

Gorilla Disposal Residential Policy

- 1) Customers will get once a week pickup of 1 Toter along with one standard bulk item
- 2) If Customer doesn't have company equipment, they are allowed to use personal equipment or place bags on the ground up to a limit of 8 bags
- 3) Customer will place all items for pickup out curbside the night before pickup (example: for Saturday pickup, the customer would place cans out on Friday night)
- 4) Customer must wait until 5pm on the day of collection to call in to report a missed can or item
- 5) If the customer destroys the toter a \$80 replacement fee will be charged to their account.
- 6) Customers' Toter can must be placed with the handlebars facing the house, with a 3-6ft gap between the trash and recycling can. Also please allow 3-6ft between your cans and any possible obstruction (telephone pole, mailbox, vehicle, wall, shed, fence)
- 7) Company is allowed to access all service equipment (garbage cans, toters, branded personal cans) on customers property as long as it is visually visible from the street
- 8) All extra bags must weigh no more than 25lbs.
- 9) All extra items must be paid and scheduled in advance, 24hrs before collection.
- 10) 96 gal toter must be filled completely before the driver will collect any additional bags that are placed outside of the can.
- 11) No construction material in can. Must be bagged and paid in advance.
- 12) All bags should be tied off securely in the can.
- 13) No loose trash in the 96 gal toter.
- 14) If additional bags placed outside of the can are found ripped open upon arrival, we unfortunately will not be able to collect the bags.
- 15) All yard waste must be bagged in lawn bags. No loose grass clippings or leaves allowed inside the can
- 16) Any sticks and large branches must be wrapped up in twine or duct tape for collection and should be under 4 feet in length.
- 17) Recycling must be washed before its put in the can
- 18) Recycling:
 - a) Paper
 - b) Cardboard
 - c) Glass jars and Bottles
 - d) Plastics 1-7
 - e) Tin and Aluminum Cans
- 19) Not Considered Recycling:
 - a) Pizza boxes
 - b) Styrofoam
 - c) Plastic wrapping
 - d) Plastic bags
 - e) Tin and aluminum foil
 - f) Shredded paper

- g) Lumber
 - h) Sheetrock
 - i) Metal
 - j) Batteries
- 20) All Cardboard must be flattened and wrapped in twine or tape for collection
- 21) TV boxes that have styrofoam in it will be collected with the trash
- 22) Packing peanuts must be bagged and put in the trash
- 23) Shredded paper must be bagged and put into the trash
- 24) Kitty litter must be double bagged and put in the trash
- 25) Fecal material must be double bagged and put in the trash
- 26) Paint must be dried out before collection
- 27) The company cannot pickup the following items
- a) Concrete
 - b) Bricks
 - c) Stone
 - d) Shingles
 - e) Dirt
 - f) Radioactive items
 - g) Oil
 - h) Wet Paint
 - i) Vehicle fluids
- 28) All electronic waste must be called in to the office and a special pickup will be arraigned
- a) TVs
 - b) Computers
 - c) Laptops
 - d) Tablets
 - e) Cell phones
 - f) Microwaves
 - g) Radios

Standard bulk item list

1. End Table		\$10
2. Coffee Table		\$10
3. Tv table		\$5
4. Small Loveseat		\$10
5. Ottoman		\$10
6. Vacuum Cleaner		\$5
7. Tower fan		\$5
8. Small Chair		\$5
9. Sticks or branches		\$5
10. Bike		\$10
11. 1 Additional 50 gal personal can		\$5
12. 3 bags of kitchen bagged garbage	charge extra per bag	\$3
13. 1 black contractor bag (if construction material check other list) per bag		\$5
14. Plastic toter/container		\$5
15. 2 toter policy	charge extra per quarter	\$30

bulk item list

1. Large Dresser (must be broken down)	\$40
2. Dishwasher	\$40
3. Toilet/Sink (bagged in black contractor bag)	\$40
4. Water Softener Tank (must be emptied of water and salt before pickup)	\$40
5. Grill	\$40
6. Hot Water Heater (special pickup)	\$40
7. Stove/Oven	\$40
8. Queen/King Mattress (wrapped in plastic)	\$125
9. Full/Twin Mattress (wrapped in plastic)	\$100
10. Bed frame (must be broken down)	\$50
11. Recliner	\$50
12. Full Size Couch	\$60
13. Reclining Couch	\$80
14. Entertainment Center	\$50
15. Washer/Dryer	\$60
16. Exercise Machine	\$70
17. Sectional Sofa (price may vary)	\$60
18. Pull out couch	\$100
19. Bag of construction material (price per bag)	
a. Lumber	\$15
b. Drywall	\$15
c. Tile	\$20
d. Insulation	\$10
e. LED light bulbs	\$5
20. Area rugs (must be rolled up and cut into 3 ft logs wrapped in twine or duct tape) \$5/log	
21. TV (price may be higher based on size)	\$50
22. Microwave	\$30
23. Computer	\$25
24. Refrigerator (special pickup)	\$100
25. Window AC unit	\$50
26. Dehumidifier	\$50
27. Car bumper or fender (must be cut in half)	\$25
28. New toter drop off	\$80

