



Dear Valued Customer:

Welcome to Best Way Disposal. We are honored to provide waste disposal services for the residents of Country Squire Lakes (CSL). Our goal is to always strive to give each customer a "Best in Service" experience. To begin your waste disposal service please call our office at 1-800-354-1830 and one of our knowledgeable representatives will arrange the delivery of your container and process your first quarterly payment. We have a special pricing partnership with CSL residents where monthly service is only \$12.75. We bill quarterly, to begin your service we require your first quarterly payment of \$38.25. For your convenience we accept Visa, MasterCard, Discover, or Check by phone at no additional charge.

As a new customer, you may have questions about the service you will be provided.

Below are frequently asked questions.

- **What time should my container be placed curbside?**
 - In order to provide the most efficient service to all of our customers we can only visit each house one time per week, as part of a scheduled service. That's why we ask that your waste is placed at the curb the night before; even if your Best Way Disposal driver is usually at your house later, there may be special circumstances that cause our routes to be rearranged on a particular day.
- **What are your holiday schedules?**
 - Best Way Disposal operates our regular service on all holidays except for Thanksgiving, Christmas Day and New Years Day. If your service day falls on or after one of these **three** holidays, your service will be delayed by one day.
- **What items can I put in my cart?**
 - Your Best Way Disposal cart and our automated pick up service are designed for bagged household waste only. The Cart is serviced by a truck with an Automatic Arm; please leave 3 ft of room around the cart for the automatic arm.
- **What items can NOT go in my cart?**
 - Tires, dirt, rock or concrete, construction and/or demolition material are not considered household trash and cannot be picked up with household trash.
 - Paint cans with paint still in them; motor oil, car batteries, acids, herbicides, pesticides, and pool chemicals are examples of household hazardous waste (HHW) and should never be disposed of with your normal household waste.
 - Yard waste is banned from landfill disposal, so you should not put grass, leaves, or brush into your cart.
 - By Law we are prohibited from accepting electronics.



- **What if I have extra bags once in a while?**
 - If you occasionally have an extra bag or two of waste, contact your local Best Way Disposal customer service professionals before your normal pick up day so your driver will be authorized to pick up the extra waste. If you regularly have extra waste, contact Best Way Disposal today and for a small monthly fee we can provide you with an additional cart.
- **What if I have large items for pick up?**
 - Contact the Inside Sales team at Best Way Disposal to find out what options we can provide for your large item disposal. Our office number is 1-800-354-1830. Our office hours are 7:00am-5:00pm Monday – Friday and 7:00am-Noon on Saturday.
- **How will I be billed?**
 - We bill our customers quarterly. The bill is due on the 25th of the month prior to the beginning of the new quarter. If your payment is not received by this due date, a reminder letter will be mailed prior to your service being interrupted. If your service is interrupted for nonpayment, no credit will be issued during the time your service is stopped.
- **Can I pay my bill online?**
 - Absolutely, visit our Website [www. Bestway-Disposal.com](http://www.Bestway-Disposal.com), click “Pay My Bill” to setup a onetime online payment.
- **Can I pay my bill by phone?**
 - Definitely, call our Inside Sales team today to use your Visa, MasterCard, or Discover card or check by phone. We can even help you schedule an automatic withdrawal from your credit card or checking account if you prefer.

You can also find valuable information on our Website www.Bestway-Disposal.com

If you have additional questions or concerns please call our office at 1-800-354-1830. Our office hours are 7:00am to 5:00pm Monday through Friday and 7:00am to Noon on Saturday, Closed on Sundays.