



Customer Service Subscription: Residential Dumpster/Roll off Service

SERVICE

Containers:

- Dumpsters and Roll offs will be provided by Alaska Waste.
- Discard only securely bagged or bundled waste inside the container.

Extra Refuse:

- Odd-sized refuse must be contained or bundled and must be less than four feet in any direction.
- Large miscellaneous items (couches, desks, etc.) can be scheduled for pick-up with a call or an e-mail to Alaska Waste at email at Kodiak@akwaste.com Charges will vary depending on the item.
- Do not place items outside of dumpster, please call Alaska Waste if container is full.

Pick-up Times and Placement:

- Containers will be serviced on a regular schedule day.
- Refuse must be placed inside of the container.
- Dumpster lids must be completely closed.

Cancellation:

- Moving? Cancellation of service should be requested by contacting Alaska Waste at Kodiak@akwaste.com or 486-5308.
- Automatic suspension or discontinuation of service will occur as a result of nonpayment.

SAFETY

Hazardous Materials:

- Needles, rocks, dirt, oil, batteries, paint, freezers, refrigerators, fluorescent light bulbs and other hazardous or caustic materials are not accepted by Alaska Waste residential roadside service. Materials can be taken to the Kodiak Landfill-Baler facility.
- Untreated medical waste is strictly prohibited for disposal. Must be taken to the Kodiak Landfill.
- Any animal or fish waste must be securely double-bagged and no more than ten pounds will be accepted in any one container.

Bear Areas:

- Bears have no boundaries so residents must be mindful of their waste stream. Alaska Waste encourages you to store your container inside and double bag any strong smelling material.

BILLING

Billing Cycle:

- Residential service is billed monthly, in arrears.
- Payment is due 15 days after invoice date.
- Finance charge will be assessed on 28th day of month if not paid.

Contact Information:

- Phone - 485-5308
- Email – Kodiak@akwaste.com
- Website - www.alaskawaste.com

Customer Service Bill of Rights

Our customers have the right to be treated with courtesy and respect.

Our customers have the right to timely service when seeking service in person, by phone, or in writing.

Our customers have the right to expect accurate and efficient record keeping on our part.

Our customers have the right to receive service from knowledgeable, competent and cooperative staff.

Our customers have the right to complete, accurate, reliable information and feedback.

Our customers have the right to consistent and fair application of laws and rules.

Please fill in completely:

Customer Name:

Customer Billing Address

Customer Service Address:

Contact Phone Number:

Email Address:

Service Type:

Residential Dumpster/Roll off
\$40.31

The undersigned affirm that the information on this Customer Service Subscription is true and correct. The undersigned will follow guidelines of service. If the account should become delinquent, the undersigned accepts responsibility for any cost incurred in attempts to collect including but not limited to an agency for collection fees.

Authorized Signature:

Date