



A Waste Connections Company

thurston.lemayinc.com



THANK YOU
for choosing LeMay
Pacific Disposal



We are a locally operated business committed to safety and sustainability. **Use this guide to help you make the most of our friendly service.**

360-923-0111 | Cust2183@wasteconnections.com | Office Hours: 8:00 am-5:00 pm

GUIDELINES FOR GREAT SERVICE

We love to provide great service, but we also need to ensure that our employees and the community stay safe and that our routes run on time. Making sure you get the best service is simple. Listed below are helpful tips to avoid any inconvenience.

Please bag all garbage.

Place your carts with their openings facing the road and clear of blocking vehicles.

Please place all disposal carts within 3-5 feet of curb by 6am. Allow 3-5 feet of clearance between each cart and surrounding obstructions to help ensure service.

Please place any extra garbage in 32-gallon bags next to your cart. A fee will be assessed for each 32-gallon bag out for service. Driver will take up to four bags without prior authorization.

Please be sure to close all cart lids completely to avoid an overfill fee. Do not place anything on top of your collection carts.

Keep in mind, overfilled or overweight cans, additional bags, boxes, etc. will be charged an additional fee. Be sure to select the size of cart that meets your needs and give recycling a chance to work for YOU!

Please report missed services within 24 hours by contacting customer service at cust2183@wasteconnections.com or 360-923-0111.



Download the LeMay app today!



Please maintain a safe distance of 25 feet from the truck while we service your container.



**YOUR SERVICE AT
YOUR FINGERTIPS**

My Schedule is a new service on thurston.lemayinc.com. Just type in your address to find out your service day, collection schedule, and other details. You can also sign up for service reminders and other updates.

SERVICE LEVELS

All services listed include weekly or monthly garbage collection and every-other-week recycling. For a small additional monthly cost, customers may also choose to add every-other-week yard waste service.

GARBAGE

AVAILABLE GARBAGE CARTS



APPROX. # of 13gal BAGS

< 2 bags

approx. 2-3 bags

approx. 5 bags

approx. 7-8 bags

APPROX. SIZE/DIM. OF CART

20-GALLON

32" x 19"

35-GALLON

36" x 17"

65-GALLON

44" x 26"

95-GALLON

48" x 28"

RECYCLE

AVAILABLE RECYCLE CARTS OLD STYLE NEW STYLE



APPROX. SIZE/DIM. OF CART

96-GALLON

48" x 28"

YARD WASTE

AVAILABLE FOOD/YARDWASTE CARTS OLD STYLE NEW STYLE



APPROX. SIZE/DIM. OF CART

96-GALLON

48" x 28"

GLASS

Glass containers are provided by the customer (any container up to 20 gallon(s), made of a rigid plastic material with holes in the bottom to allow the rainwater to drain).

CURBSIDE RECYCLING

Accepted materials for residential and commercial customers

PREPARATION empty • clean (quick rinse) • dry • no lids • do not bag

METAL



metal cans

GLASS



Put glass bottles and jars in a separate recycling bin.
- Keep out of mixed recycling -

PLASTIC



bottles
(non-prescription OK)



jugs

PAPER AND CARDBOARD



mixed paper & empty paper bags



buckets
(no handles)



dairy tubs



boxes & bags
(flattened, nothing
waxed or refrigerated)



corrugated cardboard
(flattened)

Visit thurston.lemayinc.com to view your collection schedule, set reminders,
and use the Waste Wizard for helpful tips on disposal.

ODDS and ENDS

Other disposal options for restricted materials

There are many local recycling options for items that cannot be placed in your recycle cart. Search the database of refuse and recycling locations at thurston.lemayinc.com.



ELECTRONICS

Recycle TVs, computers, monitors, laptops, tablets, portable DVD players, and e-readers free through Washington State's E-Cycle program.

For locations, visit ecyclewashington.org or call 1-800-RECYCLE.



E-CYCLE
washington
ecyclewashington.org

For more information about Thurston County's Waste and Recovery Center and waste prevention and recycling resources, visit ThurstonSolidWaste.org or call (360) 867-2491.

HOUSEHOLD HAZARDOUS WASTE



Take products that say CAUTION, WARNING, DANGER, or POISON to HazoHouse at the Thurston County Waste and Recovery Center. Service is free for residents.

Never put hazardous chemicals in the trash or down the drain. For more information, call 360-867-2491.

