



## **Customer Service Subscription: Roadside Residential**

### **SERVICE**

#### **Containers:**

- Roll Cart service allows for 96, 64 or 32 gallon roll carts which are provided by Alaska Waste.
- Discard only securely bagged or bundled waste inside the cart.

#### **Extra Refuse:**

- Each additional 32 gallon bag, box, or container will be picked up on your service day for a charge of \$6.87.
- 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](mailto:Kodiak@akwaste.com). Charges will vary depending on the item.

#### **Pick-up Times and Placement:**

- Refuse must be placed at the roadside by 6:00 am to ensure pick-up. Route times will vary.
- Refuse must be placed no more than 3 feet from the drivable roadway on the day of service, unobstructed by vehicles and other obstacles such as ditches or snow piles.
- Roll carts should be placed at the roadside, level full with the lid closed and the handle toward the house.
- Collection in your area may occur earlier than usual on holidays due to early closure of the Landfill.
- There is no collection service on Christmas and New Years since all disposal facilities are closed. During these holiday weeks, service will be delayed by one day for all remaining collection days falling after the holiday.

#### **Cancellation:**

- Cancellation of service should be requested by contacting Alaska Waste at [Kodiak@akwaste.com](mailto:Kodiak@akwaste.com) or 486-5308.
- Automatic suspension or discontinuation of service will occur as a result of nonpayment.

### **SAFETY**

#### **Weight Restrictions:**

- Roll cart must not exceed the following weights: 96gal 150 lbs, 64gal 100 lbs and 32gal 50 lbs.

#### **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.
- 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 28<sup>th</sup> day of month if not paid.

#### **Unreturned Alaska Waste Containers:**

- Alaska Waste will make one attempt to retrieve our roll cart upon cancellation of account. It is the customer's responsibility to have the cart available for retrieval on regular pickup day.
- Unreturned roll carts on cancelled accounts will be assessed a fee of \$125.00 per roll cart.

#### **Contact Information:**

- Phone - 485-5308
- Email – [Kodiak@akwaste.com](mailto:Kodiak@akwaste.com)
- Website - [www.alaskawaste.com](http://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 (circle one):	96 gallon \$38.31	64 gallon \$34.09	32 gallon \$28.90
----------------------------	----------------------	----------------------	----------------------

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