

# Guidelines...Suburban Waste Services

## Important Information

### Our 6 am Rule:

Residents should place their trash at curbside by 6 am to avoid skipped trash pick-up. Please do not rely on a common trash pick-up time. Routes are subject to change due to road accidents, dump-site back-ups, weather conditions, add-on customers, etc. Return Trips are subject to a Return Trip Fee.

### Toter Bins:

One Trash Bin and/or Recycling Bin is typically provided with your service, unless deemed otherwise by SWS or by the customer. The bin will be provided before inception or soon after your start-up date. We will only collect contents from a SWS bin, unless during a reasonable time during a hauler transition. These bins are the property of SWS and are considered a rental to the customer. **TOTER BINS CAN NOT BE PAINTED WITH HOME ADDRESSES.** Upon termination of service, the bin shall be returned to Suburban Waste Services, in decent condition, to avoid a fee of: \$65.00 for each trash bin, or \$25.00 for each recycling bin.

### Recycling Items: ( Pennsylvania Customers ONLY)

- Plastics, # 1 & # 2
- Newspapers and Inserts
- Glass - All Colors
- Phone Books
- Envelopes
- Aluminum Cans and Bio-Metallic Cans

### Recycling DOES NOT need to be separated.

Recycling Service Days are Twice a Month: the 2nd & 4th Wednesday.

(Not every other Wednesday). Like your trash service, your recycling service day may vary with holidays.

### Trash Threshold:

One toter bin per household and a maximum of five trash bags is the threshold for trash collection. Contents in the toter bin can not exceed 50 pounds. We will only pick-up Suburban Waste Services toters, except during the inception period where there is a reasonable transition between haulers. Multiple toter bins are not acceptable, unless approved by SWS. Any paying customer who accepts trash from a non-paying neighbor is subject to penalties and termination of service. Suburban Waste Services, Inc. WILL NOT be responsible for items TAKEN that are WITH or NEAR your trash. Please be careful of normal outside items that can be easily placed near your trash such as lawn tools, or any other items that you wish not to be disposed.

### Bulk Items:

One Item at a time and is usually included in your service for most communities. No advanced notice is needed. Since service fees vary with neighborhood or area, guidelines on bulk may also vary. Please check with us regarding your community rules. Advanced notice may be needed and a minimal fee may apply.

*Examples:* Mattresses, Box Springs, Small and Light Weight Furniture, etc.

Carpet ---must be tied up in 3 feet lengths

Branches & Brush---must be tied up into 3 feet lengths; FOR DE RESIDENTS PLEASE REFER TO YARD WASTE BAN.

### **Appliances:**

Call in advance. There will be a minimal charge for these items.

### **Trash Items NOT ACCEPTABLE:**

Some of these items are considered **HAZARDOUS** and **DANGEROUS** and can cause an explosive reaction which result in injury, death, and property damage. Customer will be held responsible.

- Paint Cans \*
- Gasoline \*
- Propane Tanks \*
- Oil\*
- Tires with Rims\*
- Aerosol Cans\*
- Anything Toxic\*
- Medical Waste from Chemotherapy
- Patients
- Dirt
- Concrete & Landscaping Stones
- Steel
- Trash Cans filled with 50 Pounds or Greater

### **DELAWARE BAN ON YARD WASTE!**

Yard Waste Can Not Be Comingled with your Household Trash.

Sticks & Small Branches: Do Not Put in Bags. Must Be Bundled. 4' Length, 2' Width, and 2' Height. Must use tied with twine or rope.

Bags: Must Be 39 Gallons Maximum and No Less than 1 mil. In thickness. (1,000 of an inch and should be labeled by manufacturer).

Trees: Christmas Trees and Tree Limbs up to 4" in diameter. Must be Cut to Fit in Bundle as noted in Sticks and Small Branches.

Mixing Yard Waste With Household Trash will result in no pick up and fines may be imposed.

Please use COMMON SENSE! Items such as a [bowling ball](#) can cause severe damage to the garbage truck blade. **DO NOT HIDE THIS ITEM**, please make it visible for pick-up, as we can handle this in a special way. Help us keep maintenance costs down. We all win!

\*Please call your local Solid Waste Authority on disposing items that need special handling.

### **Pennsylvania:**

*Delaware County*                      610-892-9643

*Chester County*                      610-273-3771

### **Delaware:**

*DSWA*                                      800-404-7080

### **EXCESSIVE TRASH:**

If you have a need for excessive trash pick-up as a result from an attic or basement clean-out or a remodeling project, please contact us for a price quote. We have dumpsters ranging between 8 yards to 40 yards.

Dumpsters can also be ordered for **CONCRETE, DEMOLITION, LANDSCAPING STONES, and STEEL.**

**Current Customer Discount Will Apply.**

### **Billing:**

You will be billed four times a year, with payment due in advance. If payment is not received prior to the service quarter, you will be at risk for interruption of service, termination of service, reinstatement fees, late fees, and collection fees. Any returned checks will be subject to applicable banking fees incurred by Suburban Waste Services. Acceptable payment methods are checks, money orders, VISA, MASTER CARD, and AMEX.