



We would like to take this opportunity to welcome you as a new customer. This flyer will hopefully explain everything you'll need to be a very happy and satisfied customer.

First and foremost, we truly appreciate the patronage of each one of our customers, but we ask they understand we are a very small family owned business and we must have some basic service requirements to continue to provide the service our customers deserve and have come to expect.

You will find most of the information you need to know about our service in this flyer, but you can always "Like" and "Follow" us on Facebook under Steinkamp Hauling or visit our web-site at [www.steinkamphauling.com](http://www.steinkamphauling.com)

We continually update information on both and you can always find out the latest service information, holiday schedules or other important updates.

Again, welcome and please take a few minutes to review the following information.

Your regular collection day is:



### Our Basic Service Requirements Include:

**We request that all waste containers be placed out for collection by 7:00 a.m. on the collection day.**

**NOTE:** *If we show-up and document (i.e.: Time-stamped Photograph, G.P.S., etc.) that your waste wasn't set out at the time of collection, we can't come back to pick it up for free.*

**We request that all waste containers (i.e.: Trash Bags or Cans along with our Carts) be placed within three feet (3') of the street or alley unless other arrangements have been made.**

**NOTE:** *Backdoor, walk-up or chalet service is available for handicap or senior citizens for an additional cost.*

**We request that each weekly collection be limited to no more than six (6) small (i.e.: fifteen (15) gallon), three (3) large (i.e.: thirty-three (33) gallon) or two (2) contractor (i.e.: fifty (50) gallon) bags or what will fit into the cart we provide with the lid closed.**

**NOTE:** *We understand that from time to time customers may have extra waste and that's alright, but we also ask that they understand we will have to charge extra for consistent extra waste.*

*We additionally ask that customers also understand weekly collections are just that, residential waste collections and these collections aren't for extra, large or bulky items.*

*You also need to please understand that each collection is for no more than one (1) household. Should other waste be present we will automatically invoice for an additional customer.*

### Basic Service Requirements Continued...

**We request that all containers (i.e.: Trash Cans or Bags) weigh no more than fifty pounds (50 lbs.) each.**

**NOTE:** *Please understand for the safety of our employees, trash bags or containers which are too heavy can't be picked-up.*

**We request that all waste be placed in bags, with the bags tied and whether being placed in a trash can or one of our carts.**

**NOTE:** *Due to safety and health concerns our employees can't touch loose waste and therefore we can't be responsible for cleaning-up windblown litter messes or emptying containers from waste that hasn't been bagged properly.*

**We request that unacceptable items (i.e.: Yard Waste, Construction Debris, Electronic Items or Hazardous Waste) not be placed in or out with your regular collection.**

**NOTE:** *Please understand that due to Federal, State and local waste restriction guidelines unacceptable items can't be picked-up with your regular collection.*

**We request that containers (i.e.: Trash Bags or Cans along with our carts) not be placed within six feet (6') of any other object (i.e.: Mailboxes, Light, Telephone or Electrical Poles, Bushes, Trees, Vehicles, etc.).**

**NOTE:** *Please understand containers placed close to other objects will be set-back the first couple of times at an acceptable location, but after that they will be considered as "Not Out".*

**We request that all customers please pay for their current month of service prior to the end of the month.**

**NOTE:** We totally understand that from time to time payments and bills can cross in the mail and that some customers only get paid one (1) time each month, but customers not paying for service for any prior month by the 15<sup>th</sup> of the following month will have their collections suspended and be assessed a fifteen dollar (\$15.00) "Late Fee".

**To help customers we offer our a wide variety of payment methods, which include:**

*Self-addressed Envelopes included with each billing*

*Payment pick-up on your regular collection day*

*Payment drop-off at our facility at 2833 North 12<sup>th</sup> Street in Quincy, Illinois*

*On-line bill payment at  
www.trashbilling.com*

*(For On-line Bill Payment Follow The Preceding Instructions)*

**To assist our customers with getting rid of large or bulky items, garage, attic or whole house clean-outs or any unwanted items you can receive a discount through Dean Steinkamp Clean-ups**

**Give them a call at (217) 224-3390 and mention you're a customer**

### On-line Bill Payment Instructions – Step #1

Log-on to [www.trashbilling.com](http://www.trashbilling.com) and you will see the above page.

Then enter the 12-digit TrashBilling.com Customer ID Number, located on the middle of the bottom of the top section (Payment Stub) on your invoice into the "View Your Account" section and click-on "Logon to your Account"

### On-line Bill Payment Instructions – Step #2

Choose and enter a password in the "New Password" field. Then Re-Enter in the password in the "New Password Again" field. You will then click-on the "I'm not a robot" and then click on "Set Password".

Make sure to remember your password you will need it each time you log-on.

### On-line Bill Payment Instructions – Step #3

Once you get to this page you will see your account information and have the option to make a payment.

To make a payment, click-on the "Make Payment" tab and it will take you to the payment screen.

To see more options, click-on the "Continue"

### On-line Bill Payment Instructions – Step #4

On this page you can see your Account Balance, Make a Payment, View your Account History, Sign-up for Auto Pay, Sign-up to receive E-Mailed Bills, send us a message or change your password.