

LONE STAR DISPOSAL

Thank you for choosing Lone Star Disposal to provide your refuse removal. We make every effort to ensure that your service is everything you expect. In order to accomplish that goal, we follow the policies below. Please review and do not hesitate to call our office at 512/321-3211 with any further questions not answered here.

Service Times

We service between 6:30 AM and 5:30 PM. Our routes are continually growing and changing so the actual time your address will be serviced may be different from week to week. Please be sure to have your cart by the curb no later than 6:30 AM on your normal pick up day to guarantee service.

Not Out Policy

If your trash/recycling is not at the curb when we arrive at your address we will not go up to your home to retrieve it, nor will we come back later that day, or another day. If you are certain your trash was out and believe we missed you, please call our office immediately so that we address the issue.

Extras Policy

Your service rate includes the amount of household trash that the 96-gallon cart we provide to you will hold. Anything in excess of that is subject to a charge of \$1.50 per extra bag and/or \$4.00 per extra can/cart. If you have bulky items such as furniture/mattresses/etc please call the office for pricing and to schedule a pick up.

Items Not Allowed

Your service is for standard household garbage. Please do not use our cart for construction debris/carpet/shingles/concrete/dirt, etc. These items require a scheduled pick-up and there will be a charge based on the amount picked up. If you have such items please call before your normal service day to schedule a pick-up. We do not accept logs larger than the size of your arm and will only take a few at a time. **We ABSOLUTELY DO NOT allow any hazardous waste. NO TIRES, CAR BATTERIES, NO VEHICLE PARTS, MOTOR OIL, WET PAINT, CHEMICALS, LIVE AMMO, EXPLOSIVES, CHLORINE/POOL CHEMICALS of any kind are allowed. These items are dangerous, can cause fire and are not allowed in the landfill.**

Preparation

All debris must be bagged, boxed, bundled and/or in your cart. We do not carry rakes, brooms or shovels to "tidy up" areas. All trash is moved to the truck by hand – not machine.

Brush/Yard Debris

Please do not load the provided cart with dirt, weeds, etc. Brush should be cut into no more than 4-foot lengths and bundled with string or bagged. We will accept bagged yard clippings, however, they are subject to additional fees as stated above in the "Extras Policy".

2012 HOLIDAY SCHEDULE

New Year's Day falls on a Sunday: Your trash will be serviced on your regular service day. Our office will be closed on New Years day and will close at noon on January 2nd.

Memorial Day is May 28th 2012: Your trash will be serviced one day later than normal this week only. If your service day is Friday there is no change. Our office will be closed all day on Memorial Day.

Independence Day falls on a Wednesday: If your service day is Monday, Tuesday, or Friday there is no change. If your service day is Wednesday or Thursday your trash will be serviced one day later than normal. Our office will be closed all day on the 4th of July.

Labor Day September 3rd: Your trash will be serviced one day later than normal this week only. If your service day is Friday there is no change. Our office will be closed all day on Labor Day.

Thanksgiving Day is November 22nd: If your normal service day falls on Thanksgiving Day your service will occur on Friday. There is no change to any other service days this week. Our office will close at noon on Wednesday November 21st and will be closed all day on Thanksgiving Day.

Christmas Day falls on a Tuesday: If your service day is Monday or Friday there is no change. If your service day is Tuesday, Wednesday or Thursday your trash will be serviced one day later than normal. Our office will close at noon on Christmas Eve and the day after Christmas. We will be closed all day on Christmas day.

Refund Policy

We do not issue refunds for service. If you would like to cancel your service with Lone Star Disposal please do so prior to your next billing cycle. If you are moving, please notify our office as far in advance as possible. The process of moving normally produces excessive trash. If you have excessive items to be disposed of on/after moving day, the balance on your account will be considered payment for the bulk pickup, disposal and cart removal/cleaning.

Billing

Residential customers are placed on a quarterly billing cycle (once every three months). Your service is always billed in advance, and must be paid in advance, of your services. Your statement will be mailed to you the first week of the month *prior* to your quarter starting and is due on the 27th of the month *prior* to your quarter starting. Payments received after the 27th are considered past due and subject to a \$10 finance charge.

If you are unable to make your payment by the due date PLEASE call our office to inform us. If we do not hear from you – we don't know the reason for non-payment (you may have moved, changed providers, not received your statement, etc.) When you choose to communicate with us we can work with you to keep your service active and provide a positive experience.

We do not have a “pay per use” billing option. Our billing is quarterly only. Our curbside trash service is weekly only. Our curbside recycling service is every-other-week only. ***If you do not use our service EVERY week of your cycle - that is your choice.*** When you choose Lone Star Disposal as your service provider you agree to, and are responsible for, weekly service whether you choose to use it or not. **No exceptions.**

Credit Hold Policy

If your payment is past due your service remains active until the 3rd of the month in which your quarter begins. If, by the third of the month that your quarter begins your payment is still outstanding, your account is subject to a \$10 finance charge, and your service will be stopped until payment has been received. ***If we must place your account on a “credit hold” status, you are still responsible for paying for the all dates of service stated on your invoice. We do not prorate your account once it is past due.*** If your account remains outstanding for over 1 month we assume that you no longer require our services. At this time we will schedule for your provided container to be removed from your location and any remaining balance will be sent to

collections. ***Please note that your account will continue to be assessed charges regardless of suspended service or you not putting your trash at the curb for service. We do not have a “pay for when you want service” option.*** In addition, once your payment has been made we are sure to service all of your extra trash that has been accumulating during your weeks of non-service due to lack of payment.

Please note that if your account is in “credit hold” status and you call in to make a payment ON YOUR SERVICE DAY – we can not/do not guarantee services will occur for you ON THAT DAY. Our trucks are on their routes by 7AM. Our office opens at 8AM. By the time you call our trucks may have already been to your address or have moved on to another area. Or, we may not be able to contact our drivers prior to them arriving at your address. We DO NOT go back. If you require guaranteed service – we require your payment be received by the due date indicated on your statement.

Payment Options

Mailed: PO Box 1590, Bastrop, TX 78602 in the form of check or money order with your account # listed in the memo.

Brought to Office: Payments brought in must be for exact amount. We cannot make change. Overage amount will be applied toward your next quarter.

Over the Phone: You may call the office to make a payment over the phone using either Visa, Mastercard, or Discover at no additional charge.

Auto Charge: Request to have your card automatically charged each quarter.

We are not able to offer online bill pay at this time, however you may use your banks online bill pay option and they will remit payment to us. Please note that your bank still mails a paper check – this is not an electronic transfer directly to our office.