

East Butler Borough Guidelines

Contact Us: Our office staff is available Monday through Friday from 8:30-4:30 with the exception of observed holidays. Any changes to our hours will be listed on Google. You may contact us at (724) 445-7488 or by email at serafinehaulingllc@gmail.com. Visit us at serafinehauling.com/ for service news, announcements, schedules, guidelines as well as up to date information on scheduling changes due to severe weather.

Regular Curb Service: Please place up to four (4) 33-gallon tied bags or cans at the curb **no** more than 3 feet from the street. Please be sure that snow is removed from the area around the trash. All trash must be bagged. Cans should be watertight, metal or plastic with tight fitting covers and handles. Each can should not exceed 33 gallons in size; each bag may not exceed 40 lbs in weight. **Do NOT** use grocery bags, paper bags, cardboard boxes or 55-gallon drums as garbage receptacles. Any items placed out in this manner will not be collected. We assume no liability for replacement of any cans or lids.

Cart Service: If you wish to use a Serafine Hauling LLC 95-gallon trash cart in place of regular cans, we have those available at a rate of \$6.00/quarter. Please place your cart on a level area at the curb **no** more than 3 feet from the street. *Your cart must be placed with the opening of the lid towards the street and the handle/wheels towards your home.*

Senior Citizen Service: In place of regular service, owners or residents who are *62 years of age or older with no live-in relative other than a spouse* may choose to participate in a sticker service. (proof of ID required) The price is \$6.00 per sticker. One (1) sticker is to be placed on each 33-gallon bag. **The entire sticker must be placed around the neck of each plastic bag placed at the curb.** The bag may not be more than 33 gallons or weigh more than 40 pounds. Place at the curb **no** more than 3 feet from the street.

Collection: Your carts need to be put out on *Thursday evenings*. Collections will happen between the hours of 6 am and 6 pm on Friday.

Additional Bag Tags: Tags are available to purchase for residents that occasionally have more trash than four (4) 33-gallon tied bags or cans. Stickers may be purchased **online** at <https://serafinehauling.com/>, by **mail**, or by **calling** 724-445-7488. Stickers are \$6/each. Stickers are only available to be purchased in quantities of 10.

Items Will Be Picked Up At The Curb *(included with regular, cart and senior citizen service)*

- *Household Solid Waste-* Garbage including but not limited to all general waste. It also includes paper, packaging materials, glass, leather, and rubber. *Must be in tied garbage bags.* The drivers will not reach into the cans/carts to remove frozen/stuck items.
- *Recycling-* Refer to the attached recycling chart. All recycling is to be placed in the recycling cart loose. Do **not** bag the recycling.

Items Will Be Picked Up At The Curb *(with a prepaid fee)*

Contact Customer Service for rates and handling instructions.

- *Bulky Items-* including sofas, chairs, mattresses, beds and other furniture.

Items that Will Not Be Picked Up At the Curb:

- Tires, paving materials, stones, rocks, sand, dirt, broken concrete, vehicle batteries, sod, paints/stains, and flammable liquids
- Refuse caused by repairs, alterations, remodeling, demolition and/or construction
- Propane and oxygen tanks, ammunitions, explosives or fireworks

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- Bushes, shrubs, tree trunks/limbs, and/or yard waste
- Absolutely no ashes
- Any type of E-Waste including TVs, computers, tablets, keyboards, mouse, printers, phones, etc.

Needles/Sharp Objects: Please protect our refuse workers! All needles, syringes, lancets and broken glass need to be in a sealed plastic container, taped shut, and put in your trash cart.

Missed Pick Up: All requests for missed collection that was curbside on the correct day prior to 6 am must be made within 24-hours of collection day.

Holidays: We close in observance of the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Please refer to the calendar for any changes to your collection day.

Billing: Property Owners/Landlords will be billed quarterly (every 3 months) in advance of the service rendered. Payment for the entire quarter must be received by the due date. Payment options include: mail a check, e-check, credit/debit card through email or secure website, or by phone. The following due dates apply to the years 2023, 2024 and 2025.

Due Date	Services Rendered In
December 31st	<i>January, February and March</i>
March 31st	<i>April, May and June</i>
June 30th	<i>July, August and September</i>
September 30th	<i>October, November and December</i>

Fuel Charge: The quarterly price is valid only if the price of diesel fuel is not more than \$3.99 per gallon. In the event the price of diesel fuel rises above \$3.99 per gallon, a fuel surcharge will be applied to each resident's quarterly bill.

Payments: Payments must be received by the due dates listed above. A late notice will be sent and any accounts unpaid by the date specified in the notice will have services suspended until paid in full. Any accounts not paid in full within 30 days of the due date are subject to a \$5.00/month charge. A fee of \$20 will be applied for returned payments.

Electronic Billing: Complete the attached form, or contact us to enroll in paperless billing.

Automatic Bill Payment: Auto Pay is available at no additional charge. Enroll ACH or credit/debit card to automatically pay your account balance with every billing cycle. To enroll, complete and return the attached form by mail or email at serafinehaulingllc@gmail.com.

Service Changes/Moving/Temporary Suspension: Please notify our office if you would like to make any changes to your service.