



Annual Newsletter

New Office Hours Starting January 1, 2014



Starting January 1, 2014, our office will be open Monday through Friday from 8:00 a.m. to 4:00 p.m. After business hours, customers may call (530) 252-1200 and leave a message. Additionally, customers will continue to have the ability to pay bills by mail, phone, online, via the drop box or contact us for special accommodations.

Holiday Collection Schedule

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Sun	Mon	Tues	Wed	Thurs	Fri	Sat
Sun	Holiday → Mon	Tues	Wed	Thurs	Fri	Sat
Sun	Mon	Tues	Wed	Thurs	Fri	Sat

Collections are **not made** on the following holidays:

- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving
- Christmas Day
- New Year's Day.

When one of these holidays falls on a

Monday, all Monday customers will be collected on Tuesday, all Tuesday customers will be collected on Wednesday, and so on for the remainder of the week, with Friday customers being collected on Saturday. Normal collection schedules will resume the week following the holiday.



New Website Under Construction

We are very close to having our new website up and running. Although the CandSwaste.com site is still working, our current rates are not posted. Please refer to page two of this newsletter for the most current rate schedule. Thank you for your patience.

Friendly Reminders

Collection Days

Please have all carts roadside by 6:00 a.m. on your collection day.

Cart Placement

Place carts at the road's edge, 3 feet apart, with the lids positioned to open toward the street. Keep carts away from all obstacles, such as cars and mailboxes.

Missed Pick-Ups

If your trash or recycling was missed or not set out for collection, please call our office within 24 hours. In some cases, a return trip charge may be applied to your account.

Recycling Contamination

Please keep recycle carts free of trash related items. We have additional garbage bags available for waste, if needed, so please do not place extra trash in your recycling container. For these reasons, your recycle cart may be tagged, not emptied, or taken for misuse.

The Back of Your Bill

Be sure to check the reverse side of your invoice for more information concerning our services.

Optional Services

Greenwaste Service

Greenwaste service is available to our residential customers for an additional fee. If you are interested, please contact us at (530) 252-1200 or email us at lasseninfo@candswaste.com.

Debris Box Service/Cleanup Bins

3 and 6 cubic yard cleanup bins are available for small household cleanups. 15, 20, and 30 cubic yard roll-off boxes are available for remodel, construction, landscape tear-out, and large cleanups. Call us for more information.



Rate Schedule

EFFECTIVE JANUARY 1, 2014

PRIMARY AREA

Susanville • Standish • Janesville • Johnstonville
• Lake Forest Estates • Litchfield

RESIDENTIAL SERVICE

TRASH

35 gallon cart	\$18.77 per mo.
65 gallon cart	\$25.03 per mo.
95 gallon cart	\$31.31 per mo.

RECYCLING

95 gallon cart	No Charge to
<i>Weekly Pick-up</i>	Trash Customers

COMMERCIAL SERVICE

TRASH

Pricing based upon once a week service

1 cu. yd. bin	\$ 93.24 per mo.
2 cu. yd. bin	\$154.93 per mo.
3 cu. yd. bin	\$186.47 per mo.
4 cu. yd. bin	\$226.62 per mo.
6 cu. yd. bin	\$301.22 per mo.

RECYCLING

Size dependent	No Charge to
on needs	Trash Customers
of business	

GREENWASTE (Residential trash customers only)

For an additional fee, greenwaste service can be added by calling (530) 252-1200 or emailing us at lasseninfo@candswaste.com.

95 gallon cart	\$5.08 per mo.
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SECONDARY AREA

Doyle • Herlong • Milford • Wendel • Westwood
• Clear Creek • Spaulding/Eagle Lake

RESIDENTIAL SERVICE

TRASH

35 gallon cart	\$20.87 per mo.
65 gallon cart	\$27.14 per mo.
95 gallon cart	\$32.71 per mo.

RECYCLING

95 gallon cart	No Charge to
<i>Weekly Pick-up</i>	Trash Customers

COMMERCIAL SERVICE

TRASH

Pricing based upon once a week service

1 cu. yd. bin	\$ 96.09 per mo.
2 cu. yd. bin	\$164.96 per mo.
3 cu. yd. bin	\$193.63 per mo.
4 cu. yd. bin	\$242.41 per mo.
6 cu. yd. bin	\$315.53 per mo.

RECYCLING

Size dependent	No Charge to
on needs	Trash Customers
of business	

GREENWASTE (Residential trash customers only)

For an additional fee, greenwaste service can be added by calling (530) 252-1200 or emailing us at lasseninfo@candswaste.com.

95 gallon cart	\$7.71 per mo.
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All rates listed above are for weekly collection service. Additional charges apply for multiple collections each week. This is a partial list only. For additional information, please call us at (530) 252-1200 or visit us online at www.CandSwaste.com.

Additional Services Available

The following services are available to our residential trash customers at no additional cost.

Bulky Items & E-Waste Curbside Collection

We provide curbside collection once per calendar year of 2 bulky and 5 e-waste (TV's, computers, monitors) items. Some appliances may incur additional disposal fees. Please call to schedule a pick-up.

Curbside Oil & Filter Collection

We provide curbside collection of motor oil and oil filters at no charge. Please call to schedule a pick-up.

Christmas Trees

During the first full week of January, un-flocked Christmas trees will be collected curbside for residential customer pick-ups only. Please place it next to your cart on your collection day.

Billing Information

Billing for trash service will be done monthly or quarterly, in advance. Invoices are due and payable within 30 days of the invoice date. Payment can be made by check, cash, money order, credit card (Visa, MasterCard, American Express, and Discover) or by electronic means at our website www.CandSwaste.com.

Customers can mail payments to:

P.O. Box 360
Susanville, CA 96130, or

deliver them to our office Monday through Friday from 8:00 a.m. to 4:00 p.m. at:

471-825 Diane Drive
Susanville, CA 96130.

To pay by credit card over the phone (no additional fee), please call us at (530) 252-1200.

If payment is not received within 30 days of billing, service may be discontinued and your bin or cart may be removed.

Go Paperless

Sign up for paperless E-Statements by calling us at (530) 252-1200 or e-mail us at lasseninfo@candswaste.com.

COMMUNITY EDUCATION & OUTREACH

We are available to make presentations to civic organizations, classrooms and groups who would like to know more about leading-edge solutions in managing solid waste and maximizing diversion from landfills. Please call (530) 252-1200 and ask for Michelle.

Follow us on Facebook:
C&S WASTE SOLUTIONS OF LASSEN COUNTY

