

Bad Weather Policy

Winter is a very unpredictable time of the year when it comes to the weather. If the weather conditions are severe, we will not risk putting people or property in danger. Our trucks may go in the snow and ice, but because of their size and weight they will not always stop when and where we need them to. Also, some of our hilly and shady neighborhoods are considerably more difficult to get to and around during bad weather. If necessary, collection services will be prioritized in the following order:

Garbage

Recycling

Yard Debris

When services must be delayed or postponed due to inclement weather, a reasonable effort will be made to pick up before the next scheduled collection day.

If service must be delayed or postponed to the next scheduled collection day or the following week, twice the amount of the current subscribed service level will be collected at that time at no additional charge.

We will make every effort to remedy all weather related misses in a timely manner. Please be aware that while your street may be clear, access to and throughout your neighborhood may not. After a severe weather event, drivers may need to deviate from their regular scheduled routes in order to make up for snow days. This may impact your collection.

During inclement weather, please leave your roll carts at the curb. If you are unable to get your carts to the curb, you can have twice the amount of your current subscribed service level on the next regularly scheduled collection day at no additional charge.

No credits or refunds for missed collections are given due to inclement weather or any issues beyond hauler control. Postponed collections are not considered missed because the service is provided in due course.

We will keep you posted of any interruptions in our service schedule due to bad weather as they arise. If you have any questions, please call our office at (503) 774-4122.

Thank you for your patience and understanding.