

Pullman Disposal Policies & Information  
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[www.pullmandisposal.com](http://www.pullmandisposal.com)  
P.O. Box 619  
Pullman, WA 99163

**We Appreciate you as our customer!**

1. INFORMATION. Our office is located at 135 NW Harold Drive. Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. We have a mail slot near our door for after hour payments. Please do not put cash through the slot. If you wish to mail payment, please use P.O. Box 619 Pullman WA, 99163. We do not observe every holiday, but we do observe several. A notice will be included in your bill prior to the holiday that we will be observing, explaining any changes in your service day. Our website address is [www.pullmandisposal.com](http://www.pullmandisposal.com).

2. ROUTES START AT 7:00 am. Please have your can out by 7:00! Customers who place their can and recycling bin at the street must have their trash out by 7:00 a.m. and within 5ft of the street, not the sidewalk. Pickup time may vary from week to week. It is acceptable to put your cart out the night before your service day to ensure pickup. Please ensure a minimum 3 feet of space on either side of your roll-cart to avoid receiving a relocation fee.

3. RECYCLING. There is a city mandate that, in order to keep recycling affordable, everyone within city limits needs to pay for recycling service. Customers do not have to use it, but it automatically comes with your garbage service if you choose to take advantage of it. Please be careful to make sure everything you are putting in the recycling cart is recyclable, or your cart will not be picked up (see website for a list of accepted recyclables). Great care is taken in trying to keep the recycling loads clean so they do not have to be dumped as trash. If you do not get serviced, there is a charge to come back.

4. YARD WASTE. We offer a separate service for the collection of yard waste materials. Collection is once every two weeks in a container we provide to you and runs from March through November. Yard waste is NOT compost. For more information, call our office.

5. MARK ADDRESS. It is always a good idea to mark your can with your address especially if you set your cans near another customer's. This will prevent extra charges that are not yours from appearing on your bill. If the driver does not know who the extra trash belongs to, they will leave it. All cans placed on an alley or street different than your address, must have a complete address marked on them. Can(s) not marked may not be collected.

6. SELECT THE OPTIMUM SIZE CONTAINER. The collection of extra trash is expensive. In order to minimize the customer's bill, they should select a container size that is neither too small nor too big. If a container that is too small is selected, there will be a large number of extra trash charges.

CUSTOMER OWNED GARBAGE CANS. There are areas where customers are required to use their own can. Maximum can size is 32 gallons, however, a customer can pay for multiple cans. The cans should not weigh more than 65lbs when full. A can which exceeds these size or weight limits may not be picked up or may be subject to an additional charge. 20 gallons (mini-can) cans are also acceptable. The mini-can should not weigh more than 35 lbs when full.

7. EXTRA TRASH. Anything placed next to a can is assumed to be designated for take away. Do not put anything out that you do not wish to be taken. Extra trash must be in bags; loose trash around the can will not be picked up. Extra trash is charged by bulk and weight. If more than a couple bags worth of extras are going to be set out, the customer must call the office so we can send the correct truck to collect it. This includes anything that would not fit in the trash can, including furniture.

8. BILLING INFORMATION. Monthly invoices are sent on the first of the month following for services rendered in the prior month. Payments must be received in our office no later than the last day of the month following service, i.e. June service are billed July 1 and payment is due by July 31. If it becomes necessary to terminate services due to nonpayment, there will be a fee to restart. If you wish to contest any charges on your bill, it must be done within 60 days of receipt of bill. Late fees will be added to any account which remains unpaid at the time of the next billing in the amount of 1% per month, with a minimum \$1.00 charge.

PAYMENT OPTIONS. There are multiple methods to make payments. Check and cash are accepted in the office and credit/debit card payment is available through the website. Payment through the website is through a third party and charges a fee of \$1.75 or 3% of the total balance, whichever is greater. Autopay can also be set up through the website (the fees will still apply each month). Customers have the option to enroll in automatic withdrawal (ACH) directly through PDS which has no fees. Through ACH the full balance is pulled the 15<sup>th</sup> of every month. The paper work needed to start is provided at the end of this packet (a voided check is also required).

9. RETURN TRIPS. If you have a container and it is unavailable for collection due to no fault of the collector, customers can request a return trip for the following day for a fee. Containers unavailable on Fridays can be picked up on Monday.

10. BLOCKED. Cans and dumpsters must not be blocked for pick up. It is the responsibility of the customer to keep the area clear.

SNOWY CONDITIONS. If your can is (are) normally picked up in an alley, it may be necessary to put it (them) on the street for collection during exceptionally snowy weather. The customer is responsible for snow removal so that containers may be handled and dumped. If snow is not cleared away, the container may be left or a special handling fee assessed.

VEGETATION. Please keep bushes and trees along alleys, streets, and driveways trimmed so we are able to get our trucks through. Alleys can become so overgrown that our trucks can no longer service them.

11. CREDITS. Credits are not given if the can is inaccessible for pick up. If the can is not serviced you can call to arrange an allowance to put out extra bags (proportional to what fits in the can) the next service day with no charge. This is true even if the can was blocked or not out. If a can is not picked up, please call that day or the following day.

12. PAUSING SERVICE. A hold can be put on your account to stop service for short periods of time (known as vacation stops). There will be no charged service during this time. However, if the service is stopped for less than 60 days, a \$18.20 restart fee will be assessed.

13. CHANGES. Please call our office with any changes to your service PRIOR to when the change needs to be made. Please do not give this information to the people on the trucks. Same day service requests (such as an extra pick up or return trip)) can **rarely** be made same day.

14. TERMINATING SERVICE. If you are moving or wish stop service, we must have a request for termination. The request can be made in office in person, over the phone, or by email with your information. The request must be made at least three business days before service is to be stopped. Customers are financially responsible for services rendered to addresses in their name after move out if proper notice of termination is not provided.

15. SHARPS. We offer home sharps (hypodermic needles, etc.) collection service. This service provides you with a sharps container. Fees do apply; please call the office for details. This program is part of our Medical Waste Service which collects medical waste from professional offices such as doctors and dentists.

16. HOUSEHOLD HAZARDOUS WASTE. Don't throw away your household hazardous waste. Examples of household hazardous waste include used motor oil, chlorine bleach, antifreeze, pesticide, weed killer, and paint. The Whitman County Household Hazardous Waste Facility accepts these materials free of charge. Please call the facility at (509) 334-2400 for more information.

17. WUTC. The WUTC (Washington Utilities and Transportation Commission) regulates our rates and services. All charges and prices come directly from them.

18. OTHER RULES. In compliance with city ordinance #90-13, Section 7, Solid waste containers shall not be placed out for removal prior to twenty-four hours before scheduled collection and shall be removed from those locations within twenty-four hours after collection.

If you have any questions or problems, please call our office at (509) 334-1914.

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## RATES

### City residents

Including recycling (before taxes and fees):

20 gallon can + recycling	\$17.94 per month
32 gallon can + recycling	\$21.35 per month
64 gallon can + recycling	\$28.26 per month
96 gallon can + recycling	\$35.80 per month

### Rear load Routes

Must use their own cans. Each can must be 32 gallons (20g are allowed as well, just let the office know.) Multiple 32 gallon cans can be used for increased service.

### Common Charges (before tax):

Extra Bag	\$3.94
Overflow of can	\$3.40
Return trip	\$8.90
Dumping recycling as trash	\$6.98
Relocate can	\$1.50

**Pullman Disposal Service: We're working together to make Pullman better for you.**

# Authorization Agreement For Direct Payments (ACH Debits)

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I hereby authorize Pullman Disposal Service, Inc., hereinafter called COMPANY, to initiate debt entries to my (our) Checking Account/Savings Account (select one) indicated below at the depository financial institution named below, hereafter called DEPOSITORY, and to debit the same to such account. I (we) acknowledge that the origination of ACH transactions to my (our) account must comply with the provisions of the U.S. law.

Depository Name \_\_\_\_\_ Branch \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Routing Number \_\_\_\_\_

Account Number \_\_\_\_\_

This authorization is to remain in full force and effect until COMPANY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name(s) \_\_\_\_\_

Pullman Disposal Service Account Number \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

**Please include a voided check with this form. *Thank you***

Direct Pay ACH authorize  
Email: [contact@pullmandisposal.com](mailto:contact@pullmandisposal.com)