Miscellaneous policy

1. If any rules are broken there will be a 1 time courteous pickup of customer account
 - a. (example: customer puts out 5 extra bags, driver/operator picks up the extra bags the first time for free and sends a follow up email reminding the customer of the policy amount)
2. If the customer puts out cans late they might have to wait up to 24 hrs for a follow up truck to reach them
 - a. (example: driver/operator arrives at 123 main street at 6am and marks down customer account for not having their trash can out already and sends in a photo to the office. At 6:30am a customer puts out cans and calls in for a late pickup. When the driver completes his route and still has time in the day for operations he will return for the can or the can will be scheduled for the following day with a special pickup service)
3. If the access to the customers address is blocked off for a reason outside the control of the company. Their collection will be rescheduled for the first available day with the obstruction removed.
 - a. (example: Customer lives on a dead end country road and a storm rolls through knocking over a large tree blocking the access to the property. Customer will reach out to the customer service team and arraign a special pickup service day for when public works removes the obstruction)
4. Contaminated recycling will be treated as trash
 - a. (example: Customer puts pizza boxes inside the recycling can, Recycling operator notices the content of the can before service and sends a photo into the customer service team. Customer Service Team will reach out and contact the Trash team to make sure the can is still collected on the same service day and will inform the customer about the recycling policy going forward)
5. Repeated offense against the rules will lead to upcharges for service
 - a. (example: Customer repeatedly puts trash into the recycling. Company will start charging for extra trash pickup)
6. Customers produce more trash than their policy contains. Company will upgrade them to 2 can service.
 - a. (example: Customer on a monthly basis puts out extra trash for collection. Company will upgrade customer to two can service and will deliver the extra equipment for the customer to start using during collection)
7. If Customer doesn't pay their quarterly bill in time after a grace period of 4 weeks they will have their services suspended and equipment repoed until at least 100% of the debt is paid.
 - a. (example: customer at 123 main street doesn't pay their posted bill within the allotted time of the signed contract. Customer will be moved to suspended service with no servicing of toters until at least 50% of the bill is paid. After 4 weeks of failure to pay the suspended bill a company service technician will repo the garbage equipment from the property of the customer until 100% of the bill is paid)

Customer sign up guarantee of service

Customer(_____)

Address (_____)

(_____)(_____)

Company(_____)

This document is an agreement between the two signing parties for residential trash collection service at the above listed property. Customer agrees to follow all rules, policies, and procedures as listed on the company's residential policy form. Customer agrees to all prices as listed on the company's bulk policy forms. Customer agrees to all rules listed on the Miscellaneous policy form. Customer agrees to all upcharges posted to their account on a situational basis as they put out extra material on a weekly basis. Customer agrees to pay their bill in advance for the length of their agreement with the company. Company agrees to collect customer's residential waste on a weekly basis at the above listed address for the term limit of the agreed upon service.

start to end date:

(_____) To (_____)

Customer signature (_____)

Company signature (_____)

Customer sign up procedure

1. Customer goes on website and fills out the contact form at the bottom of the page
 - a. Name
 - b. Telephone number
 - c. Address
 - d. What type of service they want (residential trash, junk removal, commercial)
 - e. Notes for account (alleyway pickup, deadend, possible obstruction, special pickup instructions, or driveway service)
 - f. Photos for junk removal job
2. Contact form goes to email lead
3. CSR team reaches out to customer and confirms purchase of residential service or junk removal job (Note: upfront payment for both jobs will be received at this point)
4. CSR team uploads customer information to the CRM (Trash Flow) and gets a card on file to charge the account (residential trash)
 - a. Trash flow generates a work order form for can deliver to the customers account
 - b. Service technician delivers cans to the customers address and leaves them at the end of the driveway for pickup
 - c. CSR team sends out a text confirming delivery of can to the customer address and finalizes any important account information and informs the customer of their service day
 - d. CSR team closes out the work order form
5. CSR team reaches out to the junk removal customer and informs them what day the service technician will be there to pick up the junk removal job and reminds the customer that if there's any extra put out more than what they got quoted for that there would be an upcharge in service.
 - a. Service technician pulls up to the job location and takes photos before and after completing the junk removal job (Note: if the customer has added more material than previously priced for. Than contact the CSR team to contact the customer and confirm upcharge of payment before putting any material inside the truck)
 - b. Technician finishes the job and takes the material to the dump
 - c. CSR team reaches out and bills the customer for any additional charges on the account (weight, fuel, extra labor, broken equipment)