

WELCOME TO SHANK WASTE SERVICE, INC.

We value all our customers and look forward to providing you with quality service.

Our Customer Service Dept. is open Monday through Friday from 8:00 am to 4:30 pm to assist you and to accept payments. Contact us at 724-226-8320 or email to custsvc@shankwasteservice.com. Find additional information at www.shankwasteservice.com. A voicemail or email left after business hours will be responded to the next business day.

PLEASE PLACE YOUR WASTE AT THE CURB THE NIGHT BEFORE YOUR SERVICE DAY.

Extra items, more than your service level, must have either an extra bag tag or the bulk item must be prepaid. See below for details.

Trash must be in bags/cans, a Morrow or a Shank cart. Each bag must be at least 3 mils thick and each bag or can is not to exceed 32 gallons nor 30 pounds. Cans should be watertight, metal or plastic, with tight fitting covers and have handles. **DO NOT USE PAPER BAGS, CARDBOARD BOXES OR 55-GALLON DRUMS AS GARBAGE RECEPTACLES.** Any items placed out in this manner will not be collected. *We assume no liability for replacement of any garbage can or receptacle.*

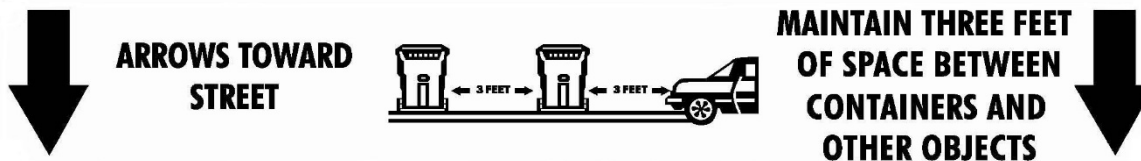
Clearly identify your street number on your mailbox or some type of permanent marker near the road. It's important to make the bags or containers visible to the driver. In the winter, remove snow from the area where you will place your containers and have a reasonably clear path to the containers for the vehicle and the driver. **It is highly recommended to close lids and use garbage bags in cans/carts. Drivers will not reach into containers to remove anything frozen to the bottom.**

Extra Bags: We have "Extra Bag Tags" available to purchase. The cost is \$1.00 * per tag (sold in sheets of five.) Place 1 tag on each additional bag up to a 32-gal. bag and not over 30 lbs. in weight. Tag purchases must be prepaid and are not refundable. Order forms are available on our website or you may order by phone with a credit card. *Price subject to change.

SHANK AUTOMATED CART COLLECTION SERVICE:

- ✓ **Trash Cart:** Use trash bags and keep lid closed. **Drivers will not reach into carts to remove items frozen to the bottom.** Don't put more in your cart than it can hold with its lid closed. A 95-gallon cart shouldn't contain more than 150 pounds of waste.
- ✓ Place cart on a level area within 3 ft. of the street with wheels away from street and lid opening to the street. Keep 3 ft. away from any object such as a mailbox, vehicle, tree, basketball hoop, etc.
- ✓ Keep 3 feet away from any additional cart so the truck's arm can go around each cart.
- ✓ Please be sure that no overhead wires or tree branches interfere with lifting the carts vertically. Carts placed too close to any object or an overhead obstruction will not be picked up due to the liability of damage to the object. Please DO NOT deface the cart. Additional charges may apply for the replacement of a cart damaged or defaced by a customer.

The lid needs to open to the curb and the wheels must be facing the house.



MISSED PICK-UP: All requests for missed collection must be made within 24-hours of collection day.

ITEMS NOT INCLUDED THAT WILL BE PICKED UP FOR AN ADDITIONAL FEE (including, but not limited to):

Please call Customer Service to pre-pay for disposal of these items and for further instruction. These items will only be picked up if they have been pre-paid by contacting our office.

- ✓ Large Appliances & Bulk Items: Household furniture, stoves, washers, refrigerators, water heaters and softeners (that have been emptied of salt, liquids and other chemicals)
- ✓ Mattress and box springs should be wrapped in plastic and taped closed for the protection of our workers.
- ✓ Building materials, refuse caused by repairs, alterations, remodeling, demolition and/or construction of any structures.
- ✓ Carpet, rugs and padding must be cut in sections no longer than 4 ft. in length, securely rolled and tied and not weighing over thirty (30) pounds.

