

Cooper Refuse Service Agreement

*If inclement weather prohibits the collection, we will be out as soon as it is safe to do so. You may call us at 301-996-7704, and we will have updated information on our answering machine. *

For Residential pickup in Montgomery County, Maryland

Holiday Collection Schedule

Regular collections are once or twice weekly. Exceptions to this are legal holidays, which is New Year's Day, Easter, Memorial Day, Labor Day, Independence Day, Thanksgiving Day, Christmas Day, and on days when severe weather conditions prohibit collections. Holiday collections will be made one day later for the entire week. For example, if the holiday is on Monday, pick up will be on Tuesday. Tuesday collections will be on Wednesdays. Wednesday will be on Thursday, etc. **PLEASE HAVE YOUR HOUSEHOLD TRASH OUT THE NIGHT BEFORE YOUR PICKUP DAY.**

Collectible Refuse

All refuse generated from normal household operations such as animal, fruit, or vegetable food waste, which should be drained and wrapped to prevent leaking. Paper, cardboard, plastic, glass, metal containers that are less than 5-gallon capacity THAT CANNOT BE RECYCLED. There is an 8 (13-gallon) Bag maximum per pickup. Exceeding the 8 (13-gallon) bag limit or placing large items out for pickup would be considered a Bulk pickup, which needs to be scheduled separately.

The County will collect rags, COLD ASHES, and similar materials, grass, leaves, and brush with your Blue Box.

Special Collections

The following items are NOT acceptable for removal at regular collections: major appliances such as refrigerators, stoves, water heaters, dryers, washing machines, rugs, furniture, large toys, building fixtures such as bathtubs, sinks, toilets, shower stalls, and construction material. SPECIAL COLLECTIONS MUST BE SCHEDULED IN ADVANCE.

THERE WILL BE AN ADDITIONAL CHARGE FOR THIS SERVICE.

Refuse Containers

Refuse must be placed in metal or watertight plastic containers and vermin proof. The containers must be equipped with a tight-fitting cover and have handles. BECAUSE PLASTIC CONTAINERS BREAK EASILY IN COLD WEATHER, WE CANNOT BE RESPONSIBLE FOR DAMAGES TO THESE TYPES OF CONTAINERS.

WE ARE NOT RESPONSIBLE FOR ANY ARTICLES LEFT ON OR NEAR TRASH CANS. ALSO, CUSTOMER ACKNOWLEDGES THAT COOPER REFUSE SHALL NOT BE LIABLE FOR ANY DAMAGES TO PAVEMENT OR ASPHALT OF DRIVEWAY DUE TO TRUCK USAGE. We can provide trash containers for an additional fee monthly.

Non-Collectible Refuse

At NO time will we collect the following: DIRT, ROCKS, SOD, waterlogged refuse, large tree stumps, partially burned fireplace logs, HOT ASHES, poisons, acids, caustics, gasoline, oil and other combustible items, explosives, ammunition, televisions, dead animals, human and animal feces, paint, or any acceptable refuse that is not in an approved container tied or bundled.

Point of Collection

Collections will be made from the curb or from a point that is easily accessible every morning. **Please have your garbage out for collection the night before your collection day.** No garbage collections will occur from enclosures, such as garages, porches, or when animals prevent the collectors from reaching the refuse. If more than 3 inches of snowfall occurs, the garbage must be in an area that has been cleared of snow or to the side of the road.

Billing

Billing will occur on the 1st of every month Electronically and due on the 15th. You can make your payment by check, cash, debit, or credit.

Please make your check payable to Cooper Refuse and Hauling LLC and mail them to
Attn: Accounting -Cooper Refuse & Hauling, LLC
P.O. Box 73
Gaithersburg, MD 20884

Also, we do not ACCEPT DEDUCTIONS FROM BILLS UNLESS THE COLLECTOR AND THE CUSTOMER have PREVIOUSLY arranged them. Unprovided service is defined as refuse collection service which was not provided to the customer due to failure of the collector and which has been reported to the collector at the time of the missed pickup. Severely inclement weather, holidays, collections within 24 hours of scheduled collections, inaccessibility to containers, unreported missed collections, and failure of customers to pay their bills when due are not collector failures, and credit/refunds will not be authorized in these instances.

Termination of Services

CUSTOMERS CAN DISCONTINUE WEEKLY TRASH DISPOSAL SERVICES AT ANY TIME. IT IS THE CUSTOMERS RESPONSIBILITY TO NOTIFY COOPER REFUSE & HAULING IN WRITING 30 DAYS BEFORE DISCONTINUING SERVICE. **NON-PAYMENT OF BILLS, CUSTOMER NOT PUTTING OUT GARBAGE, OR CUSTOMER INFORMING THEIR DRIVER DOES NOT CONSTITUTE DISCONTINUANCE OF SERVICE.**