



**CUSTOMER GUIDE**  
**FOR WASTE DISPOSAL**  
PLEASE KEEP THIS GUIDE IN A CONVENIENT LOCATION FOR FUTURE REFERENCE!

**GENERAL INFORMATION-**

**OFFICE HOURS:** For billing questions, general information or to schedule 'special pick-ups' for non-municipal waste items (see details below), you may contact our office at 367-7375, 8:00 a.m. to 5:00 p.m. Monday through Friday. If you have a question regarding tomorrow's pick-up, call before 5pm today.

**PICK-UP TIMES:** In general, we try to be as consistent as possible with collection times. However, impending weather conditions such as snow or ice or mechanical problems may necessitate earlier or later than usual collection times. Please leave your trash out following delays and it will be picked up as soon as driving conditions permit. Remember that a snow delay previous to your scheduled pick-up day may push your collection ahead! Call our office for weather-related delay update messages. To be safe, on a weekly basis, we recommend putting your trash out the evening *before* your scheduled collection day!

**HOLIDAY PICK-UP SCHEDULE:** If a major holiday falls on a weekday (Monday – Friday) there will be a one-day collection delay. For example, Thanksgiving falls on Thursday, so Thursday customers' collection will advance to Friday and Friday customers' collection will advance to Saturday. You may also call our office prior to holidays to hear a recorded message containing revised holiday collection schedules.

**MAKING PAYMENTS:** Please return the *correct* side (right side) of your billing postcard and write in the payment amount and your check number. This is very much appreciated and helps us insure proper credit on your account. Sorry, we cannot accept credit cards. Returned check charge is \$20.

**LATE PAYMENTS:** A late charge of \$2.50 will be added to outstanding balances 30 days after billing. Service will be discontinued if payment is not received within 60 days after initial billing.

**PER HOUSEHOLD RATES:** Please remember our rates do not permit anyone not living in your 'household' to dispose of their trash with yours without additional payment. (Note: This will be considered 'theft of service' and action may be taken against anyone violating this policy.)

**BAG/CAN LIMIT:** There is no limit for household trash. Extra charges will apply to non-municipal waste such as property cleanup items, building and demolition materials, auto tires, large appliances, etc. (see details on back).

**TRASH CAN SIZE LIMIT:** Standard 33 gallon or smaller trash containers are preferred since their weight is usually safely manageable for loading. To avoid employee injuries, please try to limit the weight of these containers to 40 pounds or less. Larger containers or a 55-gallon plastic drum may be used as long as the trash is bagged so individual bags (if reachable) may be pulled out by the loader. Loose, unbagged trash in the large containers *will not* be collected because the containers are too heavy to lift and invert safely. In order to avoid confusion, we ask that you write your house number in permanent marker on your trashcans or bag

**DUMPSTERS:** We offer dumpster service. However, dumpster availability may be limited and is only available on a permanent basis; no temporary usage.

**ROLL-OFF SERVICE:** For those large clean ups or removal jobs X/S Waste now offers Roll-Off Service. Our 30 yard open top containers are 22' long, 8' wide, and 6' high. We have special rates for one time use and monthly rentals. Please call now to reserve yours. 367-7375

**ACCEPTABLE CURBSIDE WASTE-**

*The following is a list of acceptable items that can be taken on a weekly curbside basis free of charge.*

**APPLIANCES, SMALL:** No charge for small appliances including vacuum cleaners, irons, toasters, microwaves, range hoods, etc. Also no charge for TV's VCR's stereos, computers, printers, typewriters, ect.

**ASHES:** Ashes will be picked up at no charge only if placed in *sealed* (knotted or tie-wrapped) trash bags lining an ash bucket or small trash can with the weight not exceeding 35 pounds. Please make sure to seal the bags.

**AUTO BATTERIES:** No charge for auto batteries. Limit of one per week, please.

**CHRISTMAS TREES:** No charge for Christmas trees that may be put out on your regular collection day. 6' or less please.

**FURNITURE:** No charge for bookshelves, tables, chairs, recliners, loveseats, sofas, small desks, etc. Limit of 1 (one) item per week, please.

**MATTRESSES & BOXSPRINGS :** No charge for any size of mattresses and/or boxsprings. Limit of one set per week, please.

**WASTE OIL:** Limit of 1 quart of waste oil per week will be taken at no charge. Make sure containers can seal tight.

**METAL, LIGHTLY CONSTRUCTED:** No charge for small lawn furniture, bicycles, small exercise equipment, barbeque grills (no propane tanks)

**PAINT AND DRIVEWAY SEALER:** Paint and driveway sealer may be disposed of with your regular trash at no extra charge **if** the contents are allowed to **dry and harden**. Adding kitty litter or 'oil dry' may speed up the drying process. *Lids must be left off at curbside to enable loader to confirm that contents are hardened.* Empty or non-pressurized spray cans are also acceptable. Please do not attempt to 'hide' these liquids amongst other trash.

**SHARP OBJECTS INCLUDING NEEDLES AND BROKEN GLASS:** Place needles in a heavy duty, rigid container such as a laundry detergent jug with a secured lid. Broken glass and other dangerously sharp items should be carefully packed in a puncture-proof box. An attached note making the loader aware of these types of contents would be appreciated. There is no charge for this service.

*The following is a list of acceptable items that can be taken on a weekly curbside basis for a fee. By putting out these items curbside you are agreeing to pay the listed fees. Limit one large item per week.*

**CARPET, RUGS & PADDING:** Carpet, rugs and padding may be disposed of with your regular trash on a charge basis since they are classified as building/demolition material. To be collected, carpet, rugs and padding must be tied or taped into manageable rolls no more than 6' in length and not exceeding 30 pounds in weight per roll. You will be charged for weight at \$12 per 100 pounds.

