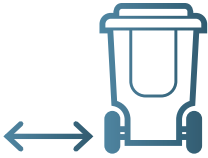


BE THE BEST!



Customer Service & Recycling Guide



CART PLACEMENT

Garbage and recycling carts will be picked up at the curb. Be sure to keep the carts at least 4 feet away from each other, and also 4 feet away from the mailbox, basketball hoops and telephone poles. Cart wheels face away from the road.



SET-OUT TIME

Please set out your carts by 6 A.M. on your service day. Your collection time may vary due to weather conditions, traffic delays, or other issues.



HOLIDAYS

Our office and operations are closed for the following holidays. If your scheduled curbside pickup falls on or after a holiday during the week, your garbage and recycling will be delayed one day for the remainder of the week.

- New Year's Day
- Thanksgiving
- Christmas

CONTACT US

Email: info@dahlidisposableservice.com

Customer Service

541-336-2932

Open Monday - Friday
8:30 am - 4:30 pm

Waldport Office with Self-haul & Recycling Center

235 Dahl Avenue
Waldport, OR 97394

541-563-3888

Open Monday - Saturday 9:00 am - 4:00 pm



SECURING YOUR TRASH

During high winds and winter storms, we recommend you set out your carts in the morning and use bungee cords to secure your carts.



SERVICE LEVELS

We offer three sizes of trash cart: 35, 65, and 95 gallon carts. We also offer curbside and valet service. You can set your service frequency to weekly, every other week, or once a month service.



ON-CALL PICKUP

On-call pickup is suggested for residents who do not live locally year-round. We leave the carts at your residence and when you're planning on being in our community, please call or email us when you want us to empty the carts. A minimum monthly fee applies and the carts are left at the residence year round.

Web: dahldisposalservice.com

Toledo Office with Self-haul & Recycling Center

5441 West Hwy 20
Toledo, OR 97391

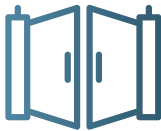
541-336-2932

Open Monday - Saturday 8:30 am - 4:30 pm



DRIVEWAY CLEARANCE

If we need to drive in to service your carts, the driveway must be brushed and maintained at a minimum of 14' in height and 14' in width. Please be sure to take into consideration that our trucks are as heavy as a fire truck, and 3 of them will be driving up and down your driveway depending on the level of service. This will cause additional wear and tear on the driveway, which we are not responsible for repairing. *Additional fees apply.*



ENCLOSURES & GATES

Carts must be visible from the truck and cannot be up any steps or on a raised porch. If the cart is behind a fence, the fence must be open and the driver must have direct access to carts without having to walk long distances. The enclosure must be easily accessible so carts can be wheeled out, and we cannot lift or pull carts out of an enclosure or in the ground. *Additional fees apply.*



EXTRA TRASH

If you have extra trash that will not fit inside your garbage cart, please give us a call to let us know that there will be additional bags beside your cart to pick up. This trash must be bagged and bags must be secured or tied, and not so heavy that our drivers cannot pick them up or that they break/split open. *Additional fees apply.*



STINKY CARTS

Does your cart smell awful? Well, you're not alone. Are you bagging all your waste items? Have you tried using cleaners in your cart? If nothing works, give us a call and we can help. For a small fee, we will replace your carts on your service day.



MISSED PICKUPS

Did we skip your house or did you forget to put your trash out in time? Please give us a call and we can discuss your options. *Additional fees may apply.*



SCHOOLS

We offer a variety of services to our schools, including classroom visits, tours of our transfer stations, and Touch-A-Truck appearances. We also offer free consulting services to schools, which include everything from waste audits to advising staff on best practices for collecting materials inside the school buildings.





MEDICAL WASTE/SHARPS

For a fee, we will provide you a sharps container and proper disposal of the filled container. Stop by one of our community offices to pick up a Medical Waste/Sharps container. Oregon DEQ defines sharps as “needles, IV tubing with needles attached, scalpel blades, lancets, glass tubes, and syringes out of their original sterile containers”. **This waste cannot be put in your trash!**

According to Oregon State law, sharps must be stored in an approved biohazard container. Milk jugs and coffee cans are not safe or acceptable forms of sharps storage!



