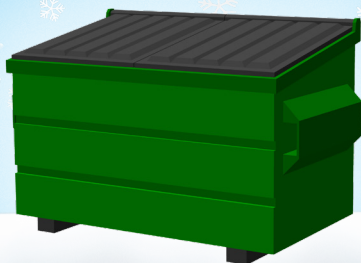


COMMERCIAL CUSTOMERS



Please be patient during the winter months; weather often slows down refuse and recycling collection. Crews may work late into the evening to complete their routes.

To provide safe and efficient solid waste collection during inclement weather, please help by doing the following:

- ✓ Make sure your containers are ready for service at 5:00 a.m.
- ✓ Remove snow from areas in front of and around containers; don't let ice build up.
- ✓ Keep snow from accumulating on your lids.
- ✓ Sand areas in front of containers, around enclosures and driveways.
- ✓ Keep vehicles from blocking a clear path to your containers; use temporary signage if necessary.
- ✓ Make sure gates can be opened all the way; keep holes for enclosure gate pins free of ice to ensure gates stay open for collection.
- ✓ Drain fluids and try to keep items dry before placing them in containers to reduce the risk of freezing and adding additional weight.
- ✓ Inspect waste areas regularly to keep them safe.

If we are unable to service your container because it is not ready or inaccessible, we may charge the following in accordance with Spokane Municipal Code (SMC):

- ✓ Return Trip Fee - A fee issued when the route truck must return to empty a container for any reason except department fault or error (SMC 13.02.0512).
- ✓ Pull Out Fee - A fee issued when the route truck needs a smaller delivery truck to move or pull a container out to make it accessible for collection (SMC 13.02.0508).



Information on solid waste services can be found at my.spokanecity.org/solidwaste.





RESIDENTIAL CUSTOMERS

Please be patient during the winter months; weather often slows down refuse and recycling collection. Crews may work late into the evening to complete their routes.

To provide safe and efficient solid waste collection during inclement weather, please help by doing the following:

- ✓ Make sure your carts are ready for service at 6:00 a.m.
- ✓ Place your carts out for collection in your designated area unless specifically informed to place elsewhere.
- ✓ Move your RV, boat, trailer and basketball hoops off the street.
- ✓ Shovel the area around your carts so they are accessible.
- ✓ Allow 3 feet between carts, vehicles, snow piles and other obstacles.
- ✓ Do not place carts behind snow berms or in the way of snowplows or other traffic.
- ✓ If you subscribe to pack out service, make sure to leave a clear path to your carts, shovel and de-ice the stairs, and make sure gates can be opened all the way.
- ✓ Leave lids closed to keep the rain and snow out.
- ✓ Drain fluids and try to keep items dry before placing them in your carts; this helps prevent freezing and adding additional weight.
- ✓ If possible, keep carts in a sheltered, dry and warmer area (garage, shed, etc) until collection day.

If we are unable to service your carts because they are not out in the collection area or are inaccessible, we may charge a return trip in accordance with Spokane Municipal Code 13.02.0512. This fee is issued when the route truck must return to empty a container for any reason except department fault or error.



For questions or to change your services, please visit www.Spokane311.org to submit a request, or dial 3-1-1 (inside the city), or call 509.755.2489 (outside the city).

