



## **CITY SANITARY SERVICE: TERMS & CONDITIONS OF SERVICE FOR COMMERCIAL ACCOUNTS**

1. The customer is responsible to pay for services rendered, notify . City Sanitary Service(CSS) in advance of changes or termination of service, or changes to your account contact information. Past due or abandoned accounts can be suspended and/or receive a finance charge of up to 1.5% of overdue amount and can be sent to collections. CSS owned carts and containers can be removed due to abandonment, non-payment, or safety concerns.
2. CSS billing cycle for commercial accounts processes every month after service has been provided. Online BillPay and AutoPay options are available at [www.citysanitaryservice.com](http://www.citysanitaryservice.com). Registering a login requires the account number and the unique ID number located on the center part of the bill, until the account is registered.
3. Hazardous materials, medical and e-waste cannot be included in the regular garbage. See list below\*
4. 1- yard, 1.5- yard and 2- yard containers are available for regular commercial accounts. A concrete pad of at least 10x10 feet should be made available for containers to be placed. Contents should remain below the rim. If your trash is repeatedly above the rim so the lid does not fit, then change to the next tier service option. Garbage strewn about the outside of the receptacle may be left behind or charges may be added for additional cleanup fees. Most service areas have the option to empty the commercial container more than once per week, if needed. If you need more than one container, then a larger size concrete pad may be required. Contact our office to schedule a survey of the area. Container delivery fees may apply.
5. Containers are not available for temporary use. Roll-off open top drop boxes are available to rent in 13-, 20- & 30- yard sizes. Typically, the roll off drop boxes are used for cleanup projects, remodels, or tear downs. Visit our website for more information and required paperwork. Tillamook County requires analytical test results for some items, proving that there is no asbestos.
6. Trash compactors can be purchased for commercial accounts. Contact our office to survey the placement and to place your order.
7. Trash can(s) owned by the customer must have handles, be rodent-proof, and have a watertight fitted lid. The size limit for customer owned trash cans is 32 gallons or less and must weigh no more than 50 pounds when loaded. Roll carts with wheels and attached lid are available to rent for \$3.00 per month, plus the price of service. A varmint strap option can be added to our roll carts for \$10 per cart. No 45-gallon cans or larger. No customer owned roll carts. Curbside service is not available for commercial accounts.
8. Trash receptacles must be available for service by 4:30 AM. We suggest making these available the night before. Containers can be skipped when blocked, if not available upon arrival, or are unsafe to move. A fee to go back can apply. Please contact us as early as possible if a technician needs to go back, as the truck might still be in the area. Visit our website to check if there are route changes due to Holidays or weather events.
9. Receptacles shall be located where access and egress are possible without hazard or risk. Trash receptacles must not be blocked and should be located so the technician will not go through enclosures, low overhangs, or over trip hazards. No sunken receptacles. Trucks must have room for access without threat of overhangs or branches. City Sanitary Service is not responsible for strangers using your receptacle. No customer owned locks. Locks are available for containers through CSS, but there can be a fee added to your account to set it up to take a lock. All locks and keys must be provided by City Sanitary Service.
10. Your service technician should have access without threat of a guard animal or other hazard. If necessary, please restrain your animal during the hours that service can be provided.
11. Heavy waste materials such as some yard debris, cold ashes, cement, or palletized items can be disposed of in small quantities but must be under the weight limit of 50 pounds per receptacle. Your technician can leave behind any items that: are over the weight limit, could damage the truck, or are considered hazardous waste. Bulky items cannot exceed (6) feet in length and the diameter must be less than (3) feet to be picked up with regular garbage service. Please call ahead to make special arrangements. Additional fees may apply.
12. DEQ states that garbage/refuse should be bagged and then put into a receptacle. Trash receptacles that cannot encapsulate refuse with a tight-fitting lid need to be replaced. Packing peanuts, shredded paper and pet litter must be bagged or wrapped. Customer must prevent or remove rodent/pest harborage. Customer should take measure to prevent or remove wasp/hornets.

### **\*PROHIBITIVES LIST OF HAZARDOUS MATERIALS**

These items cannot be disposed of in household garbage: aerosol spray cans, ammunition, asbestos, batteries, diesel/gasoline or fuel of any kind, electronics, explosives, fertilizer, fluorescent bulbs, herbicides, motor oil, medical waste, paint, pesticides, prescriptions or drugs of any kind, solvents, syringes, or weapons. Failure to comply can result in a minimum fine of \$500 plus any additional fees or fines. Contact Tillamook County Solid Waste Management for proper ways to dispose of these items.

Accepting service means you agree to these terms and conditions. The technician can refuse service if terms are not met or for any unsafe condition. A recycle center is available at our 2303 11th St. location in Tillamook for free. However, the City of Tillamook does not allow our site to be a drop-off location for trash. Contact City Sanitary Service if you have any questions.