FLUORESCENT TUBES & CFLS

Light tubes and Compact Fluorescent Light bulbs can be disposed at the Transfer Station for a fee per foot/bulb. Please keep these items out of your trash or recycling! Light tube ballasts are not accepted and should be brought to the next Household Hazardous Waste Event.*

**Please see page 15 for additional information.*

BULKY ITEMS: YOU CALL, WE HAUL!

We pick up appliances, mattresses, couches, televisions, and even bagged or boxed trash. Give us a call and we will schedule a pickup for the next time our driver is in your area. This may or may not be on your regular service day. If the item is over 50lbs, or cannot be lifted by 1 person, we ask that someone is present who can help. No stairs, no pianos, and no loose trash. *Additional fees apply.*



FIRE RISK

Please **do not** put the following items in your trash or recycling due to the risk of starting a fire: hot ashes, lithium batteries, chemicals, fireworks, or ammunition. Batteries and chemicals can be brought to the Household Hazardous Waste event. Call us with any specific questions.

WHY RECYCLE? RECYCLING...

- Saves water, energy, and other natural resources like trees, minerals, natural gas, and oil.
- Makes for good stewardship and helps protect our environment for future generations.
- Reduces the amount of waste sent to landfills.
- Prevents pollution by reducing the need to collect new raw materials, which helps reduce your carbon footprint.
- Helps create jobs in recycling and manufacturing.
- May help lower your garbage bill by allowing you to switch to a smaller cart or less frequent service.





WASTE REDUCTION & REUSE

These 'R's are more powerful than recycling! Buying less stuff and reusing materials save natural resources, energy and reduces emissions from the production and transport of new goods. Here are some Waste Reduction and Reuse tips:

- Carry a reusable water bottle and refill it often!
- Take your own mug to the coffee shop.
- Carry canvas bags when grocery shopping.
- Buy loose fruits and vegetables.
- Use reusable containers for storing food and packing lunches.
- Refuse single-use plastics when possible.
- Buy in bulk to eliminate packaging.
- Shop at stores that re-sell clothing, furniture, appliances, and tools.
- Use cloth napkins instead of paper ones.
- Try to repair broken items before replacing them.

RECYCLING CONTAMINATION

China and other export markets have imposed tougher restrictions on recyclables because of large amounts of non-recyclable materials in customers' recycling bins. Recycling sorting facilities are asking for our help to clean up materials collected for recycling. Non-recyclable materials drive up costs associated with sorting these materials, which end up costing customers more money for recycling services. Help us to **Keep it Clean!**



MIXED COMPOSTABLES - NOW IN YOUR YARD DEBRIS CART!

The curbside compostables collection is available for all Dahl residential customers. Accepted materials include; **all food** (fruit and vegetables, meats, bones, grains, beans, cheese, and eggshells), **food-soiled paper** (napkins, paper towels, tea bags, coffee grounds/filters, and sawdust), and **yard debris** (grass, leaves, branches, flowers, weeds, and yard trimmings). **NO** pet waste, restroom products, flatware, plates or cups (even if it says compostable!).

HOME COMPOSTING

Composting your yard trimmings and kitchen scraps is a great way to help your plants and reduce the amount of waste you generate.

To start a home composting system:

- Build or buy a compost bin, or just make a pile.
- Mix two parts greens (grass, leaves, and flowers) to one part browns (dry leaves, sticks, and twigs).
- Some kitchen scraps are acceptable (vegetable and fruit peels, eggshells, coffee grounds). No meat or dairy products—these can attract rodents and flies and cause bad odors.
- Turn and water regularly; keep your pile moist (like a damp sponge), and move the material around using a pitchfork or shovel.

WHY USE COMPOST?

Compost increases water retention, decreases the need for chemical fertilizers and pesticides, and helps keep a useful resource from going to waste. Diverting material from your garbage cart may allow you to reduce your garbage collection frequency or the size of your garbage cart, which can lower your cost of service.

