



Residential / Home New Service Parameters

Service Parameters

- **Service Frequency** – In-town locations will receive weekly service. Rural locations will receive weekly or monthly service depending on the location. All waste must be out no later than 6 am on your scheduled day. Note- there are no guaranteed service times. Should you not have your waste out, we will return the following week on your normal day and collect all of the waste. Please make sure that your location has the Federally required address house numbers. During weeks with a major holiday (New Years Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, & Christmas), if the holiday falls on or before your service day, all services will be one day later than normal.
- **Waste/Toter Placement** – Curb or street edge service is the default placement for “regular service”. “Premium service” customers will place waste in a designated location other than the curb or street edge (NOTE- We will come up to the home to retrieve the toter, but the toter will be left at the curb upon service completion).
- **Volume Limits** – Toter service limits are specifically what can fit inside the toter itself. Can service limits are (3) 33 gallon trash cans. Any excess waste above full or on the ground will be collected, automatically billed, and documented with a picture as proof (municipal contracts and other volume limited areas are an exception). Should you plan on having extra waste, please call in advance and arrange for service on your normal scheduled day and payment in advance. Should you need a 2nd toter, we will supply one for an additional charge per month.
- **Equipment** – All toters remain the property of DC Waste. Each toter has a stamped serial number which will be used to track the equipment. DC will maintain each toter for normal wear and tear, but the customer is responsible for any damage due to abuse, etc. A replacement cost will be assessed should the unit be damaged or not returned upon termination of your account.
- **Unacceptable Items** – Due to Illinois IEPA regulations, we can not accept the following items: yard waste (soil, grass clippings, brush, branches, leaves), gas, oil, propane tanks, electronic items, white goods, batteries, tires, construction material (shingles, boards, drywall, etc.).
- **Extraordinary/Bulky items** – Items such as couches, chairs, mattresses, box springs, etc. are not part of our normal residential service. These items will be collected by our normal route personnel, but you must contact our office in advance to arrange for service and payment.

Billing/Terms

- All new customers will be billed on a calendar quarter basis. Invoices will be generated on the first day of the quarter and are due by the end of the 2nd month of the quarter (ex. – invoiced Jan 1 for January/February/March, due by February 28th). Any payments not received by the 10th of the 3rd month will warrant immediate suspension of service. A late fee of \$10 will be applicable in all cases. Should your account be suspended for late payment, you will be moved to a monthly billing cycle with all billed amounts due by the end of the month. Note- any customer that is moved to a monthly cycle due to late payment will be charged an additional amount to cover the cost of collections and additional billing costs.

Payment Options

- All customers may pay their bill via the following options: 1) [check or bank billpay](#) via mail (PO Box 20, Hillsboro, IL 62049) 2) [check/cash/card delivered](#) to our office (1301 Vandalia Road, Hillsboro, IL 62049) 3) [Credit/Debit Autopay](#) – enroll in our automatic payment using your credit or debit card. Contact our office to enroll. 4) [On-line](#) – visit our website at www.dcwaste-il.com to setup your customer login and password. You can then access your account 24 hours per day and make payments, request additional services, etc.