

NORTHERN WASTE SOLUTIONS

RESIDENTIAL WELCOME PACKET & ONBOARDING GUIDE

1. Welcome to Northern Waste Solutions

Thank you for choosing Northern Waste Solutions for your weekly residential trash service. Our mission is to provide dependable, clean, professional waste removal trusted throughout Northern Michigan. This guide explains everything you need to know about service expectations, billing, service rules, and support.

2. What to Expect on Pickup Day

Your residential service begins immediately after enrollment.

To ensure a smooth pickup:

- Place your cart curbside the evening before service day.
- All carts must be curbside no later than 4:00 AM.
- Place the cart with the lid opening facing the road.
- Leave 6 feet of clearance on all sides of your cart.
- Keep carts away from vehicles, mailboxes, fences, snowbanks, and bins.
- Trash must be bagged and the cart lid fully closed.

Drivers cannot return for carts not placed out correctly.

3. Included Residential Service

Your service includes:

- Weekly pickup of household waste
- One 96-gallon Northern Waste Solutions cart (unless using a customer-owned can)
- Holiday schedule adjustments
- Customer support via call, text, or email

Additional items like bulk pickups, extra bags, or clean-outs are available on request.

4. Pricing & Service Options

96-Gallon NWS Cart – \$38/mo or \$96/quarter

Customer-Owned 65-Gallon Can – \$26/mo or \$78/quarter

Additional services available upon request include:

- Bulk item pickup
 - Extra bags
 - Cleanouts
 - Short-term dumpster rentals
 - Special pickups (construction debris, large items, etc.)
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5. Materials Not Accepted

Do NOT place the following in your residential cart:

- Tires
- Oils, fuels, chemicals, liquids (special pickup only)
- Paint
- Hazardous materials
- Construction debris
- Concrete, rock, dirt, brick
- Freon appliances
- Electronics requiring special disposal
- Hot ashes

Call ahead for special pickups involving oils, liquids, chemicals, hazardous waste, or construction debris.

6. Billing Information

Northern Waste Solutions bills on a predictable and professional cycle:

Invoices are issued and sent out two weeks before the First and are due on the First of every month, or the First of the first month of the quarter (for quarterly customers).

Payment methods accepted:

- ACH (no fee)
- Card (maximum \$5 card-processing fee)
- Check
- Cash

- Money order
- Venmo

Accounts more than 10 business days past due may incur fees or service interruption.

7. Customer Support

 2359 Stitt Road, Mio, MI 48647
 northernwsolution@gmail.com
 (Your phone number here)

Thank you for supporting local Northern Michigan business!

RESIDENTIAL SERVICE GUIDELINES

1. Service Day & Time

Your scheduled residential service day is Thursday, with pickup beginning at 4:00 AM.

Place carts out the night before service.

2. Cart Placement Requirements

- Place cart at the end of driveway or curbside
 - Arrow/lid opening facing the road
 - 6 feet of clearance on all sides
 - Keep clear of vehicles, mailboxes, snowbanks, fences
 - Cart lid must be completely closed
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3. Weight, Overflow & Extra Bags

- All trash must be bagged
- Do not overload the cart
- Overflow bags require a scheduled extra pickup

4. Materials Not Accepted

Same list as the welcome packet.

Special pickups must be scheduled for:

- Oils, liquids, fuels
- Chemicals or hazardous waste
- Construction debris
- Large or heavy items

5. Bulk Item Pickup

Bulk items require advance scheduling.
Prices vary depending on size and weight.

6. Holiday Schedule

Service may run one day later if a major holiday falls on your route day.

7. Weather & Accessibility

If access is unsafe, service may be delayed until the next scheduled route.

8. Billing & Payments

Updated as requested:

Invoice payments are due on the First of each month and are issued two weeks before.

Payment options: ACH, card (max \$5 fee), check, cash, money order, Venmo

9. Cart Care

Keep carts clean, closed, protected, and remove from the roadside after pickup.

10. Contact Information

(Your business contact info here)

RESIDENTIAL INFORMATION SHEET

Service Day:

THURSDAY

Pickup Time:

4:00 AM

Clearance Requirement:

6 feet of space on all sides

Accepted Waste:

- ✓ Bagged household trash
- ✓ Food waste
- ✓ Light packaging
- ✓ Small household items

Not Accepted:

Same list as above.

Billing Overview

Updated as requested:

Invoices issued two weeks before the First of each month.

Payments due on the First monthly or quarterly.

Payment Methods:

ACH, card (max \$5 fee), check, cash, money order, Venmo

Available Add-On Services:

- ✓ Extra bags
- ✓ Bulk pickups
- ✓ Cleanouts
- ✓ Temporary dumpster rentals
- ✓ Construction debris (call ahead)

Contact:

northernwsolution@gmail.com
2359 Stitt Road, Mio, Michigan 48647

WHAT CAN GO IN THE CART — GRAPHIC PAGE

(Text version ready for PDF/visual conversion)

WHAT CAN GO IN YOUR CART?

Northern Waste Solutions — Residential Trash Guide

✓ ACCEPTED ITEMS (BAGGED ONLY)

- Household trash
- Food waste & scraps
- Light packaging
- Paper towels, tissues, napkins
- Small broken household items
- Non-recyclable plastics
- Wrappers and general refuse

✗ DO NOT PUT THESE IN THE CART

Prohibited Materials

- Chemicals, oils, fuels, liquids
- Hazardous materials
- Paint, solvents, lacquers
- Hot ashes
- Tires
- Batteries & electronics
- TVs, computers, appliances
- Concrete, dirt, sand, rocks, bricks
- Scrap metal
- Large construction debris
- Freon appliances

SPECIAL PICKUPS (CALL AHEAD REQUIRED):

- Oils, fuels, liquids
- Construction debris
- Oversized items
- Mattresses & furniture
- Appliances
- Large clean-outs

Set your cart out by 4:00 AM with 6 feet of clearance on all sides.