CURBSIDE RECYCLING

At Dahl Disposal Service, we are committed to recycling efforts and are asking our customers and clients to please “Keep it Clean” and only place items that are found on the recycling guide in the cart. If you are in doubt please find out by calling us, using our app, or visiting our website. Top contaminants include:

- **Glass Bottles and jars** - collected separately at our transfer stations
- **Electronics** - collected separately at our transfer stations
- **Plastic Bags** - can be taken back to some local grocery stores
- **Other Plastics** - cups, plates, flatware, clamshells, takeout containers, coffee pods, and diapers go in the garbage

KEEP IT CLEAN

When in doubt - Find out



OK to recycle



PLASTIC

RINSE FIRST. Plastic BOTTLES & JUGS that have a neck. No other plastics please!

TIN & ALUMINUM CANS

RINSE FIRST. Tin & Aluminum cans, aluminum foil, pie pans, metal lids, & empty aerosol cans (do not puncture or remove nozzle)



PAPER/CARDBOARD

Flattened cardboard, junk mail, magazines, flyers, office paper, envelopes, paper bags, newspaper, paperboard, phone books/paperback books (loose in a paper bag or cereal box).

JULY 2023						
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AUGUST 2023						
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SEPTEMBER 2023						
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OCTOBER 2023						
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DECEMBER 2023						
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JANUARY 2024						
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MAY 2024						
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JUNE 2024						
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-  Mixed Compostables
-  Recycling
-  Holiday

TRANSFER STATIONS

Cleaning up around the home or wanting to self-haul a load of your garbage? Whether it's a few bags or large contractor loads we can handle and help you properly dispose of your garbage. We have two clean and conveniently located transfer stations to serve you:

Toledo Transfer & Recycling Center

5441 West Hwy 20

Toledo, OR 97391

541-336-2932

Open Monday - Saturday 8:30 am - 4:30 pm

Waldport Transfer Station & Recycling Center

235 Dahl Avenue

Waldport, OR 97394

541-563-3888

Open Monday - Saturday 9:00 am - 4:00 pm

ASBESTOS

Due to new requirements by Oregon DEQ regarding Asbestos Abatement, all incoming loads will now require asbestos paperwork. In order for us to accept or haul any construction or demolition debris we ask that you have an Asbestos Clearance Certification from a certified abatement company stating the material is asbestos free. By law, all commercial demolition debris must be certified asbestos free.

WOOD, YARD DEBRIS, & CONCRETE

These materials are accepted for a fee. Please see an attendant for pricing.

PURCHASE OF SCRAP METAL

If you have less than 400 lbs. of metal, we accept it at no charge. If you have over 400 lbs, we will buy it from you at the current market rate. You will need a current government-issued PHOTO ID and must sign a declaration that the metal is not stolen. Items must be at least 95% metal. Please call ahead if you're bringing in cars, boats, or other vehicles. You will need to have the title and all fluids drained prior to arrival.



HOUSEHOLD HAZARDOUS WASTE

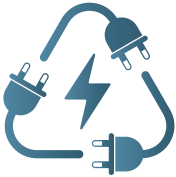
The Lincoln County Solid Waste District and Lincoln County Haulers together put on an annual event in July where Lincoln County residents can drop off their Household Hazardous Waste at no charge. We will post on our website and Facebook page the date and time of that event. It can be a tough job determining which household products can be disposed of in your regular trash and what is considered hazardous. Here is a simplified list of Household Hazardous Waste:

Poisons: Pesticides, herbicides, fungicides, and other poisons

Heavy Metals: Products containing mercury

Corrosives: Acids, bases, and reactives

Not Accepted: Commercial waste, smoke detectors, chemo waste, ammunition, fireworks, road flares, gunpowder, and explosives.



