

**ITEMS THAT WILL NOT BE PICKED UP THROUGH RESIDENTIAL SERVICE (including, but not limited to):**  
**These items will ONLY be accepted if placed in a roll-off dumpster. Please call our office for sizes and rates.**

- ◆ Large building materials, refuse caused by repairs, remodeling, demolition and/or construction of any structures.
- ◆ Paving materials, stones, sand, dirt, sod, concrete, 55-gal drums, grease drums and large vehicle parts.
- ◆ Bushes, shrubs, & other vegetation with soil attached to root system, tree trunks, or tree limbs.

**ITEMS NOT ACCEPTED AND WILL NOT BE PICKED UP State regulations prevent us from accepting the following:**

- ◆ All tires, all batteries, all asbestos, and any devices containing mercury such as thermostats.
- ◆ Any liquids, paints, solvents, oils, gas, kerosene, antifreeze, pesticides/herbicides and other dry chemicals such as pool chemicals.
- ◆ Hazardous and pressurized items such as propane/oxygen tanks, gun ammunition, explosives, fireworks or any material that may be considered hazardous volatile, radioactive, infectious or toxic including flammable liquids.
- ◆ Electronic Waste: Items including but not limited to TV's and computers including desktops, laptops, tablets, E-readers and peripherals including monitors, keyboards, mouse, printers, etc. Any device capable of receiving and displaying television or video programming.

**HOLIDAYS: We close in observance of the following Holidays:** New Year's Day & Christmas Day  
If your scheduled collection day falls on or after a weekday holiday, your collection will be 1 (one) day later that week.  
If your scheduled collection day falls before a weekend holiday, there will be no change in your collection day.

**There is NO CHANGE to collection days during the following Holidays:**

Martin Luther King Jr., Presidents Day, Easter, Columbus Day, Veterans Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Christmas Eve and New Year's Eve.

**PRIVATE DRIVES:** The owner(s) of private road(s) or driveway(s) are required to sign a waiver of damages provided by Aiken Refuse holding harmless The City of New Castle and Aiken Refuse Inc. for any damage that may occur on the private road(s) or driveway(s) in the course of solid waste and recycling collection.

**BILLING:** All accounts will be invoiced every three (3) months to be paid in advance of service rendered. Payment options include: mail a check or money order, credit card remitted on payment stub, credit card by phone, or on-line payment through our secure website: [www.aikenrefuse.com/new-castle-residents](http://www.aikenrefuse.com/new-castle-residents).

We accept debit cards, Master Card, and Visa. We are also able to accommodate your payment at our office in person during office hours -- we also have a "drop box" available for after hours.

**PAYMENT:** Payments must be received in our office by the due dates below or there is a possibility you will not receive your stickers in time for the start of service for the quarter. **Payment for the ENTIRE quarter (3 Months) must be paid before stickers will be mailed out to you. If the stickers need to be mailed to a different address other than the billing address on the invoice, you must contact our office and make those arrangements by phone (724)758-9400 or email [contact@aikenrefuse.com](mailto:contact@aikenrefuse.com)**

**AUTOMATIC BILL PAYMENT** is available at no charge. Enroll a credit/debit card to automatically pay your account balance with every billing cycle. To enroll, Complete and return the form attached or email to [contact@aikenrefuse.com](mailto:contact@aikenrefuse.com).

Billing due dates will be:

December 15	For services rendered in January, February and March
March 15	For services rendered in April, May and June
June 15	For services rendered in July, August and September
September 15	For services rendered in October, November and December

Dates listed above will also be the date your credit card will be processed for automatic bill payments.

**SERVICE AND MOVING CHANGES:** Notify our office at least two weeks in advance if you are moving. If you are going to have large quantities of trash when you are moving, please contact us so that special collection arrangements can be made.

**WEBSITE:** Visit us at [www.AIKENREFUSE.com](http://www.AIKENREFUSE.com) for service news, announcements, holiday schedules, and information for any scheduling change due to severe weather.