



WASTE INDUSTRIES
*We're part of everyday life . . .
Make us part of yours.*

**604 Cannery Avenue Townsend, DE 19734
(302) 378-5400 or (877) 642-5400**

Welcome to Waste Industries!! We thank you for the opportunity to serve you and we look forward to a long lasting relationship. Please do not hesitate to call our local office any time you have a question or concern. Our Customer Service Representatives are here to serve you - our most important customer.

We hope that the following information answers any questions that you may have and if not please call toll-free to our Delaware office at (877) 642-5400.

- Your pick up for your WEEKLY trash and recycling services will be on Monday.

Please reference the holiday section below for further instructions on Holiday pick-ups.

HOLIDAYS

- If your scheduled pick up day falls on one of the following holidays, your trash/recycling will be picked up one day after your normal day of service. If one of the holidays falls on a weekend your schedule will not be affected. All other holidays are run as normal.
 - Closed - New Year's Day (Wednesday, January 1, 2014)
 - Open - Martin Luther King, Jr. Day (Monday, January 20, 2014)
 - Office Closed - Good Friday (Routes will be running as normal)
 - **Closed - Memorial Day (Monday, May 26, 2014)**
 - Closed - July 4th (Friday, July 4, 2014)
 - **Closed - Labor Day (Monday, September 1, 2014)**
 - Closed - Thanksgiving Day (Thursday, November 27, 2014)
 - Closed - Christmas Day (Thursday, December 25, 2014)

TRASH GUIDELINES

- Please place containers at the curb the night before or no later than 6a.m. on your scheduled pickup day.
- Pick up times are subject to change. If trash is not picked up as a result of not having it out by the arrival time of the driver there is a \$25 fee to pick up before your next scheduled pick up day.
- The truck and driver must have clear access to the rollout toter.
- For a regular scheduled service your pick up includes (1) 95 – Gallon cart and (3) additional bags. Please call in to schedule an additional pickup for extra trash or bulk items. (Additional charges may apply)
- Please bag all trash.

ITEMS WE DO NOT ACCEPT AS TRASH

- Yard waste. This includes bagged grass clippings & leaves.
- Waste Oil
- Auto Batteries
- Tires
- Hazardous Waste
- Construction and Demolition Material
- Wet Paint

YARD WASTE

- Yard Waste can be added for an additional charge, please call for details

HOW TO DISPOSE OF NEEDLES AND SYRINGES

- You should re-sheath the needles when finished and then store them in a disposable container like a bleach bottle that is made of a thick plastic, or a coffee can, that is made of thick metal
- The container should not be see-through
- Tape the lid of the container with duct tape or some other heavy use tape
- Dispose of Container when full

RESIDENTIAL CO-MINGLED RECYCLE GUIDELINES

- Recycling is picked up every week. Please use only the 95 gallon cart provided for recycling
- Place containers at the curb no later than 6 a.m. on your scheduled pickup day
- Please break down or cut any large cardboard boxes into 4 foot sections or smaller
- The truck and driver must have clear access to the rollout toter
- Please reference our website at www.wasteindustries.com for additional information regarding Delaware's Universal Recycling Program

PLEASE DO NOT HESITATE TO CALL US IF YOU HAVE QUESTIONS

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