ELECTRONICS

Oregon E-Cycles is a free recycling program for computers, TVs, laptops, and monitors. The program is funded by manufacturers, with oversight from Oregon DEQ. Drop off items at the Toledo or Waldport Transfer Stations. For large quantities, call ahead to make an appointment. TVs, computers, monitors, and laptops are prohibited from disposal in the trash or in the commingled recycling.



PAINT

All paint sold in Oregon includes a surcharge to fund a collection and recycling program. Visit PaintCare.org for details. You can drop off residential quantities of latex and oil-based paints at either of our transfer stations. Paint thinner, stripper, and other products are not accepted.

BILLING

Residential accounts are billed monthly in advance. Commercial and drop box accounts are billed monthly in arrears. Bills are due upon receipt.

PAYMENTS

You can pay by cash, check, or debit/credit card at either our Toledo or Waldport Transfer Stations. You can also pay by mail using check or card. Please do not use cash to pay by mail!

ONLINE PAYMENT

You can pay your bill online by visiting our website, www.dahldisposalservice.com, and clicking on the “Pay Bill Online” icon at the top right of the home page. You will need your current bill handy to enter the necessary information.

SET UP AUTO-PAY

We offer an automated payment system (ACH), that can deduct payments from your checking account. Please call our office to sign up for this program and we will send you an enrollment form.

APP

We have an app! Use your smartphone to visit the app store and download the app. You can find out your service day and enroll in text reminders. You can see our service calendar and check if it is recycle or yard debris week. You also use our Waste Wizard, a database designed to help you figure out which things are recyclable (and which are not). Our app also has a “You Call We Haul” request form, so you can sign up to have bulky items hauled away (fees apply for this service).

STAY INVOLVED

Like us on Facebook for Trivia Tuesdays, watch for mailers in your bills, and emails from us.

SPECIAL EVENTS

We offer clear-stream racks, carts, tubs, and drop boxes for special events. Please call our office for details on renting this equipment.

NOMINATE AN EMPLOYEE FOR SPECIAL RECOGNITION

We pride ourselves on providing excellent service to all our customers. If one of our employees has gone above and beyond for you, please let us know! You can call our office, send us an email at info@dahldisposalservice.com, or mail in this form.

Customer Name _____ Date _____

Customer Address _____

Employee to be nominated _____

Tell us what they did _____



DEBRIS BOXES

We offer 300-gallon tubs as well as 20, 30 and 40 cubic-yard drop boxes for your clean-up and remodeling projects. All construction and demolition boxes will need an asbestos survey.

COMMUNITY INVOLVEMENT

The Dahl family of companies has a long-standing relationship with our local communities. We regularly donate cash and in-kind services to support local community groups, organizations, and projects. As a family-owned and operated company, community support is a core value that has been built into our business. We strive to spread our limited resources across the communities we serve by helping support our schools, community groups, and non-profits.

In 2022, we were pleased to donate over \$36,000 to more than 37 organizations, and donated services to many events.

Due to the high number of requests that we receive each year, we are now asking that all applicants please fill out a donation request form. You can download a form by visiting our website and clicking on the “Giving Back” section. This will help us better understand your group’s needs and allow us to evaluate how we can help meet those critical needs. Our management team personally reviews each request on a weekly basis. We will contact you within 2-4 weeks of receiving your request on how we may help your organization. We would like to thank you for taking the time to complete the form.

COMMUNITY EVENTS

We LOVE a parade! We always look forward to participating in community events. They are a great way for us to say “Thank You” to our customers. We have also helped with the annual Toledo Easter Egg Hunt, the Toledo Chamber of Commerce’s Trick-or-Treat event, and the Christmas Festival of Trees Gala.





**Better
Bark &
More**

South Lincoln Recycling Center

235 Dahl Ave (off Crestline)

Open Mon-Sat, 9am-4pm

(541) 563-3888

Toledo Recycling Center

5441 W. Highway 20

Open Mon-Sat, 8:30am-4:30pm

(541) 336-2932

betterbarkandmore.com



idealministorage.com

Waldport

(541) 563-3888

Siletz

(541) 336-2932

Toledo

(541) 336-2932



PO Box 357
Toledo OR 97391

