

## Frequently asked questions:

### What can I put in my residential trash cart?

Household trash only... this does not include remodeling or demolition materials, ie... concrete, roofing material, sheetrock etc..., yard waste or hazardous materials. The cart is for your daily household trash only. Please call the office if you are going to have these extra materials, extra trash or yard waste outside of your cart before your trash day to have it scheduled at an extra cost.

### What time should my trash be put out on my pick-up day?

All trash should be accessible by 6:00am on your pick-up day either curbside or alley service and left out until it is picked up, there is no set time for your pick-up. We need full access for the entire day; please don't wait until you see the truck coming down the street or until you think we will be coming by to put it out. All trash needs to be out by 6:00am no exceptions.

### What happens when there is a holiday?

Please check our website for the holiday schedule – there it is listed what your day has been changed to.

### How and what is recycled in Dakota County?

Recycling should be placed next to your cart weekly on your scheduled trash day. Please put newspaper in a paper bag, breakdown and bundle cardboard (no pizza boxes), aluminum cans in a separate bag. Glass, tin cans and #1 & # 2 plastic bottles – (caps removed) can be co-mingled in a plastic kitchen trash bag together. Please go to the Dakota County Recycling guide for more info on how to dispose of items that cannot be recycled curbside @ <http://www.co.dakota.mn.us/EnvironmentRoads/RecyclingDisposal/default.htm>. Ramsey County recycling is handled by Eureka Recycling

### What are my residential cart size options?

We have 3 different size options in which we provide the cart: 96 Gallon, 64 gallon and 32 gallon. There is another option in which you provide your own trash can/cart up to 32 gallons at a reduced price. Please call for more information and pricing at (651) 315-3635.

### What are my payment options?

We have 3 different residential payment plans: - (Billing cycles are always paid forward) – No Contract Required

- 2 Months
- 6 Months – Pay 6 months and on your 7<sup>th</sup> month billing you will receive your 1 month base rate discount on your next 6 month billing cycle.
- 12 months– Pay 12 months and on your 13<sup>th</sup> month billing you will receive your 2 months base rate discount with another 12 month billing cycle.

Payments can be made on our website with Debit cards or Visa/MasterCard/Discover, we also have Auto-Pay, there is a form on the payment page on our website @ [www.krupennydisposal.com](http://www.krupennydisposal.com), please fill this out and return it to us by email/fax or mail.. We accept checks and money orders; there is a \$ 25.00 NSF charge on all returned checks.

**\*\*\*\* All Cancellations require a 60 day written notice by the customer – no exceptions\*\*\*\***