

Talking Trash Newsletter

Office Hours: Monday-Friday 8:30 AM - 4:30 PM
Saturdays & Sundays: Closed

Phone: 715-514-2995
Fax: 715-514-2984
Email: info@boxxsanitation.com
Web: www.boxxsanitation.com

Physical Address:
3010 Mondovi Road
Eau Claire, WI 54701
Mailing/Payments Address:
P.O. Box 3035
Eau Claire, WI 54702

Transfer Station

Boxx Sanitation operates a waste/recycling transfer station. Bring your items to be weighed and disposed of at 3010 Mondovi Rd. Tonnage Fees Apply.

Temporary Containers

Boxx Sanitation offers a variety of temporary containers to fit your every need! Containers range in size from 2 Yard - 30 Yard. Call our office for rates and availability.



Recycling

Boxx Sanitation offers Single-Stream Recycling. Please see www.boxxsanitation.com for a full list of recyclable items.



Customer Information

****Please have all materials out for collection by 5:00 AM****

Boxx Sanitation reserves the right to alter route times/days as needed.

Please do not place anything of value near/in your trash & recycling containers on collection day. Absolutely NO hazardous waste, yard waste, paints, motor oils, thinners, pesticides, electronics, computer components, fluorescent bulbs and/or car batteries in your trash or recycling. Contact Boxx Sanitation for information on proper disposal of these items.

****Holiday Schedule****

Boxx Sanitation recognizes the following holidays: **New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving and Christmas Day.** If your normal collection day falls on or after the holidays listed, your pick up day will be delayed by one day for that week only. If the observed holiday falls on a Saturday or Sunday, your pick up will not be interrupted.

****Payment Options****

- Boxx Sanitation accepts Visa, MasterCard, checks or cash.
- You may pay on-line at www.boxxsanitation.com with your access code and account number.
- Automatic payments are available via credit, debit or checking account with-drawl.

****Special Assessment Fees and Policies****

- Returned Check Service Charge: \$35.00
- A Finance charge will be assessed 1.5% on all past due balances with a minimum balance of \$5.00.
- Please be sure to make your payments on time. Invoices that remain unpaid for over 30 days will be subject to a late fee of \$20.00 and suspended service.
- If there are any discrepancies on your bill, please contact us within 30 days to resolve the issue.
- **Our policy is once a customer has paid for services in advance, the customer has contracted for the ENTIRE duration of their pre-paid monies.**

Extra Items/Pick Ups

Extra Pick-Up/Trip Fee: \$15.00
Extra Bag Small: \$2.00 Each
Extra Bag Large: \$3.00 Each
Extra Bag Extra Large: \$4.00 Each
Extra Can: \$5.00 Each Occurrence

Bulk and Heavy Items

(RESIDENTIAL CUSTOMERS ONLY)

Bulk items will be picked up twice per year at no charge during designated weeks only. Each resident is allowed 1 item during these weeks. Bulk items can be picked up any time throughout the year for a fee. Please call in advance with an item description to schedule a pick-up. A pre-paid minimum fee of \$35.00 will apply, prices vary by item.

Yard Waste

(RESIDENTIAL CUSTOMERS ONLY)

Yard waste will be picked up twice per year during designated weeks in the Spring and Fall. There will be no charge for up to 10 compostable bags, anything over 10 bags will be charged. Yard Waste cannot be picked up outside of these 2 weeks. Yard Waste pickup is **not** available to customers in rural areas or south & west of I-94 or north of WI-29.

Thank you for being our customer!



Inclement Weather

If we experience inclement weather, we will not jeopardize the safety of the community or employees. Sometimes our routes may get a late start on these days, or we may not be able to run at all. All we ask is that you leave your trash out and we will get it when weather permits. All routes may be delayed a day, even if the bad weather was not on your pickup day. During the winter months, please be sure your can is easily accessible and driveways and sidewalks are shoveled to avoid injuries to our drivers from ice and snow.