



### **Twin Enviro Trash Service Policy Statement:**

- If you need an extra pick up or have extra bags of trash, please call the office 1-2 business days in advance to make the arrangements. A fee of \$30 will be assessed to your account for an extra pick up as well as an additional cost of extra trash.
- Should your account be 30 days past due, your account will be auto suspended. You will be notified by email or letter and given 2 weeks to pay the account in full or make payment arrangements.
- If payment arrangements are set up and the terms are not met, it will result in immediate suspension of services. If there is no response within the 2 weeks allotted, your account will be terminated.
- **Failure to pay your final bill can also result in a lien being placed on your property.**
- After service termination and container has been picked up by Twin Enviro, there will be a charge of \$30 to redeliver container to customer who has paid in full and wants to resume service.
- Do not overfill containers, the lid(s) must be able to close. If you overfill your container, stack on top or put extra-large items that will jam in container, the driver may skip your stop and you will have to pay the return truck fee to empty it.
- **PLEASE DO NOT PUT THE FOLLOWING IN THE TOTE: tires, tv's, electronics, liquids, dead animals, concrete blocks, or stones. Call the office for proper disposal of these items. Totes have a capacity of 250 lbs. maximum weight.**

When the office is closed or the trucks not running due to weather, please note that your service will resume the following business day, our drivers will run a combined schedule. Holiday schedules will vary, and we encourage all customers to have an email for notification on schedules. Also, check on our Facebook page under the heading of **Twin Enviro Services**.

### **Residential Service 96 Gallon Trash Can (Tote)**

- **Weekly service- Tote plus five 13-gallon bags on the side of tote or two 35-gallon trash cans.**
- **Every other week services are tote only; all extras will be charged for.**
- **If you choose to use your personal cans for service, Twin Enviro will not assume responsibility for damage or loss to your containers, as we provide totes as a part of your service.**
- **All Totes need to be curbside at 6:00 AM on service day to ensure service.**

**Office Hours Monday-Friday 8:00 am to 4:00 pm**

**Mailing Address: P.O. Box 367, Florence, CO 81226**

**2500 County Road 67 Penrose, CO 81240 (719) 372-6671**

***PLEASE BE AWARE THAT OUR WEB HOST IS TRASHBILLING.COM. If you have not received any bills or receipts in your email, look in the spam or junk folder.***