

NEW RESIDENTIAL SANITATION SERVICE



CITY OF STONE MOUNTAIN



Dear City of Stone Mountain Resident:

We are delighted to welcome you to the DeKalb County Sanitation Division service area.

Your scheduled collection day will be Monday, Wednesday or Thursday, beginning Wednesday, January 2, 2019

During the first few weeks of December, a standard 65-gallon garbage roll cart will be delivered to your service address. A new residential customer welcome packet will be attached to your roll cart, **and will contain important information on your scheduled sanitation service day**; garbage, recycling, yard trimmings, bulky item and special collection service offerings; collection policies and procedures; and more. The following items will be included in your welcome packet:

Letters

- Recycling program welcome letter
- New sanitation customer welcome letter
- Establishing residential recycling service letter

Brochures

- Residential collection procedures brochure
- 2018 and 2019 holiday collection schedules

Flyer

- Container requirements flyer (English and Spanish)

Recycling Program

- Single-stream recycling program flyer
- Glass recycling and drop-off locations flyer
- Joint recycling, FOG and anti-litter campaign flyer

Forms and Applications

- Garbage roll cart request form
- Residential single-stream recycling subscription form

While the **curbside single-stream recycling program** is optional, residents are encouraged to subscribe to this service by submitting a request via our online portal at dekalbsanitation.com; or visiting our office in person at 3720 Leroy Scott Drive, Decatur, GA 30032, between 7 a.m. and 6 p.m.

For more information on our collection policies and procedures, as well as our comprehensive recycling program, visit our website at www.dekalbsanitation.com, or contact our customer service team at sanitation@dekalbcountyga.gov or (404) 294-2900. On behalf of our various operational areas, we look forward to serving you.

NEW COMMERCIAL SANITATION SERVICE



CITY OF STONE MOUNTAIN



Dear City of Stone Mountain Commercial Customer:

We are delighted to welcome you to the DeKalb County Sanitation Division service area.

Your scheduled collection day(s) will be determined once a completed application has been submitted.
Commercial customers' service start date is January 1, 2019

On Tuesday, Nov. 20, 2018, and Tuesday, Nov. 27, 2018, the DeKalb County Sanitation Division will host a commercial customer open house at the City of Stone Mountain City Hall, allowing businesses within the City of Stone Mountain to establish commercial sanitation service with DeKalb County (see attached flyer for more information). A new commercial customer welcome packet will be provided during the event. The packet will contain information required to establish service - necessary forms and applications; important information on collection policies and procedures; commercial service fees; and more. The following items will be included in the welcome packet:

Letters

- Recycling program welcome letter
- Solid waste service welcome letter
- Establishing commercial garbage service
- Establishing commercial recycling service

Forms and Applications

- Recycling subscription form
- ACH cancellation request form
- Hold harmless agreement form
- Commercial roll-off container application
- ACH recurring payment authorization form
- New commercial account information form

Payments and Fees

- Commercial fee payment options
- Fee listing for solid waste and recycling services

Flyers and Brochures

- Solid waste policies and procedures
- Sanitation requirements for businesses
- Commercial single-stream recycling flyer
- Garbage and recycling container options flyer

It is highly recommended that businesses participate in the open house. Those unable to attend MUST visit the Sanitation Division administrative office in person to establish service.

While the **commercial single-stream recycling program** is optional, businesses are encouraged to subscribe to this service, and will have an opportunity to do so during the open house.

For more information, visit our website at www.dekalbsanitation.com, or contact our customer service team at sanitation@dekalbcountyga.gov or 404.294.2900. On behalf of our various operational areas, we look forward to serving you.

(404) 294-2900 • sanitation@dekalbcountyga.gov • www.dekalbsanitation.com • [@DKalbSanitation](https://twitter.com/DKalbSanitation)

NEW COMMERCIAL CUSTOMER OPEN HOUSE



CITY OF STONE MOUNTAIN



The DeKalb County Sanitation Division

in collaboration with the City of Stone Mountain
will host a

COMMERCIAL CUSTOMER OPEN HOUSE

Tuesday, November 20, 2018
9 a.m. - 1 p.m.
City of Stone Mountain City Hall
875 Main Street
Stone Mountain, GA 30083

Tuesday, November 27, 2018
9 a.m. - 1 p.m.
City of Stone Mountain City Hall
875 Main Street
Stone Mountain, GA 30083

All City of Stone Mountain regular commercial and commercial hand-collection customers are required to participate. Customers will have the opportunity to complete paperwork on-site to establish new commercial sanitation service with DeKalb County. **Commercial customers are encouraged to complete paperwork in advance.** An application packet, including information on sanitation requirements for businesses, can be accessed by visiting www.dekalbsanitation.com under the *Commercial Garbage and Recycling Collection Service* tab. All applications will require supporting documentation, such as photo identification, proof of ownership and lease agreement. For commercial customers requiring large volume garbage and/or recycling container(s), a prepaid container delivery and retrieval fee of \$150 per container AND one month of sanitation service fees must be paid at the time of establishing service. Only check payments will be accepted during these events.

While it is highly recommended that businesses participate in the open house, those unable to attend **MUST** visit the Sanitation Division's administrative office in person to establish service.

For more information, visit www.dekalbsanitation.com or contact the Sanitation Division's customer service team at (404) 294-2900 or sanitation@dekalbcountyga.gov.