BATTERY DISPOSAL

Rechargeable batteries, such as those found in common household items like cell phones, tablets, toys, electric toothbrushes, tools, and remote controls should **NEVER** be placed in your curbside trash and recycling bins because **they start fires**. Resources for proper disposal of rechargeable batteries can be found here:

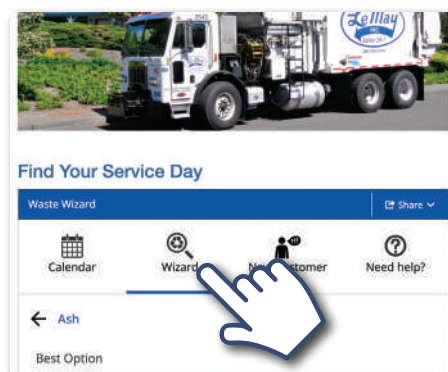
To find a battery drop off location near you:
www.Call2Recycle.org/locator

Hazo House
accepts rechargeable batteries

Participating retail collection points include Batteries Plus, Home Depot, Lowes, and Staples.

You can also check with your local Solid Waste Authority to see if rechargeable batteries are accepted at their Household Hazardous Waste events.

DO NOT Dispose of Rechargeable Batteries in Your Trash or Recycling Bins!



Not sure what goes in the recycling or where to dispose of unused items? Visit our website and enter items in the **Waste Wizard** for helpful tips on disposal!

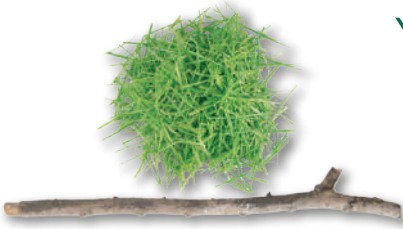
Careful shopping, avoiding over-packaged goods, and donation of reusable items to charity can be a valuable process to help minimize your garbage!

CURBSIDE FOOD & YARD WASTE

Accepted materials for residential and commercial customers

PREPARATION keep all materials loose · do not bag

YARD AND PLANT WASTE



grass and branches



plants and flowers



leaves



lumber scraps
(untreated, unpainted, unstained)
(nails - okay)

- No palm fronds, pampas grass, or bamboo -

FOOD WASTE



bread, pasta, and rice



meat and bones



fruits and vegetables



dairy and eggs



seafood and shells

FOOD-SOILED PAPER



paper towels and napkins
(no bathroom waste)



coffee grounds,
filters, and tea bags

SEE PAGE 6 FOR A
LIST OF NOXIOUS WEEDS.

Visit thurston.lemayinc.com to view
your collection schedule, set reminders,
and use the Waste Wizard
for helpful tips on disposal.

If you are unsure which items go in your various carts, "When in doubt, leave it out."

CURBSIDE FOOD & YARD WASTE

General information for residential and commercial customers

KEEPING THE GREEN CLEAN

Composting facilities have a zero-tolerance policy for contaminants like plastic, metal, and glass. No one wants these things in their gardens or yards. Even small amounts of them can contaminate a very large load of compost.

The most common sources of contamination are the layers of plastic that coat a wide variety of paper products. These include coffee and soda cups, paper plates, and take-out containers. Even if the paper composts, the plastic is left behind and is almost impossible to remove from the finished product.

You can help ensure the availability and affordability of our local yard and food waste program by only placing in your curbside cart the items listed in the "Curbside Food & Yard Waste" section (Page 5).



Please remember: *"When in doubt, leave it out."*

NOXIOUS WEEDS

Noxious weeds are non-native, invasive plants that threaten public health, the environment, wildlife habitat, native plants, agriculture and recreational areas. Once established in an area, noxious weeds become very difficult and costly to control. The following noxious weeds are not permitted in yard waste (**please place in your garbage bin**):

Annual bugloss
Bohemian knotweed
Brazilian elodea
Common bugloss
Common fennel
Common reed
Dalmatian toadflax
Disffuse knapweed
Eggleaf spurge
European coltsfoot
Garlic mustard

Giant hogweed
Giant knotweed
Gorse
Hanging sedge
Himalayan knotweed
Italian thistle
Japanese knotweed
Lesser celandine
Meadow knapweed
Mouseear hawkweed

Orange hawkweed
Pampas grass
Parrotfeather
Perennial pepperweed
Perennial sowthistle
Poison hemlock
Purple loosestrife
Rush skeletonweed
Scotch thistle
Shiny geranium

Slenderflower thistle
Spotted knapweed
Spurge laurel
Sulfur cinquefoil
Tansy ragwort
Variable-leaf milfoil
Wall hawkweed
Wild chervil
Yellow devil hawkweed
Yellow flag iris
Yellow hawkweed

THIS LIST MAY NOT BE ALL-INCLUSIVE

NEVER PUT NOXIOUS WEEDS IN YARD WASTE BIN!

For more information on native and non-native noxious weeds, please visit www.thurstoncountywa.gov/pw/nw/

Not sure what goes in the food and yard waste or where to dispose of unused items?
Visit our website and enter items in the Waste Wizard for helpful tips on disposal!

