

RESIDENTIAL



Getting Started with Pride



FRONT DESK: 503-625-6177

OFFICE HOURS:

Monday - Friday, 8am - 4:30pm
13980 SW Tualatin-Sherwood Rd.
Sherwood, Oregon 97140

MAILING ADDRESS:

P.O. Box 820
Sherwood, Oregon 97140

FAX: 503-625-6179

EMAIL: info@PrideDisposal.com

WEB: www.PrideDisposal.com
(24/7 information!)

Thank you for your business!



© 2008 Pride Disposal Company. Printed on 100% recycled paper.

YOUR ACCOUNT #: _____

LISTED AS: _____

WE'LL MEET YOU AT THE CURB



Welcome!

And thank you for partnering with Pride Disposal Company to help keep our neighborhoods safe, clean, and friendly.

As a local, family-owned hauling and disposal company, we are deeply committed to our community because we live here, too! Working together, our families and businesses can greatly reduce waste,

increase recycling
— and take great
pride in doing it.



Roll carts and Bins

PRIDE-SUPPLIED CONTAINERS: You will soon receive your lidded garbage roll cart, and up to two red bins (tubs). Those in participating areas will also receive recycling and yard debris roll carts.

CONTAINER IDENTIFICATION: All containers are property of Pride Disposal and each (except red bins) has a serial number registered to your account. You are responsible for their use and return.

PLACE CONTAINERS CURBSIDE BY 6AM: If your garbage, yard debris, and recycling containers aren't at curbside by 6:00 am of your pick-up day, your driver may pass you by.

MISSED PICK-UPS: If for any reason your cart is not emptied by the end of your scheduled day, please notify our office.



WHERE TO PLACE YOUR CARTS:

The automated arms on our trucks require certain placement:

- Carts must have at least 5 feet of clearance on each side and at least 18 feet of overhead clearance
- Set all containers within 5 feet of the road for pick-up
- Point carts toward the street (check arrows on top of lid)

Be sure parked vehicles, mailboxes, basketball hoops, trees, etc., aren't too near your carts.

KEEPING YOUR CONTAINERS CLEAN: A clean cart empties easier and smells better. Please wash them out several times a year. Upon request, once a year at no charge, we'll exchange your cart for a clean one.

Curbside Pick-Up Schedules

Different neighborhoods have different pick-up schedules (and colors) for recycling, yard debris, and glass/motor oil. Please post and refer to the enclosed calendar(s) for your schedule. Visit our website, or call Pride for replacement schedules.

Garbage Service

ROLL CART SIZES: We offer four sizes of roll carts for your garbage: 20-, 32-, 60-, and 90-gallons. We will discuss with you what size roll cart you'd like to start with. If you need a smaller or larger size, please call our office.

FALSE-BOTTOM INSERT: Your garbage cart may have an insert (false bottom) to reduce its capacity to your service level. The insert must stay in the cart. If it is removed, your account will be charged an extra fee. If you need more garbage capacity, please let us know.*

BAG YOUR GARBAGE and place in your garbage cart. Bagging helps keep garbage from blowing around during the transfer process, and helps prevent odor. You and your neighbors will appreciate it!

EXTRA GARBAGE & FEES: We charge additional fees for ANY extra garbage you put out and our drivers pick up. Extra cans must be no greater than 32 gallons in size and 60 lbs. in weight. If you have items too big to fit in your containers (furniture, appliances, etc.), we can pick them up for a reasonable fee (ask for "Bulky Item" service).

Co-Mingle Recycling Service

The more we recycle, the less garbage we put into landfills! Pride customers have a great reputation for a high ratio of recycling to garbage. Recycling is a fine craft – and we're always ready to help. Please refer to

our "Recycling with Pride" brochure and visit our website for complete information on what to and how to recycle.

ROLL CARTS, BINS, AND SIZES: Those in participating areas will receive a lidded recycling roll cart and up to two red bins (tubs). If you find that your recycling container is too small (good for you!), call for additional containers at no extra charge.



CONTAINER USAGE:

- If you have a recycling roll cart, use your red bin(s) for glass only.
- If you are in an area that has not yet adopted roll cart recycling, use one bin for co-mingled recycling, one for glass only.
- Put used motor oil in a see-through, 1-gallon lidded plastic container (milk jugs work great) and put it beside your bin.

