



Dear Tyrone Resident:

Greetings from Amwaste! We are pleased to inform you effective January 1, 2021, we will be your new curbside waste collection service provider. DO NOT USE THIS CART UNTIL JANUARY. Your new waste collection day every week will be:

SEE YOUR WELCOME LETTER FOR WEEKLY SERVICE DAY

Here are important details to know:

Household Waste Service

- Household waste will be collected curbside one time per week.
- Household waste MUST be bagged and contained within the cart provided.
- Organic materials such as plant, food, or animal waste shall not be placed in the cart.

Bulky Waste Service

- Bulky waste will be collected one time per month as an “on-call” service. Please contact us by email or phone at customercare@amwasteusa.com or (706) 298-7274 to schedule this service.
- Bulky waste includes, but is not limited to, furniture and appliances.
- Please have your bulky waste items(s) placed at the curb no later than 6:30am on your scheduled service day.

Yard Waste Service

- Yard waste will be collected bi-weekly, 2 times per month.
- Yard waste includes grass, plant trimmings, and small limbs.
- Grass and plant trimmings must be bagged. Bags may not exceed 50 lbs in weight.
- Limbs must not exceed 4 inches in diameter and 4 foot in length. Limbs must be tied in a bundle.
- Limb bundles may not exceed 50 lbs in weight.

Rates & Payment

- The rate for services is **\$54.51 per quarter** which includes one (1) cart. Each additional cart added to an account will be charged an additional **\$7.50 per quarter per extra cart**.
- We will mail **four (4) invoices per year, one per quarter**.
- We offer and encourage paperless billing. You can sign up online and receive your invoice by email.
- Payment is due upon receipt
- Service will be interrupted if bill is not paid within 30 days
- Cart will be retrieved if bill is not paid within 60 days

- Suspended accounts may be reinstated; subject to reinstatement and container delivery fees.
- We offer several convenient options to pay your bill, including an online payment and auto draft.
- All payment methods & activation guidance will be included with your first invoice.

Container Use, Placement, Care & Maintenance

- Place your container out no later than 6:30am on the morning of your scheduled collection day.
- Place cart as close to the curb as safely possible without interfering with traffic
- Place cart so that access is not obstructed with at least 4 feet of clearance around the container.
- Place cart with lid opening facing the street and handles facing the house
- Amwaste is responsible for repairing or replacing carts
- Damage caused by negligence or improper use may be subject to replacement fees
- Cart hygiene is the responsibility of the resident
- We recommend washing your cart periodically to prevent odor and to maintain appearance
- If your cart is damaged and in need of repair you can contact us immediately at customercare@amwasteusa.com with your address and cart repair information or call our office after January 1st, 2021 during business hours of 8am-5pm, Monday through Friday, at (706) 298-7274.

Holiday Schedule

- The following holidays will be observed annually: New Year, Memorial Day, Independence Day, Labor Day, Thanksgiving, and Christmas. If your service day falls on or after the day of the holiday, your service for that week will be delayed by one day.

If you have any questions or need further clarification, please contact us, on or after December 14, 2020, at customercare@amwasteusa.com or call our office during business hours at (706) 298-7274.

We are proud to have been selected as your service provider and look forward to serving the residents of Tyrone!