

Dear Valued Customer:

The employee owners of Norcal Waste Systems of Butte County welcome you to our service family! Our goal is to provide you with the best value for your service with our company. To confirm your order:

**Service Level**

32 Gallon(Customer Provided)

64 Gallon

96 Gallon

**Service Day**

M T W Th F

Monthly Rate \_\_\_\_\_ (may not include taxes and/or surcharges)

Where your cart was dropped off is considered the correct placement of the container on your service day indicated above. Please set your container out the night before.

**Customer Bill of Rights**

- You shall receive written notice 30 days in advance of any changes to your service or billing
- You can cancel service at any time without penalty
- You can increase/decrease service without penalty with changes being completed within 7 days of your request
- You can request walk up service at no additional cost after providing medical certification of your need
- You can request walk up service at an additional charge.
- When agreed upon and required for service, we shall use due care in entering and exiting your property.
- Your containers will be placed back in their original position, upright with lids attached.
- If we fail to pick up your trash, we will provide satisfactory corrective action.

Again, thank you for the opportunity to be your service provider. Please do not hesitate to call one of our employee owners with any questions!

Norcal Waste Systems of Butte County  
(530) 533-5868 or 342-4444

Welcome to Norcal Waste Systems of Butte County!

Please take a moment to familiarize yourself with the information below in order for us to provide the best service possible!

**Bulky Item Pick Up**

We will pick up a maximum of 4 items one time per year as part of your service and our effort to work with the County of Butte on beautification and cleanliness. This does not include freon appliances (refrigerators, freezers, A/C units).

**Free Yard Waste Drop Off**

Trimming branches of the trees the yard? Don't pay to get rid of them or put it in your trash. Your service includes the use of our yard waste facility at 2720 South Fifth Ave.

**Household hazardous Waste**

Proper disposal of household chemicals and paints is critical to our environment. Included with your service is use of our household hazardous waste facility, which is open the 1<sup>st</sup> and 3<sup>rd</sup> Friday of every month from 1pm –5pm. Effective 2/1/04 the new hours will be 9am-2pm.

In addition, we have a public dump facility that is open Monday thru Saturday from 8am till 4pm. Rates are posted at the facility. It is paved roadway with a concrete dumping area.

**Holiday Schedule**

Throughout the year, only 2 days will affect your pick up schedule. Christmas and New Year's Day. If these 2 holidays fall on a day Monday thru Friday, pick up on that day and the days following will be delayed by one day. Our routes will run every other holiday including Thanksgiving. Depending on the holiday, our offices may be closed even though the routes are running.

Again, thank you for choosing Norcal Waste Systems of Butte County, Inc. to be your environmental service provider. If you have any questions regarding the listed programs please contact one of our employee owner customer service representatives at 533-5868 or 342-4444.

Norcal Waste Systems of Butte County, Inc.  
An Employee Owned Company serving Butte County