

Slippery Rock Borough Commercial Account Guidelines

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

Curb Service: 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.* Carts need to be placed 3 feet apart from each other and any obstacles. **Serafine Hauling LLC** carts will be the only acceptable carts to be emptied. Please be sure that snow is removed from the area around the cart.

Collection: Your carts need to be put out on *Monday evenings*. Collections will happen between the hours of 6 am and 6 pm on Tuesday. Trash may be placed curbside no more than 24 hours prior to scheduled collection and removed within 24 hours following collection.

Cart: Your cart has a unique number on the front, so be sure not to mix it up with your neighboring carts. The cart is property of Serafine Hauling LLC, defacement of any kind could result in a cart replacement fee. If you would like to mark your cart with your street number for your own benefit, please be sure to only use a sticker.

Items Will Be Picked Up At The Curb:

- **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 Serafine Hauling LLC trash carts with the lid closed. Any trash that fits in a garbage bag needs to be in a bag before being placed in the cart. The drivers will not reach into the carts to remove frozen/stuck items from the bottom.
- **Recycling-** Refer to the attached recycling chart. All recycling is to be placed in the recycling cart loose. Do **not** bag the recycling.

Items that Will Not Be Picked Up At the Curb:

- Any items outside of the collection carts.
- 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
- 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.

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Missed Pick Up: All requests for missed collection 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 reference the calendar for any changes to your collection day.

Temporary Discontinued Service: Please contact our office at 724-445-7488 for assistance.

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. Customers may pay by credit/debit card through your secure link or by phone, or by mailing a check. The following due dates apply to the years 2022, 2023 and 2024.

| 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> |

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 a 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: Please notify our office if you would like to make any changes to your service (ex: cart size, additional carts, moving, discontinue service).