

# NEW SANITATION SERVICE



## COMMERCIAL CUSTOMERS



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.**

A new commercial customer welcome packet is attached, including paperwork necessary to establish sanitation service. In the coming weeks, garbage and/or recycling containers requested will be delivered to the commercial service address. The welcome packet contains the following items:

### Letters

- Establishing commercial recycling service
- Establishing commercial sanitation service

### Forms and Applications

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

### Payments and Fees

- Commercial recycling fee payment options
- Commercial container options and pricing

### Flyers and Brochures

- Commercial single-stream recycling flyer
- Commercial dumpster use policies and procedures
- Requirements for establishing commercial sanitation service

While the **commercial single-stream recycling program** is optional, businesses are encouraged to subscribe to this service, and have an opportunity to do so when this application is submitted.

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

Board of Commissioners

District 1  
Nancy Jester

District 2  
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District 3  
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District 4  
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District 5  
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## Establishing Commercial Sanitation Collection Service

Dear Potential Commercial Sanitation Customer:

Thank you for your interest in establishing commercial sanitation collection service with us. We are delighted that you will join hundreds of other businesses that are currently a part of our commercial customer base.

Attached is a commercial sanitation service application packet. Please complete all applicable forms in their entirety. Establishing commercial accounts require **an in-person visit to the Sanitation Division's administrative office, 3720 Leroy Scott Drive, Decatur, GA 30032**. Businesses seeking to establish service will be required to provide several documents to establish ownership and eligibility to be approved for a sanitation service account – please see the document titled *Sanitation Requirements for Commercial Business* – for more information on the requirements for establishing a commercial sanitation account.

The Sanitation Division continues to meet the challenges of an ever-increasing customer base, with a sustained focus on customer service excellence. Our approach to serving you is reflected in our primary mission of a maintaining a culture of operational excellence, and as reflected in our Employee Creed of Service - [A Tradition of Efficiency. Accountability. Resilience. Integrity.](#)

Should you have any questions or concerns, kindly contact our customer service team at 404-294-2900 or [sanitation@dekalbcountyga.gov](mailto:sanitation@dekalbcountyga.gov). On behalf of our various operational areas, we look forward to serving you.

At your service,



Tracy A. Hutchinson  
Division Director



## Requirements for Establishing Commercial Sanitation Service

All business license applicants must provide proof of sanitation service before a business tax certificate can be issued. All business applicants must provide their DeKalb County Sanitation Division account number and proof of sanitation service, which can only be obtained from the Sanitation Division’s administrative office, **3720 Leroy Scott Drive, Decatur, GA 30032**, Monday through Friday, from 7 a.m. – 6 p.m. All fees are approved and set by the DeKalb County Board of Commissioners and per the DeKalb County Solid Waste Code, Chapter 22, Sec. 22-28, Code 1976 6-3006. Each business owner or tenant/renter is required to provide the documentation below when establishing service, by visiting the Sanitation Division’s administrative office.

<b>New Commercial Business Owner</b>	<b>Commercial Business Tenant/Lease</b>	<b>Change in Business Ownership</b>
<ol style="list-style-type: none"> <li>1. New commercial business application (<b>signed and approved by Sanitation Division staff only</b>)</li> <li>2. Photo identification: driver’s license/state identification/passport</li> <li>3. Proof of ownership: deed, title, bill of sale or property tax statement</li> <li>4. No outstanding sanitation debt associated with property</li> <li>5. Prepayment dumpster delivery and removal fee of \$150 per dumpster, plus the first month’s collection service based on dumpster size and number of service days</li> </ol>	<ol style="list-style-type: none"> <li>1. New commercial business application (<b>signed and approved by Sanitation Division staff only</b>)</li> <li>2. Photo identification: driver’s license/state identification/passport</li> <li>3. Lease agreement: signed and notarized lease or deed; no subleases</li> <li>4. Proof of responsibility for sanitation services: “stated in lease” or signed and notarized statement from property owner</li> <li>5. Prepayment dumpster delivery and removal fee of \$150 per dumpster, plus the first month’s collection service based on dumpster size and number of service days</li> </ol>	<ol style="list-style-type: none"> <li>1. New commercial business application (<b>signed and approved by Sanitation Division staff only</b>)</li> <li>2. Photo identification: driver’s license/state identification/passport</li> <li>3. Proof of ownership: bill of sale, title or deed</li> <li>4. Lease agreement: signed and notarized lease or deed; no subleases</li> <li>5. Account must be current prior to establishing new account</li> <li>6. Prepayment dumpster delivery and removal fee of \$150 per dumpster, plus the first month’s collection service based on dumpster size and number of service days</li> </ol>

Please contact the Sanitation Division’s customer service team at (404) 294-2900 for more information.





Sanitation Division Administrative Office



3-yard container

Commercial Garbage Dumpster



CNG Station – Seminole Road Landfill



Sanitation Division CNG Fleet



Glass Recycling Program

Customized Commercial Recycling Programs

- DeKalb County School District
DeKalb Senior Center Recycling Program
Institutions of Higher Education Recycling Program
And more

New Commercial Account Application

Date \_\_\_\_\_

Business name \_\_\_\_\_

Service address \_\_\_\_\_

City/State \_\_\_\_\_ Zip code \_\_\_\_\_

Phone \_\_\_\_\_ Alternate # \_\_\_\_\_

Fax # \_\_\_\_\_ Email \_\_\_\_\_

Billing address \_\_\_\_\_ (if different than service location address)

Authorized account contacts \_\_\_\_\_

Requested container size (check all that apply)

- 3-yard front-load dumpster, 4-yard front-load dumpster, 6-yard front-load dumpster, 8-yard front-load dumpster, County-provided 25-yard compactor, County-provided 30-yard compactor, Customer-provided 30-yard compactor

Servicing frequency: 1 2 3 4 5 6 (Number of days per week; please check one)

Scheduled collection day(s): Customers can be serviced up to six times per week; collection days will be determined by the commercial collection team and provided to customers.