Keep lids closed and bag all trash.

NORTHERN WASTE SOLUTIONS

Residential Waste Service Agreement

2359 Stitt Road • Mio, MI 48647

northernwsolution@gmail.com • (989) -

Service begins at 4:00 AM — please have carts out the night before.

1. CUSTOMER INFORMATION

Customer Name: _____

Service Address: _____

City/State/ZIP: _____

Billing Address (if different): _____

Phone Number: _____

Email: _____

Customer Initials (acknowledging Sections 1–10): _____

2. SERVICE DESCRIPTION

Northern Waste Solutions (“NWS”) will provide weekly residential curbside solid waste collection at the service address listed above. NWS-owned containers remain company property unless otherwise indicated.

3. SERVICE OPTIONS & RATES

NWS-Owned 96-Gallon Cart

- \$38 per month
- \$96 per quarter

Customer-Owned 65-Gallon Can

- \$26 per month
- \$78 per quarter

Billing Preference (select one):

- ☐ Monthly
☐ Quarterly

Additional Services Available:

Cleanouts • Dumpster Rentals • Property Clearouts • Special Pickups • & More
(Additional fees apply; quotes available upon request.)

4. CART OWNERSHIP & CARE

- 4.1 All NWS carts remain the property of Northern Waste Solutions.
4.2 Customer is responsible for reasonable care of the container.
4.3 Damage caused by misuse, negligence, or fire may result in replacement fees.
4.4 Containers must not be overloaded; lids must fully close.
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5. MATERIALS NOT ACCEPTED

The following items are not accepted for standard weekly pickup:

- Tires
- Concrete, bricks, stones, soil
- Full pallets
- Appliances containing Freon
- Hazardous materials
- Liquids, oils, fuels, or chemicals
- Construction debris
- Electronics requiring regulated disposal
- Explosives, batteries, propane tanks

Special Handling Notice

Customer must call ahead to schedule special pickups for oils, liquids, fuels, chemicals, hazardous materials, construction debris, and items requiring regulated disposal. Additional charges may apply.

Bulk Items

Customer must call in advance before placing bulk items curbside. Bulk materials may incur additional charges.

6. SERVICE GUIDELINES

6.1 All waste must be curbside the night before or no later than 4:00 AM on pickup day.

6.2 Scheduled service days may be delayed by one day due to holidays.

6.3 NWS is not responsible for missed pickups when waste is not curbside on time.

6.4 If access is obstructed by snow, vehicles, or debris, service may be skipped until the next scheduled day.

6.5 Customer must maintain adequate access to the collection point.

7. BILLING & FEES

7.1 Invoices are issued on the 1st of every month according to the customer's billing cycle (monthly or quarterly).

7.2 Payment is due upon receipt.

7.3 A late fee may apply to payments more than 10 business days past due.

7.4 Administrative/processing fees may apply for ACH or card payments (max \$5 per cycle for card processing).

7.5 Accounts 30+ days delinquent may be suspended until payment is made.

8. SERVICE PAUSE / TERMINATION

8.1 Customers may request temporary suspension with advance notice.

8.2 NWS may suspend or terminate service for nonpayment or repeated violations.

8.3 Upon termination, NWS-owned equipment must be returned in usable condition.

9. LIABILITY & DAMAGE

9.1 NWS is not responsible for damage to personal property within six (6) feet of the cart area.

9.2 Customer must ensure clear access to the cart.

9.3 NWS is not liable for damage caused by weather, animals, road conditions, or improper placement.

10. TERMS & CONDITIONS (FULL LEGAL)

- 10.1 Customer agrees all materials comply with disposal regulations.
- 10.2 Prohibited or hazardous items may result in additional charges.
- 10.3 Overloaded or contaminated containers may be refused or billed accordingly.
- 10.4 Customer must maintain access free of snow, ice, and obstructions.
- 10.5 Agreement renews automatically based on chosen billing cycle.
- 10.6 NWS may adjust rates annually with 30-day notice.
- 10.7 Customer is responsible for damage to NWS property caused by misuse.
- 10.8 Customer agrees to all payment terms and administrative fees.
- 10.9 This Agreement constitutes the full understanding between both parties.
- 10.10 Customer acknowledges acceptance by signing below.

11. BILLING INFORMATION

Billing Contact Name: _____

Billing Phone: _____

Billing Email: _____

Billing Address (if different): _____

Billing Cycle (Select One):

☐ Monthly ☐ Quarterly

Preferred Payment Method:

☐ ACH (Bank Account – No Fees)

Account Holder: _____

Bank Name: _____

Routing Number: _____

Account Number: _____

☐ Credit/Debit Card (Up to \$5 processing fee may apply)

Name on Card: _____

Card Number: _____

Exp: _____ CVV: _____ ZIP: _____

☐ Check

☐ Cash

☐ Money Order

☐ Venmo (@NorthernWasteSolutions)

☐ Invoice by Email

AutoPay Authorization:

☐ Yes, I authorize NWS to automatically charge my selected method.

☐ No, I will pay manually.

Customer Initials for Section 11: _____

12. FINAL SIGNATURES

Customer Printed Name: _____

Customer Signature: _____

Date: _____

NWS Representative: _____

Signature: _____

Date: _____

Final Customer Initials (Acknowledging Entire Agreement): _____