

# Curry Transfer & Recycling

# Service Guidelines

17498 Carpenterville Rd, Brookings, PO Box 4008 OR 97415

Updated 12/2014

Curry Transfer & Recycling looks forward to providing you with quality garbage and recycling collection.

To better serve you, the following are some guidelines for garbage service. If you have any questions please call our office at **541-469-2425 or 800-826-9801**. Our office hours are 8 am to 5 pm, Monday through Friday.

- **Save money and time. On-line bill pay is available at [www.wcnx.org](http://www.wcnx.org) or call toll free 866-740-2455 to make credit card payments 24 hours a day, 7 days a week. No extra fees assessed.**
- For safety reasons our collectors start their routes at midnight. All items should be **placed within four feet of curb or roadside the night before** your scheduled pick-up day. Pick-up hours can change without notification. Non-curbside service may be arranged for an additional fee.
- **Allow 3 to 6 feet of clearance around your cart**--away from recycle bins, neighbor's cart, mail boxes, vehicles, etc. (the truck arm needs to be able to grab the cart without touching other objects.) Obstructed or misplaced carts may result in a missed pick-up or special handling fee. Properly positioned carts will prevent scattered debris. Refer to illustration.
- **Bagging your garbage** before placing your items in your cart **prevents debris** from scattering during collection and keeps your neighborhood clean.
- Overloaded carts and extra bags will be charged **an extra bag charge**.
- Because our carts are designed to work with the collection truck, the driver **cannot guarantee recovery of your personal garbage can**.
- **Overweight carts** may not be able to be serviced or may be assessed an extra bag fee.
- **Vacation credit** may be given if advance notice is received. A minimal suspend fee will be assessed.
- A small administrative **fee** will be assessed for **new, resumed, and cancelled service**.
- Immediately report any **missed pick-up** by your collector. Once we are aware of the problem we can make sure you are properly serviced.
- Contact our office to schedule a **special pick-up for bulky items** such as furniture, appliances, and tires. Dumpsters for short-term periods are also available. Rates for these items differ from your normal garbage rate.
- Some materials require special handling and should not be thrown into your garbage can. **Restricted items** include medical waste, car batteries, motor oil, propane tanks, oil based paint, asbestos, and e-waste (computer monitors, cpu, laptops, and televisions). Contact our office if you have questions about how to properly dispose these items.
- Contact our office for information regarding the disposal of **hazardous waste**.
- Notify our office of **address changes, service changes, and terminations**. Charges will continue to accrue until notification of cancellation regardless of your last service date.
- **Curbside recycling** is available to residential customers in most city and urban growth areas. For residents outside these areas, recycling depots are placed at all Curry Transfer sites. Contact our office for more information.
- Collection service will run on schedule for **all holidays**. There will be no interruption of service for regularly scheduled residential and commercial service.
- Payment for service is due **upon receipt** of your monthly or quarterly billing. **A finance fee of 1.5% or minimum of \$1.00** will be assessed for any previous balance due. Interruption or cancellation of service may occur for past due accounts of more than 35 days, with or without notice.
- Other services include:

- Roto Rooter- Septic and drain service; and portable toilets
- Portable Storage units
- Small dumpsters for household clean-ups and commercial construction drop boxes.
- Medical Waste disposal
- Transfer Sites located North of Brookings; North of Gold Beach; and Port Orford

