

DM DISPOSAL INC

Our goal is to provide our customers the best possible service in a courteous, effective manner, showing respect for those we are fortunate to serve.

 WASTE CONNECTIONS INC. COMPANY

Office Location:
3600 Port of Tacoma Road, #505
Tacoma, WA 98424
Tel: 253-414-0347
Office Hours:
7:30-5:00pm

Mailing address:
PO Box 532
Puyallup, WA 98371

Email:
DMDisposal@wasteconnections.com

Website:
www.murreysdisposal.com

Thank you for choosing DM Disposal Company, Inc.

Dear Bonney Lake Resident:

Currently, your regular weekday service is _____, and you will be notified in advance of any permanent change in your regular pick-up day.

Please follow these guidelines so we may provide you with the best possible service:

1. Please make sure that all containers are fully accessible before 7:00 a.m. on your assigned day of collection.
2. Please make sure the lid of your garbage can is completely shut and that the waste is level across the top of the can. Overfilled cans may be assessed an extra bag charge.
3. Any extra garbage cans or bags must be placed next to your regular container(s). We recommend labeling extras with your house number or address to ensure pick-up and proper billing. Please do not label recycling or yard waste containers, unless specifically requested to do so.
4. Additional charges will be imposed for extra containers or extra bags above your requested service level.
5. Your container cannot be over the gallon size to which you subscribe. (Either 10, 20, or 32-gallons.) Oversize containers may be picked-up at the driver's discretion and charged an oversize fee equivalent to the extra can charge.
6. You provide your own 32-gallon or smaller, depending on your service level, garbage can. Your can must be watertight with two handles and a secure-fitting, detachable lid.
7. Please be mindful there is a weight limit on your garbage containers. Weights vary by service area; however, no 32-gallon can may be over 40 lbs when filled. Specific weight information for your area is listed at the end of this letter. Overweight containers may be picked-up at the driver's discretion and charged an additional garbage fee.
8. Yard waste services are available for an additional service fee. Our company provides household recycling and yard waste service participants a 96-gallon container for your use. Smaller recycling containers are available upon request.

9. Please contact our customer service department at 253-414-0347 with information regarding missed collection or service changes you are requesting to your account. Please be mindful to report misses within 48 hours and changes to your account a minimum of 24 hours in advance to your scheduled pick up. Once we are aware of any problems we can make sure you are properly serviced. If we do not receive a call, we will not know there is a problem.
10. Once you receive your first statement, please feel free to take advantage of our online bill pay option, located on the web www.murreysdisposal.com. You will need your account number and an invoice number to open an online account.
11. If services are ever suspended due to lack of payment, please be advised there is a restart fee.
12. The city of Bonney Lake mandates all residents have active garbage service to encourage the cleanliness of the city and to prevent accumulation of waste. According to this code (BLMC 8.04), you must subscribe to at least the minimum service level of a 10-gallon can.

RECYCLING & YARD WASTE INFORMATION

Yard waste and recycling trucks providing service have an automated collection arm, so it is extremely important that the containers are accessible for service.

- **Please be sure to leave a 3-5' clearance on both sides of recycle and yard waste containers.**
- Please place your recycle & yard waste containers with the opening facing the road.
- Please review the enclosed Single Cart Recycling Guide pamphlet for information on what items can be accepted for pick up.
- Please notice we CANNOT accept glass, Styrofoam, food-contaminated materials or plastic bags in recycling containers.
- Your yard waste and recycling containers are serviced every other week, so please review your enclosed schedule for which week you will be serviced.
- Extra yard waste should be placed in a Kraft or other compostable bag.

We look forward to serving you and thank you for your patronage!

Below listed are the common residential services. Please contact us for additional services.

<i>Additional Service Charges</i>	<i>Fee</i>
Extra Trash Can	Applies
Extra Bag of Trash	Applies
Extra Yard Waste	Applies
Yard Waste Service	Applies
Restart Services	Applies

<i>Service Level</i>	<i>Garbage & Recycling Cost</i>	<i>Weight Limit per can</i>
10-gallon	Call/email for prices	12 lbs
20-gallon	Call/email for prices	24 lbs
1 32-gallon	Call/email for prices	34 lbs
2 32-gallon	Call/email for prices	34 lbs
3 32-gallon	Call/email for prices	34 lbs