**BUILDING MATERIALS INCLUDING WOOD AND DRYWALL:** Wood and drywall may be disposed of with your regular trash on a charge basis since they are not considered municipal waste. Building materials should not exceed 6' in length and the wood should not be yard waste. The charge for the disposal of such debris will be based on the truck/labor time required to load the material at \$60 per hour and the estimated weight of the material at \$12 per 100 pounds. Material should be placed as close to the street as possible. Please call in advance to schedule pick-ups exceeding 1000 pounds.

**TIRES:** A limit of one auto tire per week can be taken. Fee: \$5 per tire without rim; \$8 per tire with rim. (Sorry, truck and tractor tires not accepted. See 'Building Materials & Miscellaneous' under 'Do It Yourself and Save' below for drop-off location.)

**FREON APPLIANCES (SMALL):** This includes window air conditioners, dorm-sized refrigerators and dehumidifiers. Fee: \$12.00 per appliance.

*If for some reason we cannot take an item we will make an effort to attach a note explaining why. One large item per week please.*

## **ITEMS REQUIRING SPECIAL DISPOSAL ARRANGEMENTS-**

*The following is a list of non-burnable items that may not be put out for your weekly trash collection. Please call our office to schedule 'special pick-up' arrangements or consider using one of the services listed below under 'Do-It-Yourself and Save'.*

**APPLIANCES, LARGE NON-FREON TYPE:** This includes stoves, washers, dryers, dishwashers and hot water heaters. Please call our office to schedule a special pick-up 367-7375. Appliance must be out of home and placed on or near a driveway. Fee: \$35.00 per appliance.

**APPLIANCES, LARGE FREON TYPE:** This includes refrigerators and freezers. Please call our office to schedule a special pick-up 367-7375. Appliance must be out of home and placed on or near a driveway. Because they must have their refrigerants legally evacuated by a certified EPA technician in accordance with the 1990 Clean Air Act Amendment requirements, there is a \$50.00 removal fee per appliance.

**CONCRETE, METAL AND BUILDING MATERIALS:** Aside from not being accepted at a municipal incinerator, our curbside collection trucks are not designed to handle structurally rigid materials such as garage doors and tracks, steel sheeting and pipes, large dimension wood products, roofing material, steel doors, framed windows, large amounts of drywall, concrete and masonry products, appliance motors, well pumps, metal drums, auto components such as crankshafts, fenders, wheels and mufflers, children's swing sets, etc. Items such as these should be taken to a landfill or certified demolition waste transfer station open to the public, (see below.) For large amounts of building materials we recommend an X/S Waste Roll-Off container (see 'Roll-Off Service' on reverse.)

**HAZARDOUS WASTE:** This includes liquid paint, liquid driveway sealer, anti-freeze, solvents, insecticides, pesticides, herbicides, rust removers, pool chlorine (dry or liquid), fluorescent tubes, biological waste, radioactive materials, ammunition, explosives, fire extinguishers, gas cylinders, unlabeled materials, mercury, ammonia, gasoline, etc. Sorry, but for the health and safety of our staff we cannot accept anything in this category. However, Dauphin County offers free curbside pick-up for many hazardous materials. For further information, please call 1-800-449-7587.

**YARD WASTE:** Yard waste is not accepted at municipal incinerators and therefore cannot be put curbside with your trash. This includes grass clippings. Please see 'Yard Waste' below under 'Do-It-Yourself and Save!'

## **DO-IT-YOURSELF AND SAVE!**

*If you have access to a van, pickup truck or utility trailer (all are available for rent!), here are the names of various companies that will accept many items that are often difficult to dispose of.*

**BUILDING MATERIALS & MISCELLANEOUS:** There are two relatively close facilities open to the public to dispose of building and construction and demolition materials including roofing shingles, ceramic tiles, concrete block, brick, lumber, drywall, truck tires, tree limbs, stumps, windows, doors, bathtubs, toilets, sinks, etc. Please call the facility to confirm their acceptance policy on items not listed above.

Onyx Environmental / Milton Grove Demolition & Tire Recycling Center, 2487 Cloverleaf Road, Elizabethtown. 653-4686

Boyd E. Diller, Inc., 1-81 to Wertzville Road, Enola. 766-6403

**PROPANE TANKS:** The old style tanks that can no longer be used will be accepted (\$5.00 disposal charge) at: Hornung's Ace Hardware, 6005 Blue Bird Avenue, Linglestown. 545-1222.

**RECYCLING:** Although recycling is not required of residents in Londonderry or Conewago Townships, Dauphin County has instituted a voluntary recycling program serving the community. Special containers to drop-off recyclables are located in the Conewago Township Building parking lot at 3279 Old Hershey Road, Elizabethtown. For more information on this program, call 717-780-6351.

**SCRAP METAL:** These companies will accept metals, brass, copper and aluminum. Please call for specific details and current scrap metal rates.

Consolidated Scrap Resources, Inc. 1616 N. Cameron St. Harrisburg 233-7927

Tri State Recyclers 2209 N 7 St Harrisburg 233-5606

**YARD WASTE:** The following are convenient locations that you may dispose of yard waste at no charge.

Zeager Brothers Mulch, Inc., 4000 E. Harrisburg Pike, Middletown. 944-7481. They accept "woody" yard waste and leaves.

Londonderry Township – Residents; Please contact the township office at 944-1066 for details to use their yard waste drop-off facility.

**Note: The policies and pricing described above are effective August 31, 2005 and are subject to change without notification.**