



## Residential Service

- Containers:
  - Roll cart service allows for a 32, 64, or 96 gallon container which is provided by Alaska Waste.
  - Alaska Waste does not service containers other than the ones provided by Alaska Waste.
- Pick-up Times and Placement:
  - Roll carts must be placed to the curb by 6:00 am on the scheduled service day to guarantee service. Pickup times do vary. If a container is placed out after 6:00 am and the area has already been serviced, a driver will not return until the next scheduled service day.
  - Roll carts must be placed within 5 feet of the drivable roadway, with the container lid closed, facing the street, and at least 3 feet from any other objects.
  - Collection in your area may vary during the weeks of Thanksgiving, Christmas, and New Years. Please visit our website, [www.alaskawaste.net](http://www.alaskawaste.net) for a holiday schedule.
- Extra Refuse:
  - The rate for service is based on a level container of waste. Anything exceeding a level container is considered extra. Extra waste will be collected for a fee of \$6.26 per bag up to 32 gallons.
  - Extra refuse may not exceed 32 gallons or 60 pounds per unit.
  - Large miscellaneous items (couches, desks, mattresses, etc.) cannot be removed by a residential truck. Please contact the office at 907-376-2158 to arrange for delivery of a temporary dumpster or roll-off container.
- Restricted Materials:
  - Please do not place any hazardous waste, medical waste, liquid waste, chemicals, paint thinners, herbicides, pesticides, oily rags, oily waste, oil filters, fluorescent tubes, car batteries, dirt, or rocks in your container. Guidelines for proper disposal of these items can be obtained by contacting the Mat-Su Borough Solid Waste Services Division at 907-745-9838.
  - Glass must be labeled and double wrapped, preferably with paper and plastic, when placed at the curb for removal as extra refuse.
  - Any animal or fish waste must be securely double bagged and no more than 10 pounds will be accepted at one time.



- Safety:
  - Roll carts, when full, must not exceed 150 pounds.
  - Extra waste may not exceed 32 gallons or 60 pounds per unit.
  - Overweight/oversize containers or extra refuse will not be picked up until the safety concern has been resolved.
- Billing:
  - Please notify customer service as soon as possible of any address or telephone number changes by calling 907-376-2158.
  - Invoices may be viewed and paid online by visiting our website, [www.alaskawaste.net](http://www.alaskawaste.net)
  - Applications for automatic payment enrollment (Easy Pay) are available on our website [www.alaskawaste.net](http://www.alaskawaste.net)
  - Residential service is billed in advance.
  - If the monthly rate for service is less than \$60.00, billing will be done quarterly. If the monthly rate for service exceeds \$60.00, billing will be done monthly.
  - Extra refuse is billed on the invoice following the occurrence.
- Service Suspension & Cancellation:
  - Suspension or termination of service will occur as a result of non-payment.
  - In the event that service is suspended or terminated for non-payment a \$25.29 fee will be assessed at the time service is resumed.
  - Cancellation of services should be requested at least 1 week prior to the desired last day of service by contacting Alaska Waste at 907-376-2158.
  - On the last day of service, Alaska Waste will make 1 attempt to retrieve a rented container. It is the customer's responsibility to have the container out to the end of the driveway by 6:00 am for removal.
  - If a container is not out to be retrieved at the time of cancellation a non-refundable fee of up to \$75.00 will be assessed to the account.