WISE COUNTY
Public Service Authority

WiseCountyPSA.org
Phone: (276) 679-1263
Fax: (276) 679-1528

SERVICE AGREEMENT FOR SOLID WASTE COLLECTION

Type of Service:	◯ Residential	◯ Business/Commercial

Residential Only	
◯ Standard	◯ Private Drive
Number of 96-gallon cans	

Business/ Commercial Only	
◯ Dumpster	◯ 96-gallon can
Number of Dumpsters or cans	
Dumpster Pickup/week (1-5)	

Applicant Name:			
Account Status:	◯ have current account	◯ had previous account	◯ never a customer
Service Address:	Street:		
	City:	State:	Zip:
Mailing Address: (if same, leave blank)	Street:		
	City:	State:	Zip:
Telephone:	Home:	Mobile:	Work:
Email:			
Drivers License #:			
Payment option:	◯ Mail, in-person, or online	◯ Automatic bank draft (complete ACH form)	

I, the above-named Applicant, certify that the above information is correct, and I have read and agree to the terms and conditions on the following pages.

Applicant Signature:_____ **Date:**_____
Authority Signature: _____

OFFICE USE ONLY:
Account #:

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TERMS & CONDITIONS

1. The Authority shall furnish, subject to the limitations in the Authority's current and future rules and regulations, such services as provided for above.
2. The Authority shall provide the selected solid waste receptacle to the customer. Customer shall be responsible for repair and/or replacement of solid waste receptacle outside of normal wear and tear. The Authority has the final authority in deciding and applying charges necessary for repair/replacement.
3. The Customer understands any receptacles (cans or dumpsters) provided by the Authority remain the property of the Authority and shall not be moved from the service address listed. The receptacle shall remain at the service address for future customers in the event any customer moves.
4. **For standard collection:** Customer shall place the receptacle at the edge/curb of the closest public street (not private drive) or at the location determined by the PSA to allow for safe collection for PSA staff and equipment.
5. **For private drive collection:** Customer shall place the receptacle at a safe and easily accessible location for PSA staff and equipment, visible from the driveway or front of the home. Customer agrees to release the PSA from liabilities associated with solid waste collection at the customer's address.
6. Receptacles (containers) shall be at the assigned location by 7AM on the scheduled collection day.
   - **All garbage in the receptacles shall be bagged.**
7. Customer understands and further agrees to not block access to the receptacle on the scheduled collection day by parking any vehicle, trailer, etc.. in front of the receptacle.
8. Solid Waste collection may be delayed due to inclement weather or other events which render the collection of solid waste unsafe for PSA staff and the public. Solid waste will be collected as soon as possible once safe to do so. In these events, no refunds shall be made to customers, and the Authority shall allow additional waste bags to be placed around the receptacle for collection when the service resumes.
9. Containers shall be removed from the collection point in less than 24 hours after collection.
10. Only household trash shall be placed in the container for residential customers and all trash shall be bagged. Customer shall refrain from packing carboard containers or other materials in the can which will prevent for dumping of receptacle. Any receptacle packed in a manner which prevents dumping shall be returned to the customer for correction and collection the following week.
11. The following items shall not be placed in the receptacles including dumpsters: car parts and tires, furniture and other large items, hazardous or flammable materials, propane or other pressurized tanks, car batteries or other lead-acid batteries, liquids such as paint, solvents, motor oil or drywall mud, construction waste such as carpeting, lumber, drywall, bricks, concrete or dirt, and ashes that have not been thoroughly cooled and soaked with water.
12. All receptacles with lids shall not be overfilled and lids shall be closed.
13. All residential and business 96-gallon receptacles shall be collected one time per week, 6-cy dumpsters shall be collected per the schedule selected on this agreement.
14. Customer understands and agrees solid waste collection shall be developed across Wise County in an economic way for the Authority and customers. By agreeing to service, I agree to begin service at my address when service is available by the Authority.

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Billing Information

- Bills are due on the 15th of each month. If the due date falls on a weekend or on a federal or state holiday in which we are closed, the due date shall be the next business day.
- Payment not received by the due date shall result in a penalty of ten percent (10%) of the currently late bill amount due applied to the account.
- Nonpayment of all balances due after seven (7) days from the due date shall result in the service being shut off to the customer. A nonpayment/reconnect fee of $50 will be applied automatically when bills are not paid in full by the 7 days after the due date. This includes payments that are made online, by telephone, or at the kiosk after 4:30 PM on the 7th day after the due date.

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Additional Information

- Bills are mailed out on the last business day of each month. Once the bills are mailed, the PSA has no control over the delivery/receipt of your bill. **FAILURE TO RECEIVE YOUR BILL DOES NOT EXEMPT YOU FROM PAYING YOUR BILL, LATE FEES AND/OR RECONNECTION/SERVICE FEES**. We recommend that, if you have not received your bill by the 7th of the month, that you contact our office to obtain your balance due. When calling, please be sure to provide us with your Social Security Number or Account Number.
- Please keep your phone number updated with us. We send out courtesy calls after the due date to remind you of unpaid balances. Keep in mind this is only a courtesy call and is **not** a requirement. You are still responsible for your bill and any late fees and/or reconnection/service fees regardless if you received a phone call or not.
- Services disconnected for non-payment that have been re-established by the customer will have their meter removed and will be assessed a meter tampering and lock fee.
- If your physical address (911 address) changes, please update it with the PSA. To better service your location, it is important for us to have the correct address.

Payment Options

- Payments may be made using the following options:
  - In person at the PSA office – credit cards are accepted for a 3.5% surcharge
  - Enrolling in our **free** AutoPay program via our website
  - Enrolling in Pay by Text via our website
  - Payment Kiosk (to the left of the main PSA entrance)
  - By mail
  - Online at www.wisecountypsa.org to our 3rd party processor. There will be a 3.5% fee for debit/credit cards (minimum $2.50) or $2.50 for e-checks charged by the 3rd party processing center. When using this service, please be sure to enter your bank account information correctly. The PSA is not responsible for incorrectly entered bank account numbers, which will result in an insufficient funds fee being charged as the payment will not clear. Late fees and disconnect fees may also apply. The PSA will not waive fees in such events.
  - Calling our automated phone system at (888) 592-1835 – a 3.5% surcharge will apply (minimum $2.50) for credit cards or $2.50 for an e-check. Our 3rd party payment processor also charges a $1.00 surcharge per transaction. When using this service, you will need to have your account number.

Disclaimer: Any and/or all rules, regulations, and fees are subject to change at the discretion of the Wise County Public Service Authority.

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SOLID WASTE COLLECTION FEES

SERVICE TYPE	COST PER MONTH
Residential 96-gallon receptacle	$17; additional can $10
Commercial/business 96-gallon receptacle	$17; additional can $10
Private Drive Service	$34; additional can $15
6-CY Dumpster:	
1-day per week	$85
2-days per week	$105
3-days per week	$135
4-days per week	$170
5-days per week	$220
Additional dumpster collection	$25
Account deposit for non-water/sewer customers shall be 2 months service cost not to exceed $100.	
*Replacement of 96-gallon receptacles and 6-cy dumpsters shall be at the cost of the PSA	

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Driver's License Photo: