



Dear Jefferson County Resident:

We are honored to announce Amwaste will be your new solid waste and bulk trash service provider.

Beginning April 1, 2021

Placement/Collection Specifics

- Routes may begin as early as 6 a.m. Be sure to have the materials out for collection by 5:30 a.m. of your scheduled service days.
- Carts should be placed on the curb with the lid opening pointing to the street, no more than 3' from the curb, and at least 4' from any fixed object or parked vehicles.
- All household garbage should be bagged to minimize litter during collection.
- No single bag/personal container may exceed 30 lbs.
- Backdoor service will continue without interruption.

Bulk Collection

- Landscaping and/or construction debris is to be removed by the contractor performing the service. Please advise the contractor of this responsibility when arranging for service. Only homeowner-generated materials will be collected by Amwaste.
- Materials should be placed at the curbside and shall not exceed more than 2 cubic yards per collection.
- The following materials will not be collected: large amounts of construction debris: blocks, bricks, concrete, piles of dirt, tile, etc.; tires; car batteries; large car parts (engines, rotors, etc.); landscape ties/cross ties; needles; and animal carcasses. This is not an exhaustive list. If you have questions or are unsure, please contact us at customercare@amwasteusa.com or (205) 788-1400.

Garden rubbish/Yard waste – ONLY for customers choosing this additional service.

- All leaves and grass clippings are to be bagged and not exceed 30 lbs per bag.
- Bags are to be placed no more than 3' from the curb on your scheduled collection day.
- Trees and branches are not to exceed 6" in diameter and 48" in length.
- Materials are not to exceed more than 2 cubic yards per collection.

Rates & Payment

- The rate schedule for services are as follows:
\$43.62 per quarter - 1 cart; 1-time weekly garbage collection.
\$56.70 per quarter - 1 cart; 1-time weekly garbage and garden rubbish/yard waste collection.
\$88.62 per quarter - 2 carts; 1-time weekly garbage collection.
\$101.70 per quarter - 2 carts; 1-time weekly garbage and garden rubbish/yard waste collection.
\$30.00 per quarter - additional fee to the above listed rates for any non-disabled resident requesting backdoor collection for garbage collection only. Garden rubbish/yard waste will only be collected at the curb.
No additional fee from the above listed rates for qualified disabled residents requesting backdoor service.

Please turn over for additional information.

- We will mail **four (4) invoices per year, one per quarter.**
- We offer and encourage paperless billing. You can sign up online and receive your invoice by email.
- Payment is due upon receipt.
- Service will be interrupted if bill is not paid within 30 days.
- Cart will be retrieved if bill is not paid within 60 days.
- Suspended accounts may be reinstated subject to reinstatement and container delivery fees.
- We offer several convenient options to pay your bill, including an online payment and auto draft.

***Your account will be set up to be consistent with your current service at the quarterly pricing listed on the opposite page. The exception to this is for customers that currently have 2 cart service. If you would like to make a change in the service level provided or request a 2nd cart, please contact us via email at customercare@amwasteusa.com or call at (205) 788-1400. The first quarterly billing will be sent prior to April 1, 2021, and payment instructions/options will be included. Please complete the customer information card either on-line (instructions included on the customer card) or complete and return in the self-addressed envelope. ***

Container Care & Maintenance

- Amwaste is responsible for repairing or replacing carts.
- Damage caused by negligence or improper use may be subject to replacement fees.
- Cart hygiene is the responsibility of the resident.
- We recommend washing your cart periodically to prevent odor and to maintain appearance.
- If your cart is damaged and in need of repair you can contact us immediately at customercare@amwasteusa.com with your address and cart repair request or call our office after April 1, 2021 during business hours of 7 a.m.-4 p.m. Monday through Friday, at (205) 788-1400.

Holiday Collection Schedule

- The following holidays will be observed each year: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving and Christmas.
- If your service day is on or after the holiday, your service day will be delayed by one day. Monday routes will run Tuesday; Tuesday routes will run Wednesday; etc.

Container(s) of Current Provider

- Please place any/all containers from your current service provider at the curb on your last scheduled service in March. The containers will be collected after being serviced during this final pick-up.
- Please do not use your Amwaste container for service prior to April 1, 2021.

Your Amwaste team sincerely appreciates the opportunity to serve you and Jefferson County!