ABOUT YOUR BILL

UNDERSTANDING YOUR BILL

BILLING FREQUENCY

You will be billed every two months, or six times a year, for two months at a time.

Your first bill may be for more than two months, depending on when your service began during a given billing cycle.

BILLING DATES

Bills are generated on the first of every month (depending on your bill cycle) and due on or before the last day of the month.

A finance charge of 1.5% or \$1 minimum may be assessed on any past due amounts.

ONLINE BILLING

Each bill includes information about how to sign up to use our online bill pay system or visit www.wcicustomer.com.

For one-time payments, please visit wasteconnections.com/make-a-payment/



PAYING YOUR BILL

Pacific Disposal offers several ways to pay your bill.

Send Payments to:

LeMay Pacific Disposal
A Waste Connections Company
P.O. Box 7428
Pasadena CA. 91109-7428

Please include your remittance or entire account number starting with 2183- or your service address.

24 Hour Payment Line:

You can make payments with our automated 24hr toll free number, using a Visa or MasterCard. Please call: 855-569-2719. You will be prompted to provide your account and invoice number.

Make a One-Time Payment:

<https://www.wasteconnections.com/make-a-payment/>

Set Up Recurring Payments:

<https://www.wcicustomer.com/>

UNDERSTANDING YOUR STATEMENT

HOW IT WORKS

- 1 Name & address of the company servicing your waste disposal needs. Use this address for written correspondence. Do not mail payments to this address.
- 2 Account number, invoice number, date payment is due, period for which you are being billed.
- 3 Address where service is billed.
- 4 Phone number to call for assistance.
- 5 Description of current charges & service address.
- 6 Message area.
- 7 Total amount due.
- 8 Write the amount of your payment.
- 9 Check this box and complete the information on the back of the remittance slip if your address has been changed.
- 10 Remit payment to this address. Be sure this address shows in the window of the envelope when mailing payment.
- 11 Fill in this information if your mailing address is different from the address on the front of remittance slip.
- 12 To pay your bill online, go to wccustomer.com. Click on "Enroll" and enter your account number and invoice number.

LOCAL GARBAGE COMPANY
A WASTE CONNECTIONS COMPANY
1111 MAIN STREET
ANYTOWN XX 99999-9999
DISTRICT NO. 4025

JOHN DOE
2482 ANY ST
ANYTOWN CA 99999

ACCOUNT NO. 0000-0000000
INVOICE NO. 0401/20
STATEMENT DATE 04/20/20
DUE DATE 04/01/20 - 04/30/20
BILLING PERIOD

FOR ASSISTANCE 000-000-0000
Customer Service
One Time Payments

PAGE 1

Date	Description	Amount
	Previous Balance	\$ 263.52
03/17/20	Payment Thank You!	\$ -263.52
	Total Payments And Credits	\$ -263.52
Service Location		
04/01/20	Acct #134478-002	
	Frontload 6Yd Weekly	\$ 258.35
	04/01/20-04/30/20	
	Fuel & Material Surcharge	\$ 5.17
	Current Charges And Fees	\$ 263.52
	Total Due	\$ 263.52

Please bag your Trash!

Message Area
In this section, a message to the customer may be displayed

Please remit to the address below and return your remit stub with your payment or look on the reverse side to learn about on-line bill pay.

LOCAL GARBAGE COMPANY
A WASTE CONNECTIONS COMPANY
1111 MAIN STREET
ANYTOWN XX 99999-9999

JOHN DOE
2482 ANY ST
ANYTOWN CA 99999

ACCOUNT NO. 3021-134478-002
INVOICE NO. 3370963
STATEMENT DATE 04/01/20
DUE DATE 04/20/20
PAY THIS AMOUNT \$263.52

WRITE IN AMOUNT PAID \$

☐ TO CHANGE ADDRESS: Check here and complete the information on the reverse side.

MAIL PAYMENT TO:
LOCAL GARBAGE COMPANY
A WASTE CONNECTIONS COMPANY
1111 MAIN STREET
ANYTOWN XX 99999-9999

2

8

FRONT OF STATEMENT

3021 0000000000000000X134478X0028 0000002635200000000000003370963 2

The statement shown is used as an example only.

11

Change of Billing Address

Name _____

Street Address _____

City _____ State _____ Zip _____

Phone () _____

12

Pay/View Your Bill On-Line!

Enroll for Waste Connections eBilling by logging into <http://www.wccustomer.com> and select On-Line Bill Pay. Sign up by entering your account information exactly as it shows on the remittance portion of your bill.

Once enrolled, you can view your bills on line, get email notification when a new invoice arrives, make a one time payment or sign up for recurring payments.

If you have any questions, please feel free to call us at the number at the top of your invoice.

BACK OF STATEMENT

Please remember to recycle.