Yard Debris Service

Yard debris service is available, please contact our office.

ACCEPTABLE ITEMS INCLUDE: leaves, weeds, grass clippings, and small prunings no greater than 4" in diameter, 36" in length.

EXTRA YARD DEBRIS: If you anticipate having large quantities of yard debris, additional Pride roll carts are available (there is a one-year commitment). You may also use heavy-duty paper bags (from your yard & garden store) or personal cans, no heavier than 60 lbs. when full, and no larger than 32 gallons. There is an additional fee for extra yard debris pick-up beyond your service level.

DO NOT USE PLASTIC BAGS. Plastic does not compost. If yard debris is placed in plastic bags, it may be picked up and charged as garbage.

Special Alerts

CONTAMINATION: Recycling and yard debris carts may not be picked up if the driver can see they are contaminated with unacceptable material. If the driver notes contamination only after emptying your cart, you may be charged a contamination fee.*

SAFETY FIRST! If you have ANY doubt, please call us before placing questionable items into your containers. Some materials offer extreme safety concerns for our drivers, sorters, and the environment.

HAZARDOUS WASTE DISPOSAL: Free Household Hazardous Waste Collection Events are held throughout our area on a regular basis. Contact METRO for the next event near you (503-234-3000). There are also two facilities for year-round drop-off: the Metro Central Station, 6161 NW 61st Ave., Portland; and the Metro South Station, 2001 Washington St., Oregon City.



Changes to Your Scheduled Service

STARTING, CHANGING, OR CANCELING YOUR SERVICE:

Please call our office at least 24 hours in advance for any changes in service.

BAD WEATHER CONDITIONS: Severe weather conditions may prevent our drivers from staying on schedule. Normally, if local school bus routes are cancelled or delayed, Pride's will be too. We will attempt to pick up your materials the following day. If we still can't, we will pick up twice your normal service level on your next regular pick-up, at no extra cost.

HOLIDAY SCHEDULES:

- Pride drivers work all holidays except Thanksgiving, Christmas, and New Year's Day. During these holiday weeks, service will be one day later from the holiday through the end of the week.
- The Pride office is closed for Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

VACATIONS & TEMPORARY STOPS: If you want to put a temporary hold on service for any reason, please contact our office at least 24 hours in advance. Your account could be issued a credit up to 4 times per year.

ON-CALL SERVICE: On-call customers requesting a pick-up must notify our office by noon of the workday prior to your scheduled service day.

Beyond the Basics

Pride Disposal Company offers a full line of residential hauling and special services. We're responsive and very reasonably priced. Contact our office to price and order any of these special services:

- **Bulky Item Pick-Up** – too big for your SmartCar? We're your friend with a truck!
- **3-Yard Temporary Containers** – keep it up to a week, call us for details
- **Drop Boxes** – many sizes to choose from for special projects
- **On-Call Pick-Up** – only when you need us

PRIDE RECYCLING COMPANY ALSO OFFERS:

- **Document Destruction service** – schedule our shred truck to come to your home or business
- **Pride Recycling Depot** – you can bring additional recyclables (except motor oil) to our Sherwood location, including documents to shred
- **Special Saturday Recycling Events** (we'll tell you when & where they are)

Frequently Asked Questions

Q. What happens if one of my carts gets stolen or broken?

A. Call us right away so we can replace it immediately.

Q. What if I have an item that's too big for my container?

A. Give us a call. We pick up bulky items (mattresses, couches, appliances, etc.) at your house for a very reasonable fee. Remember, we also offer temporary containers for special projects, such as cleaning out your garage or a roof tear-off.

Q. What items will you take at your Recycling Depot in Sherwood?

A. We accept everything (except motor oil) that you can recycle at your curb, PLUS many other things such as computers, televisions, wood, metal, batteries, electronics, appliances, fluorescent lights, film plastic (plastic bags, bubble and shrinkwrap), and much more. Please call for a list of times and fees. We are open Monday through Friday, 8am - 4:30pm. Also watch your billings, newsletter, and our website for upcoming Saturday events.