

## Quarterly Billing

Quarterly billing is a more simplified, condensed method of billing than monthly in which we batch your waste collection bills into four batches a year rather than twelve. You can pay in any of the following methods:



### e-Billing and Auto Draft

Digital invoices, online payments, and absolutely no payment fees! You can even sign up for auto-draft for truly convenient payments.



### One Time Online Payment

Just know your account number and you can pay online. Just know your account number and you're good to go. Fee: \$4.95



### One Time Phone Payment

Call our third party payment portal and pay securely over the phone. Just have your account number ready before calling. Fee: \$4.95



### Pay By Mail

Follow the instructions on your invoice and mail us a check to:  
**Waste Industries**  
PO Box 580027  
Charlotte, NC 28258-0027

### Find Out More At:

<http://www.wasteindustries.com/BillingOptions.aspx>



[www.wasteindustries.com](http://www.wasteindustries.com)

**WASTE INDUSTRIES**  
www.wasteindustries.com | 241 Vanco Mill Rd., Henderson, NC 27536



# WASTE INDUSTRIES



## WEEKLY CURBSIDE TRASH SERVICE & CURBSIDE RECYCLING SERVICE GUIDELINES

241 Vanco Mill Rd.  
Henderson, NC, 27532  
919.693.8669

[www.wasteindustries.com](http://www.wasteindustries.com)

Hello Creedmoor Resident,

As you are hopefully aware, due to the changes within the utilities of the City, **you will now be invoiced for the same services which you have been receiving from Waste Industries for many years, directly from Waste Industries instead of the City.** This brochure is to clarify questions which you may have and to make the transition a smooth and worry free process.

As opposed to the monthly billing which you have received in the past, our invoicing will be on a Pre-quarterly basis beginning in April. The invoice is due within 20 days (please see Quarterly Billing for convenient payment options) and if payment is not received, your service will be interrupted until payment is received. With the exception of the billing change and you will call us directly with questions, concerns, etc. nothing about your current services will change. The collection days, service levels, etc. will remain the same.

Chapter 50 of the City Code of Ordinances requires all residents to have residential trash and recycling collection service through an exclusive contract with a solid waste hauling company. The City has contracted with Waste Industries to provide this service.



## Collection Times

Your cart should be at the curb by **6:00AM** on your collection day. Please bag trash



(not recycling). Containers must be removed within 24 hours of collection or the evening after collection has taken place.

## Landfill Restrictions

NC State Landfills ban the following items from being discarded in a landfill:

- Car Tires
- Car Batteries
- Construction Debris
- Yard Waste
- Oil Filters
- Flammable Liquids
- Paint Cans
- Anti-Freeze
- Motor Oil

It is illegal to dispose of these items in your regular household trash. Empty motor oil or pesticide plastic containers may be disposed in household trash if cleaned.

## Holidays & Weather

Any change to service surrounding the Thanksgiving, Christmas, and New Year's Day holidays will be communicated in advance by Waste Industries. Changes will also be posted on the City's website. Unless otherwise notified, all other holidays will operate on a normal collection schedule.



You will be notified by an automated telephone call of any schedule changes due to inclement weather or holidays.

## Curbside Trash

A 96-gallon cart (the larger of your two carts) is provided for weekly trash pick-up and should accommodate a normal household's waste for that time period. An occasional extra bag or two is permissible. If there is a large amount of trash on the street, however, you will need to call and request a special pick-up for an additional charge. If it becomes commonplace for this to happen, you will be asked to increase your level of service and add an extra 96-gallon container to handle the overflow.

Large, bulky items are not eligible for curbside collection. They should be taken to any Granville County Convenience Site for disposal.

## Curbside Recycling



A 65-gallon container (the smaller, dark green one) is provided for every-other-week pick-up of recycling materials and should accommodate a normal household's recycling for that time period.

Please remember: **You should not be bagging your recyclable materials!**

To the right, you will find a list of acceptable and unacceptable recyclable materials. Please adhere to this list to avoid missing pick-up for improper material.

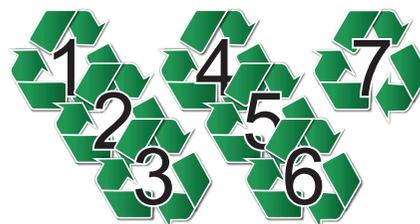
## DO RECYCLE

**GLASS:** All glass food & beverage containers of any color.

**ALUMINUM & STEEL CANS:** Any aluminum beverage container & steel food can or aerosol can.

**NEWSPAPER, MAGAZINES, & JUNK MAIL:** Newspapers, inserts, magazines, office paper, and junk mail.

**PLASTICS:** Plastics numbered 1-7, usually located on the bottom of the container or wrapping. This includes most drink bottles and milk jugs. The symbols will look like the following:



**PAPERBOARD:** Cereal, tissue boxes, food boxes.

**ASEPTIC CARTONS:** Milk cartons, gable top beverage containers.

**CORRUGATED CARDBOARD:** Up to 3-4 medium boxes, broken down flat and placed within the container. Large quantities are accepted at the Granville County Convenience Sites.

## DO NOT RECYCLE

**CERAMIC GLASS:** Ceramic materials such as plates, coffee cups, or car windows, mirrors, or mirrors.

**HAZARDOUS WASTE CONTAINERS:** Anything marked hazardous waste, such as antifreeze, motor oil plastics jugs, cat litter buckets, etc.

**BATTERIES:** All batteries from watch batteries to car batteries.

**PLASTIC LINERS OR BAGS:** Grocery bags or plastic liners from cereal boxes.

**CERTAIN PAPERS:** Hardback books and tissues.

Questions? Call Waste Industries!

## Disposal of Sharps

If you are disposing of sharp objects such as needles, please be sure to dispose of them properly!

The safest way to dispose of needles if you were not provided with an appropriate medical disposal container is in thick plastic bottles like laundry detergent jugs.

Fill the bottle half way, then tape it shut with duct tape to keep your solid waste collections team safe.

UNSAFE TO FILL  
SAFE TO FILL

