



October 2011

## Important Information to Residential Customers in the Doyle/Herlong Area About Your Trash and Recycling Services

### New Collection Company Starting January 1, 2012

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Dear Residential Customer,

Effective January 1, 2012, C&S Waste Solutions of Lassen County will be the new provider of trash, recycling and greenwaste services in Susanville and a large area of unincorporated Lassen County. We appreciate your taking a moment to review this material as it will help assure a smooth transition, as well as acquaint you with new services we are providing.

**Reminder**—Residents in the Doyle/Herlong area must complete the enclosed Customer Contact Information Form and mail it to us at P.O. Box 360, Susanville, CA 96130 or email it to us at [Lasseninfo@CandSwaste.com](mailto:Lasseninfo@CandSwaste.com). We need to assure that the proper information is on file in order to prevent a disruption in your service. If you have already completed and sent the form, we thank you!

- **Cart Delivery**

C&S Waste trash carts will be delivered in December. We will deliver the same size trash cart as you now are subscribed to with Sierra Disposal or Lassen Waste Systems. A 95-gallon rolling cart with blue lid for recycling will be delivered along with the trash cart.

- **When to Use New Carts**

Please use your new C&S Waste trash and recycling carts beginning on your first collection day in January.

- **Schedule**

Most customers will maintain their current collection day. **However, if there is a change, a notice of your new collection day will be attached to your trash car when it is delivered.**

- **Important Change in Recycling**

Recycling will be collected **each week** on the same day as your trash service. We encourage your participation. Information about what can be recycled in your recycle cart (blue lid) will be included in the packet along with your new carts.

- **Bulky Item and Electronic Waste Program**

Bulky items and electronic waste will be collected at no charge once per calendar year for each residential customer. Two (2) "bulky" items such as an appliance or piece of furniture, and up to five (5) electronic items, such as a television, computer, or fax machine will be collected. There will be a freon-removal fee charged of \$25.00 for each bulky item such as refrigerators, freezers and household air conditioners. *This service must be scheduled in advance by calling (530) 252-1200.*

- **Christmas Tree Collection**

Christmas trees will be collected at no charge during the first full week in January. Trees must be unflocked and free of all ornaments, lights and stands and placed next to your trash cart on collection day.

- **Curbside Oil and Oil Filter Program**

Curbside motor oil and oil filters will be collected at no charge. Collection will be made on the same day as trash service. *Customers must call us at least one day prior to the day of collection with notification that oil will be out.* Customers must supply their own sealed clear or translucent containers and filters must be in a clear leak-proof sealed bag. Milk jugs with a screw cap work well for motor oil. Oil and filter containers must be placed next to the trash cart.

- **“Extra” Trash Tags / Bags for “Extra” Trash**

"Extra" waste tags and bags will be available for purchase for occasional cases when all trash will not fit inside the cart. To purchase tags or bags, customers can call us at (530) 252-1200 or visit our office at 471-825 Diane Drive, Susanville, CA 96130.

- **New Collection Trucks and Method**

We will utilize a “split body” collection truck for trash and recycling. The same truck will collect both trash and recycling during the same stop. The truck body has a vertical divider in the middle that allows the driver to direct trash to one side and recycling to the other. These trucks have been successfully used in the industry for a number of years. By collecting both materials at one stop, truck trips are reduced and there is less wear-and-tear on streets and roads.

- **Rates**

A rate schedule for residential service is attached.

- **Billing**

Billing for trash services will be made quarterly, in advance. Invoices are due and payable within 30 days of the invoice date. Payment may be made by check, cash, money order, credit card (Visa and MasterCard) or by electronic means at our website [www.CandSwaste.com](http://www.CandSwaste.com). Customers can mail payments to P.O. Box 360, Susanville, CA 96130 or deliver them to our office at 471-825 Diane Drive, Susanville, CA 96130. For credit card payments over the phone please call us at (530) 252-1200.

- **Special Note to Users of Private Cans**

Use of privately owned trash cans is being discontinued. If you currently provide your own trash cans, we will deliver a rolling trash cart of the equivalent capacity you currently subscribe to. For example, if you use one (1) private 32-gallon can, we will deliver a 35-gallon rolling cart. If you currently use two (2) private cans, we will deliver a 65-gallon rolling cart. A 95-gallon rolling cart with a blue lid will also be delivered for recyclables. **Customers who do not wish to keep their old personal can(s) can leave them out for our driver to remove at no charge on your first collection day in January. Please leave a note on your old cans that says "Please Take".**

- **Questions and Contact Information**

Give us a call at (530) 252-1200, Monday thru Friday, between 8 am and 5 pm, or visit us at 471-825 Diane Drive, Susanville, CA 96130. You can also visit us at [www.CandSwaste.com](http://www.CandSwaste.com).

Thank you for your attention to this important matter. We look forward to serving your trash and recycling needs, as well as actively participating in the community.

Sincerely,



Damon Shea  
General Manager  
C&S Waste Solutions of Lassen County