



## Bad Weather Policy

Winter is a very unpredictable time of the year when it comes to the weather. If the weather conditions are severe, we will not risk putting people or property in danger. Our trucks may get stuck in the snow and ice, but because of their size and weight they will not always stop when and where we want them to. Also, some of our hilly and shady neighborhoods are considerably more difficult to get to and serve during bad weather.

If your pickup day is more than one day late due to weather conditions, chances are we will not make up your service until the following week. We will take double your service amount at that time with no extra charge.

We will keep you posted of any interruptions in our service schedule due to bad weather as they arise. If you have any questions, please call our office at (503) 774-4122.

## Holiday Service Schedule

- Our drivers work all holidays *except*, Christmas Day and New Year's Day. During these holiday weeks, service will be one day later from the holiday through the end of the week.

Please note if the Holiday falls on a Saturday or Sunday, there will be no interruption in the pickup schedule.

- Our office is closed for Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

# Holiday Recycling Information

When recycling holiday wrap and boxes, please remember no ribbon, bows, or packing material that is not paper. Also, no plastic bags or film. Christmas trees are recyclable but must be cut down or bundled and placed loosely into your yard debris cart for recycling curbside. Many charities will have drop off locations and will accept your tree whole. Watch for one of these locations near you.

Extra garbage may be placed in plastic bags and set next to your garbage cart. Please do not use your recycling or yard debris cart as an extra garbage can.

Thank you for your cooperation in making these adjustments during the holidays. Our staff and collection drivers all wish you and your family a very joyous, safe, and warm holiday season.