ITEMS THAT WILL NOT BE PICKED UP THROUGH RESIDENTIAL SERVICE (including, but not limited to):

Call us for Roll-Off Service pricing and delivery.

- ✓ Paving materials, cement, stones, sand, dirt, sod, concrete, metal 55-gal drums, grease drums and limited vehicle parts
- ✓ Bushes, shrubs, vegetation with earth or soil attached to root system, tree trunks or pieces of tree limbs more than 3" in diameter.

ITEMS NOT ACCEPTED AND WILL NOT BE PICKED UP State Regulations prevent us from accepting the following:

ALL TIRES and vehicle batteries (lead acid batteries), large vehicle parts and fluids

- ✓ Sewage, excrement without specific DEP approval
- ✓ Any Liquids-examples: paints, solvent, paint thinners, oil, gas, kerosene, antifreeze or any other chemicals
- ✓ Devices containing mercury
- ✓ Electronic waste: (E-waste) as defined by PA DEP are items including but not limited to TV's and computers including desktop, laptop, tablet, E-readers and peripherals including monitor, keyboard, mouse, printer etc. Any device capable of receiving and displaying television or video programming. For more information contact your local county or municipality for hard to recycle services in your area.
- ✓ Propane/oxygen tanks, gun ammunition, explosives, fireworks, asbestos or any material that may be considered hazardous, volatile, radioactive, infectious or toxic.

Please Recycle: DEP recommends that items such as: various electronics including cell phones and game consoles and universal wastes including non-alkaline batteries, pesticides, photographic solutions, chemicals, mercury containing equipment and lamps (fluorescent & CFL bulbs) be recycled. See www.dep.pa.gov, www.lamprecycle.org or contact ECSR at 1-866-815-0016 for more information.

NEEDLES and SHARP OBJECTS: Please protect our workers! Place all needles, syringes and lancets, in a hard-plastic container with a tight-fitting lid **taped** shut. Place with your regular trash **NOT** the recycling. Wrap all sharp objects, such as broken glass or sharp metal, in heavy paper and tape shut. **You will be held responsible for any needlesticks to our employees!**

HOLIDAYS: We close in observance of the following holidays:

New Year's Day Memorial Day Independence Day Labor Day Thanksgiving Day Christmas Day

If your scheduled collection day falls *on or after* a weekday holiday, your collection will be 1 day later that week.

If your scheduled collection day falls *before* a weekday holiday, there will be no change in your collection day.

There is NO CHANGE to collection days during the following weeks:

Martin Luther King Jr. Presidents' Day Good Friday Easter Columbus Day Veterans Day

To print your own collection day calendar, go to www.shankwasteservice.com, click on PRINT A SCHEDULE in the top right corner.

PRIVATE DRIVES: The owner(s) of private road(s) or driveway(s) are required to sign a waiver of damages provided by Shank, holding Shank harmless for any damage that may occur on the private road(s) or driveway(s) during collection of waste/recycling.

GO PAPERLESS: Enroll in electronic billing to receive your bill via email. Less paper and more convenient.

BILLING: All accounts will be invoiced every three (3) months to be paid in advance of service rendered.

PAYMENT: Payments are accepted by mail or through our secure website. We accept a Check; Discover, MasterCard, Visa credit or debit cards; or E-check. Payments must be received in our office by the due date or a minimum \$6.00 late charge will be added monthly to accounts remaining unpaid. A late notice will be sent and any unpaid accounts by the date specified in the notice will have service suspended until paid in full. All past due balances and suspended accounts are due upon receipt. All closed account balances are due upon receipt. ***Any check not honored by the institution drawn upon and returned will be assessed a minimum \$35.00 service charge.***

AUTOMATIC BILL PAYMENT is available at no charge; enroll a bank account for Electronic Funds Transfer (EFT) or a credit card to automatically pay your account balance with every billing cycle. To enroll, print the form from our website, complete and return via our secure email address custsvc@shankwasteservice.com or mail via US Postal Service.

MOVING AND SERVICE CHANGES: Notify us before your move; arrangements will need to be made to remove our cart(s) and for any extra trash and items to be taken. Contact Customer Service if you want to make a change to your service.

Visit www.shankwasteservice.com for announcements, holiday schedules, online payments, municipality specific waste guidelines, recycling guidelines, if applicable, a personalized collection day calendar, forms to enroll in paperless billing and automatic payment, as well as up-to-date schedule changes due to severe weather. Employment opportunities are listed under the Career tab.