



October 2011

Important Information to Commercial Customers in the Doyle/Herlong Area About Your Commercial Trash and Recycling Services

New Collection Company Starting January 1, 2012

Dear Commercial Customer,

Effective January 1, 2012, C&S Waste Solutions of Lassen County will be the new provider of trash and recycling services in Susanville and a large area of unincorporated Lassen County. We appreciate your taking a moment to review this material, as it will help assure a smooth transition.

Reminder—Commercial customers in the Doyle/Herlong area must complete the enclosed Customer Contact Information Form and mail it to us at P.O. Box 360, Susanville, CA. 96130 or email it to us at Lasseninfo@CandSwaste.com. We need to assure that the proper information is on file in order to prevent a disruption in you service. If you have already completed and sent the form, we thank you!

- **Bin Delivery**

Trash bins and carts will be delivered in December. In cooperation with Sierra Disposal, we will deliver the same size trash bin that you now use.

- **When to Use New Bins**

Please begin using your new C&S Waste bins and carts the last week of December after your last service by Sierra Disposal. ***In the event that you end up with two bins or carts on site, please use your Sierra Disposal container through your last service day in December. C&S will commence service the first week of January 2012.*** If your collection day is being changed, there will be a notice attached to your cart or bin.

- **No Charge for Recycling**

Recycling bins or carts will be offered at **no charge**. If you currently have a recycling container, the same type and size of container will be delivered. *Collection of recyclables will be made weekly.* All recyclables such as cardboard, paper, paper packaging, tin or aluminum cans, glass food and beverage jars, plastic food containers and rigid plastics (such as buckets, crates and furniture) can be placed in your recycling container.

We encourage all Lassen County businesses to participate in our recycling program.

- **How to Start Recycling**

If you do not have a recycling container now and would like to participate, just give us a call at (530) 252-1200. The needs of each customer will be different and we will work with you to determine the appropriate sized container for your business.

- **Collection Days:**

We will try to maintain your current collection day(s). However, changes may be necessary as we examine the routing efficiency in the community. If there is a change in your service day, there will be a notice attached to your cart or bin.

- **Billing**

Billing for trash service will be made monthly, in advance. Invoices are due and payable within 30 days of the invoice date. Payment may be made by check, cash, money order, credit card (Visa and MasterCard) or by electronic means on our website www.CandSwaste.com. Customers can mail payments to P.O. Box 360, Susanville, CA 96130 or deliver them to our office at 471-825 Diane Drive, Susanville, CA 96130. For credit card payments over the phone please call us at (530) 252-1200.

- **Rates**

A rate schedule for commercial bin service is enclosed.

- **Questions and Contact Information**

Give us a call at (530) 252-1200, Monday thru Friday, between 8 am and 5 pm, or visit us at 471-825 Diane Drive, Susanville, CA 96130. You can also visit us at www.CandSwaste.com.

Thank you for your attention to this important matter. We look forward to serving your trash and recycling needs and becoming an active partner in community affairs.

Sincerely,



Damon Shea
General Manager
C&S Waste Solutions of Lassen County