

Intermountain/Sierra Disposal, Inc.
Welcome to Curbside Service

Dear Intermountain/Sierra Disposal Inc. Customer:

Please become familiar with the following information on service day procedures, available services, extra charges, etc. The basic monthly rate for can service is based on 32 gallon container(s). The use of containers over the size and weight limit is not allowed. Containers must weigh 40 lbs. or less or they cannot be serviced due to insurance restrictions. We ask that household hazardous wastes, i.e. paints, oil, batteries be held out for the next household hazardous waste event in your area.

Please be certain that materials such as ashes, sawdust, cat litter, Styrofoam “peanuts”, and any form of animal waste are placed in tied paper or plastic bags, as a courtesy to our employees. Do not place hot ashes, rocks, dirt, sod or concrete in your container and please cool ashes at least 72 hours before bagging for disposal. Customers will be responsible to pay for all damages to company waste carts.

Residential service is curbside, where your driveway meets with the main road. Non-curbside service is available upon request at an additional charge. Cans are required to be placed on the curb by **7:00 a.m.** on your service day and please be sure to make them visible and accessible to ensure uninterrupted service. Snow removal in front of and around containers is the sole responsibility of the customer, as well as loose pets or items left in and around the service area.

We are sorry, but credit is not given for cans not placed out on your service day. Extras to be picked up should be placed in adequate disposal containers such as plastic bags. All extra services provided will appear on your next monthly billing.

Please notify our office if you are moving or stopping service, since the account remains the customer’s responsibility until we are otherwise notified. Vacation credits are given for a minimum of one month if our office is notified in advance. A restart fee is applied upon resuming service. Failure to receive a bill does not waive past due penalty, it is the customers responsibility to pay their monthly service fee.

In the event of nonpayment, the Company reserves the right to discontinue service with prior 15 day written notice. Further, in order to resume service, past due charges must be paid in full in addition to the restart fee and three month’s service in advance for residential. For commercial accounts, past due charges must be paid in full in addition to bin delivery, where applicable, and one month’s service in advance.

The Company has available an agreement for customers who would like service on roads not maintained by the county, agreeing to hold harmless the Company and its employees from any damages, claims or other liability whatsoever caused by the attempt to maintain service. Containers need to be placed on a hard level surface; any questions on placements of containers please contact our office for details.

Payment Methods:

Intermountain/Sierra Disposal, Inc. gives you several ways to make your payment:

Mail: Mail your payment using the attached payment remittance coupon and the envelope.

Office: Drop off your payment directly at the main office, (there is a night drop box) at 185 N. Beckwith Street, Portola, Ca 96122 open Monday thru Friday 8:00 a.m.-12:00 closed lunch 1:00-5:00 p.m.

Checks returned for non-sufficient funds can result in immediate disconnection without prior notification, a fee will be charged for all returned checks.

Billing Rights Summary:

In case of errors or questions about your bill:

If you think your bill is incorrect, or if you need more inform about a transaction on your bill, write us, on a separate sheet to:

Intermountain/Sierra Disposal, Inc.
P. O. Box 1596
Portola, Ca 96122

As soon as possible, but no later than 60 days after we sent you the first bill on which the error or problem first appeared. The bill shall be deemed correct unless disputed within 60 days from receipt. You can telephone us, but doing so will not preserve your rights at (530) 832.4879.

Commonly Asked Questions

What is Curbside Service: Garbage can service that is collections where your street meets your main road. You will place you can at the end of your driveway and the truck will stop by and collection the garbage one time a week on your service day.

What time does my can need to be out? All cans need to be out by **7:00 A.M.** for the trucks to collection the garbage. The time for collection can and will vary, to assure the collection please place your containers out by this time.

What kind of can should I use? There are several different types of containers offered by Intermountain Disposal, you can speak to a representative to review the different services we offer, or you do still have the option to uses you own 32-gallon garbage can, these can be purchased at hardware stores. Please mark your own can with the physical address or your last name to identify your can. Do not write on or damage any company containers or you will be responsible for the replacement.

What if I have extra trash? When you set up your service you can at this point decide if you would like extras trash collected whenever you put it out with your trash can or call the main office to schedule an extra trash pickup on your service day. Extra trash is any trash that goes above the top level of the can; this may be just a bag or boxes, or actual additional cans. The price of the trash varies on the amount placed out for collection; the driver records this at the time of trash pick up.

Prohibited items? What can I not put in my trash? You cannot dispose of a lot of everyday things directly into your trashcan; they do not take any household hazardous waste like paint, stains, or any chemicals in liquid, gas or powder form. No medical waste or human waste like needles (sharps). Universal waste and electronic wastes (ewaste) are types of wastes like “lamps, TV’s, or DVD’s players. Other common items banned from the trash are Lights, Batteries, and electronics. Most items are only accepted at Transfer Stations. Please see our website **intermountaindisposal.com** for details or call our office at 530.832.4879.

When is the Transfer Stations or Recycling Center open?

Delleker Transfer Station is open: Saturday thru Tuesday 9:00 a.m. – 4:00 p.m.

Delleker Recycling Center is open: Tuesdays & Wednesdays 9:00 a.m. – 3:00 p.m.

Environmental Reclamation Center: (Burn pile) Saturdays Only 10:00 a.m. – 2:00 p.m.
(seasonal May – October not open in winters)

All site are closed for lunch from 12: -12:30.

We would like to Thanks you for choosing us and to let you know what a privilege it is to serve customers like you. Welcome to our service.