



CITY SANITARY SERVICE: TERMS & CONDITIONS OF SERVICE

1. City Sanitary Service (CSS) billing cycle processes every other month for residential accounts and is billed two (2) months in advance. Commercial accounts and Oceanside accounts bill in arrears. Online BillPay and AutoPay options are available on our website www.citysanitaryservice.com. Registering a login will require your account number and the unique ID number found on the center part of your bill.
2. You are responsible to pay for services rendered, to notify us 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. CSS owned carts and containers can be removed due to abandonment or non-payment. If you need to temporarily suspend service for two consecutive weeks or longer then please contact us. No credit is extended if not scheduled ahead of time.
3. Trash shall be bagged and placed in a 32 gallon trash can or CSS cart. 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. 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 receptacle may be charged additional cleanup fees.
4. 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 cans is 32 gallons or less, and it must weigh no more than 50 pounds. No 45-gallon containers or larger and no personal roll carts. 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.
5. Trash receptacles must be available for service by 4:30 AM. We suggest putting them out the night before. If your can is not available when the technician arrives there can be a fee to go back. Please contact us as early as possible if you forgot, as a technician might still be in the area. Visit our website or Facebook page to check if there are route changes due to Holidays or weather events.
6. 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. No customer owned locks. City Sanitary Service is not responsible for when others put refuse in your receptacle.
7. Your service technician should have access without threat of a guard animal. If necessary, please restrain your animal during the hours that service can be provided.
8. Heavy waste such as some yard debris, cold ashes, or cement can be disposed of in small quantities but must be under the weight limit of 50 pounds. Your technician can leave behind items that are over the weight limit or could damage the truck. 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. Roll-off open top drop boxes are available to rent for large cleanups, remodels, or tear downs in 13-, 20- & 30- yard sizes. Visit our website for more information and required paperwork.
9. Recyclables placed in the blue recycle cart shall be loose, not bagged. Curbside commingled recycling containers should never include glass, food debris, or include plastics not accepted by the Tillamook County Transfer Station.
10. Hazardous materials, medical and e-waste cannot be included in the regular garbage. See list below*.

***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.