



WASTE CONNECTIONS INC.  
*Connect with the Future!*

## HOOD RIVER GARBAGE

*Thank you for allowing us to serve you!*

*Our goal is to provide you, our customer the best possible service in a courteous manner. Should you ever have any concerns or questions, please call one of our Customer Support representatives at **541-386-2272**.*

### **Please follow these guidelines so that we may provide you with the best possible services:**

1. Please identify the can with your address or house number on the front of the can.
2. Can size requirement: 32 gal maximum with 2 handles and lid.
3. Place your items within 5 feet of the street or curb. An Additional charge will be assessed for Off-Road or Walkout cans or containers.
4. Overweight cans/carts will not be emptied. Please be aware of the following weight limits:

Can Size	Weight Limit
32 gallon can	60 lbs
20 gallon can	35 lbs
1.5 Yd Cont	300 lbs

5. Extra bags, boxes or cans are charged at approved rate fee. Please make sure the lid of the can is completely closed and that the waste is level across the top of the can to avoid additional fees.
6. No hazardous wastes or sharps. Please call office for the schedule of collection events this year.
7. All diapers and animal feces must be bagged.
8. Vacation credit is given if you are gone for four (4) weeks or more. Please call before leaving to let us know. Credits will not be given without advance notice.
9. Residential customers may bring yard debris into the transfer station any Wednesday between 9:00 am and 5:00 pm free of charge.
10. Recyclable materials may be placed in paper bags or boxes until recycle bins arrive. Recycle bins remain the property of Hood River Garbage and are to be returned when a customer moves or are not in use.
11. If your service has been missed, please call the office immediately.
12. Notification of address change, service change or termination of service is the responsibility of the customer. Charges will continue to accrue unless we are notified of a change.
13. No rocks, dirt, sod, loose ashes, combustible material or liquid waste, please
14. Bagging your trash prevents items from blowing during collection and keeps your neighborhood clean. Tightly secure in a bag, loose and dusty materials such as ashes, kitty litter, sawdust, animal waste, and packing "peanuts" before placing it in the garbage can..
15. There will be a \$25.00 handling charge on all non-sufficient funds checks.
16. All payments are due by the 15<sup>th</sup> of the month billed and delinquent by the 20<sup>th</sup> of the month billed. Finance charges (1.5% of balance due – minimum of \$1.00), service suspension and a delinquency fees may be assessed. Also, you will be required to pay a 2-month advance deposit to re-instate service.

Our office and transfer station is located at 3440 Guignard Drive, which is approximately 1 mile south of Rosauer's grocery store off Tucker Road.

Office Hours are Monday – Friday 9:00am-5:00pm

Transfer Station hours are Monday – Saturday 9:00am-5:00pm