DUMPSTER RENTAL

PACIFIC DISPOSAL RESIDENTIAL DUMPSTER RENTAL

Our residential dumpster rental service has the container size for any project. We'll bring the dumpster to you and pick it up once you're done. Call Pacific Disposal or email for your quote today.

Residential dumpster rental is perfect for your next junk removal, home clean-out, DIY project, or home remodel. You can depend on Pacific Disposal any time you're looking for a dumpster for rent.



WHY CHOOSE PACIFIC DISPOSALS' DUMPSTER RENTAL SERVICE

Pacific Disposals' dumpster rental service is ideal for any home project. You don't have to be a contractor to benefit from a dumpster rental.

When you rent a dumpster, it keeps the area around your home looking well maintained for the length of your project. There's no need to keep your yard or driveway littered with junk or debris.

Plus, when you rent a dumpster for your next project, it saves you time. You can keep everything in one spot, so there's less time spent cleaning up afterward. Since Pacific Disposal will pick up the dumpster for you, you'll spend less time driving back and forth to the landfill.

All of your trash will be held securely in one of our dumpsters. Your work environment will be safer without nails to step on or items to trip over.

You can depend on Pacific Disposal any time you're looking for a dumpster.



BULKY ITEMS & LARGE LOADS

CALL TO HAUL: Good news! We can remove large items for you for an extra fee. Please contact us to get an estimate.

LARGE LOADS: We also offer drop boxes and dumpsters for big clean up projects at your home, whether garbage, yard debris, remodeling material, etc. Please contact us to get a quote about your project.



CONVENIENT DUMPSTER RENTAL FROM PACIFIC DISPOSAL

Integrity is one of our core values. When we say we'll do something - we mean it! Let us deliver and pick up your residential dumpster rental on time, every time. Call Pacific Disposal today or email cust2183@wasteconnections.com to get your dumpster rental started.

HELPFUL APPS & FAQs



WHAT IS RECYCLABLE?

Have you ever asked:

Can I put this in the recycling bin?

Where can I take this to be recycled?

Use the LeMay Thurston County Refuse tool on our website and app to instantly learn when we'll be at your home to collect your trash, recycling, and/or yard waste. It's quick, easy, and will save you time!

Setting up a reminder is easy:

- 1) Go to thurston.lemayinc.com
- 2) Type your home address
- 3) Click "Get a Reminder"
- 4) Choose your reminder preference
- 5) Choose the best time for your reminder and SAVE



Download the LeMay app today!



The WASTE WIZARD tool on the LeMay Thurston County website and the LeMay app tell you what materials are recyclable and where those items are accepted.

Enter an item and the WASTE WIZARD will tell you what container to use.

Access the WASTE WIZARD feature at thurston.lemayinc.com or download the free mobile app today!

NEVER MISS YOUR COLLECTION DAY AGAIN!

Have you ever asked:

Will the holiday delay my collection this week?



FREQUENTLY ASKED QUESTIONS

MISSED SERVICE

If you feel you have been missed inside of the company's control, please contact us via our "Contact Us" page within 24 hours.

INCLEMENT WEATHER

If your service is missed due to conditions outside of our control, we will take the equivalent of your missed service at no additional charge on your next accessible service day.

HOLIDAYS

The office is closed most holidays. Drivers work all holidays with the exception of Christmas and New Year's Day. Service that falls on Christmas and New Year's Day will be delayed by one day.

VACATION STOP

You may place your account on vacation if you plan to miss more than 2 service days. Please contact our office in advance of your vacation.

EXTRA REFUSE

Please place extra refuse in 32 gallon bags next to your refuse container on service day. You will be charged a fee for each bag that you place out. Please contact customer service for fees.

WHAT IS RECYCLABLE?

For acceptable items, please visit thurston.lemayinc.com/Services.aspx and click on the Waste Wizard.

COLLECTION DAY REMINDERS

Please visit <http://thurston.lemayinc.com/> to view your service schedule, set up reminders, or print a calendar.



MORE ABOUT PACIFIC DISPOSAL & WASTE CONNECTIONS

LeMay Pacific Disposal is honored to serve the residents and businesses in the communities of Lacey, Olympia, Tumwater, Yelm, Rainier, and in Unincorporated Thurston County. We provide safe, reliable, environmentally conscious residential, commercial trash and recycling collection services. Locally operated we value the people, environment and relationships we share in the community.

Pacific Disposal is a member of the Waste Connections family of companies. Each Waste Connections company operates independently, making local decisions based on the needs of the community they serve. In addition to providing waste removal services for the community, each local company strives to give back to the community through countless sponsorships, donations, and support of local organizations.

Our facilities are operated with safety, integrity, superior customer service, and a great work environment. We are committed to doing business in a safe, sustainable, transparent, and most of all, customer-friendly way.

