to our office within 24 hours.

Customers are responsible for damage and/or loss of totes due to neglect.

10. TERMINATING SERVICE. If you are moving or wish service terminated, we must have a request for termination form signed and in our office at least three (3) working days before service is to be stopped. Forms are available at our office during working hours.

11. HOUSEHOLD HAZARDOUS WASTE. Don't include your household hazardous wastes with your garbage. This includes your used motor oil when you change the oil in your car. Used motor oil can ruin our drinking water if disposed improperly (or dumped in a storm drain or on the ground). Other household hazardous wastes include chlorine bleach, antifreeze, pesticide, weed killer, and paints. If you have questions regarding disposal of hazardous wastes please call our office.

12. LOW INCOME SENIOR DISCOUNT. Low income senior citizens may apply for a discount as authorized by city ordinance by applying annually on forms available at city of Hoquiam office.

13. PRIVACY NOTICE. Hometown Sanitation LLC will not disclose any information about you to third parties except the City of Hoquiam, as required by law and as necessary to collect delinquent charges and enforce its contractual rights. If you have any questions or problems, please call our office at 360-533-7319.