



## **Twin Enviro Rules on Personal Cans:**

With the influx of new customers from Florence and Canon, it has come to our attention that we need to put out an announcement of what our rules are for personal cans. Personal cans are problematic for a variety of reasons including liability, worker injury, property damage, etc. We are offering a great deal to alleviate some of the issues we have been encountering with personal cans.

**There is NO charge to use our tote/cans!!! Save your investment and use our cans, please.**

For those that use personal cans on the side for extra items:

We pick up extras outside the can, within reason. If you have more than a few bags or cans, it is best to call the office so we can quote you the charges and plan the load for the trucks. We charge \$2 each for large bags or extra 35 gallon cans, \$1 each for small bags (or equivalent).

Weekly customers are allowed 2 large bags OR 2 personal cans OR 5 small bags (or equivalent) on the side, every week, for free which is our way of saying thank you for weekly service.

**Personal cans must either hook up to the truck like ours do so that the truck does the heavy lifting or be 35 gallons or less.** If you use larger cans more than 65 pounds, that container may not be emptied. It is recommended that personal cans have handles to avoid the risk of the can sliding into the truck when emptying.

Personal cans must weigh less than 65 pounds. Our cans are strong however they have a weight limit recommendation of 250 pounds with a maximum of 300 pounds.

**If you choose to use a personal can, be aware that there may be damage and potential loss. Most personal cans are made of much thinner plastic than ours. They do not hold up well to the wear and tear and weathering. You assume liability for the use of your container.**

Due to the weight of grass clippings we highly recommend using your Twin Enviro tote. Also, be aware that grass clippings, weeds and other absorbent items may (if not bagged) tend to stick on the inside of the container and not empty all the way. Sticks, branches and limbs must be cut down to fit into the container (we actually prefer them to be bundled in 65 pound bundles that can be chucked in the back of the truck).

Feel free to contact the office for any items not addressed above. Our goal is to provide the best possible service in the safest manner possible.

Twin Enviro Customer Service

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