

Dear Customer:

We would like to take this opportunity to welcome you and tell you how much we appreciate your business. We want each of our valued customers to receive the best service possible. As such, we are providing you with the following procedures:

### **SERVICE AGREEMENT**

- Your service day is \_\_\_\_\_.
- Daily pick-up begins at 6:30AM. Please have your garbage container placed curbside before this time in order to effectively provide your service.
- Your service includes up to 7 household trash bags. All trash must be bagged - i.e. loose trash will not be removed from the premises.
- Again, residential bagged trash only. Any other items cannot be removed. Should you wish to discard large items, please contact the office to schedule an estimate for removal.

**PLEASE MAKE ALL ATTEMPTS TO KEEP YOUR CONTAINER CLEAN AS CAN BE FOR THE HEALTH OF THE WORKERS - THANKS IN ADVANCE!**

Service will be suspended on the following holidays:

- **Thanksgiving**
- **Christmas**
- **New Year's Day**

If your service day falls on one of these holidays, your pick-up will be **Friday of that week** day and then service will begin as scheduled thereafter.

### **BILLING**

You will be billed on a quarterly basis. Payments should be received prior to the start of the new quarter. Should payment not be received within 30 days upon receipt of bill, your service will be suspended and a reactivation fee may apply. If you have any questions about these guidelines, please call 865-908-0101.

Thank you for your business!!!!  
Smoky Mountain Garbage Collection, LLC