

## Customer and Contractor Rights and Responsibilities (Franchise Agreement Appendix A)

### General Program Information & Responsibilities

- Residents choosing to participate in Lexington County's Franchise Waste Collection Service will receive curbside pick up of household garbage, recyclable items and yard trash. For an additional fee, limited backyard pickup of household garbage is available.
- The service provider will mail billing statements directly to the customer. Providers are not responsible for lost or misplaced billing statements, and customers are expected to understand that payment is necessary for continued service. Payment is due to the service provider at the beginning of each quarter. If a customer fails to pay for collection service, or does not comply with the customer responsibilities as specified in the County's Franchise Agreement, the contractor will not be required to provide collection service to that customer. Resumption of discontinued service may require a re-instatement fee.
- Recyclable items are collected once each week. Recycle containers are available from the service provider for a nominal cost but other suitable containers can be used. Recycled items may be co-mingled except that glass bottles and jars should be separated from other recyclables. Recyclable items cannot be co-mingled with household garbage or yard trash. The following items may be recycled:
  - \*Plastics #1 through #7, \*newspapers, \*magazines, \*cardboard, \*aluminum, \*clean metal cans, \*clean glass bottles and jars (green, brown, or clear only - no broken glass, no mirrors, no plate glass, no dishes or china).
- Household garbage, yard trash and recyclable items will be picked up separately. These items should be picked up between 6:30 a.m. and 7:30 p.m. on their scheduled collection day.
- Items **NOT** accepted by your collection service provider include: Industrial and commercial waste, hazardous materials, medical waste, construction materials (other than incidental materials generated from normal household upkeep by the occupant), dirt, rocks, bricks, concrete blocks, refuse from commercial tree cutters and other commercial activity, debris exceeding four inches in diameter or four feet in length, dead animals, tires, batteries, vehicle parts, used oil, oil filters, liquid paint and other products considered to be petroleum, oil or lubricant related. Items not collectable by your service provider may be accepted at one of the County Collection Stations or the County Landfill. Call 755-3325 for additional information.
- For back yard service, fence gate(s) must be unlocked and pets must be secured by a leash or other appropriate fencing separating them from the container(s). Containers must be easily visible and readily accessible for collection.
- Commercial businesses or individuals providing any paid service at a residence are responsible for the storage, collection and disposal of waste generated by their business activities.
- **No collections will be made on New Year's Day, Independence Day, Thanksgiving Day or Christmas Day.** Collections normally scheduled for these holidays will occur on the day after the holiday, and collections on each successive day during that week will occur on the day after the usual collection day.

### Basic Service Provider Responsibilities:

- Provide in writing a general announcement of collection and rate schedules, timely & accurate billing, and information defining solid waste and recycling guidelines. Additional information should be provided as necessary.
- Provide one 90 gallon or larger roll-cart container per residence for household garbage disposal. (Roll carts remain the property of the service provider - if for any reason the customer is no longer participating in this Waste Collection program, the service provider will pick up this roll cart.) Customers may purchase a container for curbside recyclables collection from the provider.
- Set aside one (1) week each month during which household furnishings, appliances, and other large items, if placed at the curbside by the customer, shall be removed by the Contractor. The Contractor and the customer shall enter into a separate agreement for this service and the fee shall be in addition to normal collection costs.
- Remove all household garbage and recycling and up to 2 truck hoppers full of yard waste each week. 2 truck hoppers of yard waste is estimated to equal the waste contained in a 4 square feet area (4' w X 4' d X 4' h).
- Return collection containers to the area from which they were collected. Containers will be placed upright with attached lids left open. Gates used for access to back yard pickups will be left as they were found.
- Appropriately respond to any complaint of missed service within 24 hours of the receipt of the complaint.

### Basic Customer Responsibilities:

- Make certain all containers are accessible for pick up. Place appropriate containers at the curbside of the nearest roadway no later than 6:30 a.m. on the day of collection. Containers should be removed from curbside no later than 7:30 pm collection day.
- Use the **roll cart container** provided by the contractor **for household garbage only**. (Do not put yard trash in the roll cart - recycling placed in the roll cart will be disposed of as household waste.) Place excess household garbage in secured containers and/or plastic bags. Yard waste shall be properly canned, bundled or bagged. Bags shall not exceed 60-gallon capacity. Cans or other containers used to dispose of yard trash or recycling must be clearly and easily identified for that purpose.
- Place only refuse that originates from the residence for which this service is provided into containers for pick up. Do not mix household garbage and yard trash.
- Contact the service provider to report a missed pickup or other complaint within 48 hours of the occurrence of the missed pickup or other complaint.
- Police any strewn refuse resulting from broken bags, garbage not properly prepared for collection, and/or any other causes, except contractor mishandling.