

## T&R South Sanitation

www.trsouthonline.com

Effective Date: December 3, 2009

(Revised March 2016)

We would like to take a moment to thank you for your business. As a valued customer, we would like keep you informed of our company policies. Please **review the following**:

➤Please pay special attention to all information on your invoice. We do not send reminder notifications for late or non-payments. Due dates, late dates and other such information is located at the bottom of your invoice/statement. All payments received on or after the indicated late date will be subject to a late charge, no exceptions. Payments must be received by the end of business day on the interruption date to avoid interruption. Accounts will be scheduled for interruption if full payment has not been received before the interruption date listed on your invoice. Our quarters are standard quarters. Paying your invoice/statement after interruption does not constitute the beginning of a new quarter. Please allow 10 business days for your payment to process when making an online payment or making an automatic bill pay payment through your bank. Payments are posted towards the account on the date in which it is received. We are not responsible for any postal complications or bank guarantees. When paying your invoice on www.trsouthonline.com, you must provide the account number found on the front page of your invoice to insure accurate posting of your payment. If payment has not been cleared before the indicated interruption date, your trash service will be temporarily suspended until full payment is received (quarterly fee + late fee). Your trash pickup service will resume on the next pick up date for your area. Failure to receive an invoice does not release your obligation to pay. All customers are subject to a onetime, non-refundable, \$10.00 set-up fee at the time of the initial sign up. If service has been interrupted and the delivery of a can is necessary, or a month or more time has passed there will be a second \$10.00 nonrefundable fee for reconnection of service. This fee must be paid in order to receive your trash receptacle. Receptacles are delivered within an estimate of 15 business days after payment is received. All customers are responsible for the container(s) once it has been delivered to your address. If your trash receptacle has become lost, stolen or damaged there is a \$65.00 replacement charge; you may call our office for the details. The customer is responsible to keep the container clean.

➤There is a \$2 transaction fee for all debit/credit or online payments. Please mail check/money order or pay by debit/credit by phone or online. Please be aware that full balance must be paid each quarter to keep your account current and prevent collection activities. We are required to inform you that late charges must be paid in order to prevent interruption of service. Also, neglecting to pay remaining balances may result in temporary interruption of service. This notice and your invoice/statement will be the only notice you will receive concerning interruption of service. It is important to us that you understand the charges on your invoice; should you have questions please feel free to contact our office.

➤Do not give any payments to employees on the trash truck. They are not responsible for lost, stolen or destroyed payments.

➤There will be a \$30.00 NSF charge assessed for returned checks each time a check is returned for any reason. This charge will be added to your account, along with the quarterly fee + late fee. Service will be interrupted immediately and this amount must be paid by money order, cashier's check, debit or credit card only, in order for your service to be restored.

**Please have your can at the end of your driveway the night before your scheduled pickup day.** We do not schedule designated arrival times for any of our customers. If you are unsure of your pickup day please contact the office. Please do not attempt to mix leaves and grass clippings with your trash. If this happens, your receptacle will not be emptied. Please be sure to properly bag all trash and place in the receptacle. Trash that is not bagged will not be emptied. This is for the safety and sanitation of our workers.

➤Any additional bags and or containers are subject to an additional fee. **Our office must be notified of any extra trash pickup before your trash pickup day.** All boxes must be broken down and bundled together. Box pick up is also subject to an additional charge. Payment for extra bags or containers must be made in advance no later than 4:30 PM the day before your pickup day.

➤Transfer of service that results in dual trash pickup for separate addresses, within the same week, will be charged for an additional trash pickup fee. Any requested removal of large or bulk items must be reported to the office prior to trash pickup day. Before the item is removed payment for the removal must be made. Please have item dimensions available at the time of your call to help determine the price for removal.

➤If for any reason, you should cancel your service with us, please be advised there are no refunds of any kind. Before we will repossess any receptacle, the receptacle must be empty. If the receptacle is not empty there will be a service fee assessed. As a reminder, we work all holidays except the following: **New Year's Day, Martin Luther King Jr. Day, July 4<sup>th</sup>, Thanksgiving Day and Christmas Day, Memorial Day and Labor Day** have been added to the Holidays we will be closed. If your scheduled pick up day falls during the week of these holidays; your service will resume the next day. For more detailed information please see our web site:

**www.trsouthonline.com**

**Thank You. We Appreciate Your Business!**

## Billing Cycle Information

You can determine your billing cycle by the alpha-numeric number listed on the upper right hand corner of you invoice. If the number begins with RRA your billing cycle will be an A Cycle. If the number begins with RRB your billing cycle will be a B Cycle. If there is a CMA listed on your invoice you should follow the “A” cycle list. If there is a CMB listed on your invoice you should follow the “B” cycle list.

<i><b>A Cycle</b></i>	<i><b>B Cycle</b></i>
January 1 <sup>st</sup> - March 31 <sup>st</sup> Due On 12/17** Late After 12/23** Interrupt 12/31	February 15 <sup>th</sup> – May 14 <sup>th</sup> Due On 02/01** Late After 02/08** Interrupt 02/14
April 1 <sup>st</sup> – June 30 <sup>th</sup> Due On 03/17** Late After 03/24** Interrupt 03/31	May 15 <sup>th</sup> – August 14 <sup>th</sup> Due On 05/01** Late After 05/08** Interrupt 05/14
July 1 <sup>st</sup> – September 30 <sup>th</sup> Due On 06/16** Late After 06/23** Interrupt 06/30	August 15 <sup>th</sup> – November 14 <sup>th</sup> Due On 08/01** Late After 08/08** Interrupt 08/14
October 1 <sup>st</sup> - December 31 <sup>st</sup> Due On 09/16** Late After 09/24** Interrupt 09/30	November 15 <sup>th</sup> - February 14 <sup>th</sup> Due On 11/01** Late After 11/08** Interrupt 11/14

<i><b>Holiday Schedule</b></i>	
New Year’s Day	Labor Day
Martin Luther King Jr. Day	Thanksgiving Day
Memorial Day	Christmas Day
Independence Day	Should your pick-up day fall on one of the holidays listed, your pick-up day will be scheduled on the following day.

***Please Note:***

Billing cycles are determined by the date that a customer signs up. A \$2.00 processing fee is added for all Credit/Debit Cards and/or Online Payments. All invoices are mailed before the billing cycle begins. There will be a notification of all due dates, late dates and interruptions dates at the bottom of each invoice. Accounts will be scheduled for interruption if payment has not been received before the interruption date listed on your invoice. All fees must be paid in full before serviced will be restored. Please include your account number with any online payment method; otherwise there may be a delay is posting your payment.