

Account #  
Password-

## Information Letter

Thank you for giving us the opportunity to serve you.

We are a weekly household trash service, with all of the required permits, licenses, and insurances needed for a garbage removal service. We have been serving the Lonoke County area for over 40 years, areas of White County for 18 years, and parts of Faulkner County for almost 10 years.

With rising costs of operating expenses, we try to keep our rates as reasonable as possible. Our rates are based on one household with one family living within that house. Any other homes or families on the same property would be an additional monthly rate. Also, any additional business type trash included with the residential trash is an extra fee. This rate is based on the amount of additional trash.

There is a deposit that is equal to one monthly fee. This deposit is similar to a utility deposit. After an account has been opened for one year and payments are kept current we can apply it to the account with the customer's authorization. If you move or decide you no longer want the service, please notify the office so we can close your account.

Our most common billing cycle is quarterly, but we can bill monthly if that works better for you. We can send you a paper statement by mail, or we can email it to you. Your statement will be sent out by the 15<sup>th</sup> of the month and we ask that you pay it by the due date on the statement. The service is discontinued if the payment is not received by the first pick-up of the following month. Also, we charge a \$5.00 late fee and a \$25.00 returned check fee. Customers are able to pay their bill online by credit or debit card. Go to [www.zellastrashservice.com](http://www.zellastrashservice.com) and click on "**Online Payments**". We also offer auto-draft. We securely store debit/credit card information and automatically process the card each billing cycle with your authorization. We have included an authorization form if you would like to take advantage of this service. As always, we will gladly accept cash, checks, and money orders as payments. When paying by check or money order please notate your account number directly on the form of payment.

Your trash should be set out no later than **7:00 a.m.** on your service day no farther than 5 feet from the road. Trash must be set out in bags, with the exception of large boxes (which should be broken down and placed beside the can). If you have problems with animals getting into your trash, we recommend buying heavy duty trash cans with locking lids. We have 95 gallon trash cans available for anyone who wants them. The cans are for sale for a one-time cost of \$85.00 each. Or the cans can be rented for \$3.00 per month per can after a \$10.00 deposit per can has been paid. Please keep in mind, if you rent a trash can and decide you no longer want it within 6 months of delivery, you will be charged a \$15.00 restocking fee. Rented cans will need to be turned back in upon closure of an account.

We do take off for the following holidays: New Year's Day, Memorial Day, 4<sup>th</sup> of July, Labor Day, Thanksgiving, and Christmas Day. For those holidays, routes will be run one day behind. Occasionally, due to inclement weather, we are not able to run because of impassable roads. If we are not able to

get your trash one week due to weather, we will get both weeks worth of trash the next week on your regular service day. Like us on Facebook at [facebook.com/zellastrashservice](https://facebook.com/zellastrashservice) to receive up to date holiday and weather notices. You can also call our office and listen to the message on our answering machine.

We cannot be held responsible for any driveway damage. Unfortunately, most of the county roads we service do not have cul-de-sacs at the end for us to turn around. This means we sometimes have to use a customer's driveway. If we have to use your driveway we will do our best not to damage it, but if we do, please let us know so we can make other arrangements.

We primarily pick up household trash. We cannot pick up wood, metals, rocks, concrete, yard debris (grass clipping, limbs and sticks), burnings (burnt items), and large bulk items, or construction materials such as sheetrock, roofing, carpet, etc. However, we do have roll-offs that can contain the previous items, or we offer bulk pick up services for large items, such as furniture and appliances, or for brush removal. Due to landfill and EPA regulations, we cannot haul tires, paint, batteries, oil, and toxic chemicals. We can haul the empty containers. Any bags with Bio-Hazard written on them are not permitted. If you have a question as to how to dispose of these items, call the EPA.

We appreciate your business and since we are a family owned and locally operated company, we can give you the best personalized service possible.

Kind Regards,

Maegen Haynes  
ZTS President