

July 1, 2009

Curbside Collection of Household Waste

Veolia ES will continue to provide 90 – gallon residential carts for each household, the container maintenance on each cart, and the replacement of carts throughout Upson County as needed. Veolia ES will provide a once-per-week “Call In” service to collect Brown and White Goods. The route for collection will be scheduled according to the customer call-in requests (usually on Friday’s).

Veolia ES will collect extra trash outside of the 90 gallon cart on the scheduled route day (within reason). For example, if the same house has extra trash on a consistent basis (3 weeks), we will request that they subscribe to an additional cart. (These carts will be provided at a 25% discount)

\$14.00 per customer per month

Curbside Collection of Household Waste for Elderly, Medically Disabled

Elderly residents age 65 years of age or older with a household income of \$15,000 or less will be provided a 65 – gallon residential cart.

Medically Disabled residents who are totally disabled based on a certified physicians certificate and are the only occupants of that residence, will be provided a 65 – gallon residential cart that will be collected at the back door.

Note:

- 1) Veolia ES will designate one day per quarter (communicated in advance) to qualify customers for the “Discounted Rate” at the Upson County Office Building.

Qualifications for the “Discounted Rate”

- A) Must be 65 years of age or older with a household income of \$15,000 or less, and not have any other occupants living in the residence.
- B) Must be totally disabled based on a certified physicians certificate, and not have any abled body residing at the address.
- C) Enrollment for this service will be once per quarter.

\$9.00 per customer per month

Billing Period / Service Charges / Suspended Service

All customers will be billed Quarterly Advanced (Ex: Invoice Date: June 25, 2009 will be for July, August, September) with Net 10 Day Terms. Customers who have a balance at

the end of the quarter will be charged a service charge on their next quarterly billing period.

New customers will be required to pay a deposit of one quarterly billing.

Customers who are past due one quarter will be placed on a "Tag List". These customers will have a decal placed on their cart notifying them that they have a past due balance and the service has been suspended. Service will not be reinstated until the entire balance is paid in full, plus a \$10.00 reinstatement fee. The Tag process occurs in the 5th or 6th week of the quarter.

Customers who are past due two quarters will receive a 2nd tag. After receiving the 2nd tag, customers are required to pay the entire balance in full, plus a \$10.00 reinstatement fee within two weeks. If not paid, their cart will be removed and their information will be submitted to the Upson County Enforcement Officer stating that they are in violation of the Upson County Solid Waste Ordinance. These customers that wish to reinstate service must pay the entire outstanding balance, \$10.00 reinstatement fee and a deposit of one quarterly billing.

Transfer Station Use

Upson County residents with active accounts that are in good standing (current on invoices) may dispose of items at the Transfer Station "Free of Charge".

Items eligible for free disposal are:

Household garbage, Brown and White Goods (Bed frames, mattresses, furniture, washers, dryers, water heaters, large boxes, old swing sets, lawnmowers, etc.)

Items not eligible are:

Paint cans with liquid paint (must be solid), refrigerators or freezers without the Freon or compressor removed, roofing, construction and demolition, inert waste (limbs, leaves, grass), sinks, tubs, toilets, wood, carpet, wire, fence posts, tires and batteries.

Education

All new customers will be provided a copy of the rules, billing cycles, payment remittance address, etc. when signing up for service.

The General Manager and/or Operations Manager will attend Quarterly County Department head meetings with the County Manager (at the least) to discuss any open issues. In addition, we will be available upon request to resolve any and all complaints received at the Upson County office.

Invoices are to be sent to:

Veolia ES Solid Waste Southeast, Inc. Q3
P.O. Box 6484
Carol Stream, IL 60197-6484