Prepayment amount: \$ (A container delivery and retrieval fee of \$150 AND the equivalent of one monthly fee)

Container fee (one-time fee): \$ Monthly fee: \$

Commercial hand collection: 95-gallon roll cart (2, 3 or 4 per customer) (Customers are serviced twice per week; collection days will be determined by commercial collection team and provided to customers)

Customer signature \_\_\_\_\_ Date \_\_\_\_\_

All commercial account applications must be processed in person at the Sanitation Division's administrative office at 3720 Leroy Scott Drive, Decatur, GA 30032. Please allow three to five business days for container delivery once payment has been received. Please make check/money order payable to the DeKalb County Sanitation Division.

For Office Use Only

Form of payment: Cash Card Check Check # (Please circle one)

Service request # District Route

Customer # Location # Service day(s)

C.S. Rep. signature Date

Container delivery date W/O #

# GARBAGE AND RECYCLING COMMERCIAL CONTAINER OPTIONS, PRICING AND SERVICING FREQUENCIES

The DeKalb County Sanitation Division is pleased to provide information on garbage and recycling container options for your business.

## Commercial Front-load Dumpster Monthly Fees and Servicing Frequencies

Dumpster Size	1x/week	2x/week	3x/week	4x/week	5x/week	6x/week
3-yard dumpster 4ft high x 3ft 6in long x 5ft 11in wide	\$65.52	\$131.04	\$196.56	N/A	N/A	N/A
4-yard dumpster 4ft high x 4ft 6in long x 5ft 11in wide	\$87.36	\$174.72	\$262.08	N/A	N/A	N/A
6-yard dumpster 5ft high x 5ft 6in long x 5ft 11in wide	\$131.04	\$262.08	\$393.12	\$524.16	\$655.20	\$786.24
8-yard dumpster 6ft 8in high x 5ft 6in long x 5ft 11in wide	\$174.72	\$349.44	\$524.16	\$698.88	\$873.60	\$1,048.32

\$75 container delivery and \$75 container retrieval fee not included



3-yard front-load dumpster



10-yard roll-off container

## Commercial Roll-off Container Fees

Container Size	Price/Yard	Total Price
10-yard container (5ft high x 12ft long x 8ft wide)	\$12.00 per yard	\$120.00
20-yard container (3ft 11in high x 23ft long x 8ft wide)	\$12.00 per yard	\$240.00
30-yard container (5ft 9in high x 23ft long x 8ft wide)	\$12.00 per yard	\$360.00
40-yard container (7ft high x 23ft long x 8ft wide)	\$12.00 per yard	\$480.00

## Commercial Compactor Monthly Fees

Container Size	Total Price
25-yard compactor	\$300.00
30-yard county-provided compactor	\$400.00
30-yard customer-provided compactor	\$400.00



30-yard compactor



95-gallon garbage roll cart

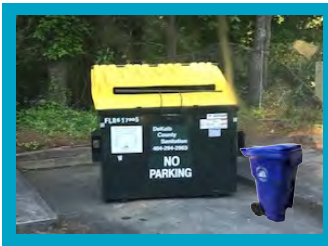
## Commercial Garbage Hand-collection Monthly Fees and Servicing Frequency

Roll Carts	2x/week
Two 95-gallon roll carts	\$34.00
Three 95-gallon roll carts	\$51.00
Four 95-gallon roll carts	\$68.00

No yard debris collection service

Service only offered twice per week

For requests beyond four roll carts, a dumpster or roll-off container will be required



6-yard recycling container and 65-gallon recycling roll cart

## Commercial Single-stream Recycling Monthly Fees and Servicing Frequencies

Container Size	1x/week	2x/week	3x/week	4x/week	5x/week
6-yard container	\$30.00	\$60.00	\$90.00	\$120.00	\$150.00

Minimum collection frequency of once per week

Roll Carts - Commercial Hand Collection	1x/week
One or two roll cart(s)	\$30.00
Three roll carts	\$47.00
Four roll carts	\$54.00

One-time prepaid fee of \$15.00 per roll cart

Service only offered once per week



**ACH Recurring Payment Authorization**

Dear Commercial Customer:

Thank you for your interest in our automatic debit program for your DeKalb County Water/ Sewer or Commercial Sanitation service. To initiate this program, the information below is required. A voided check encoded with both your bank’s routing and account numbers, or a bank letter (on bank letterhead) certifying the bank account name and account number must be provided in order to process the application. If the name on the utility account is not the same as the person signing the application, please have the utility account owner submit a signed letter giving authorization.

There are three options for returning the authorization form: email to [dekalbwaterbillingfn@dekalbcountyga.gov](mailto:dekalbwaterbillingfn@dekalbcountyga.gov) (attach a scanned copy of a voided check); fax to (404) 371-2679; or mail to **Utility Customer Operations, ATT: Billing – ACH, 774 Jordan Lane, Suite 200, Decatur, GA 30033**. Please include a voided check with encoded account numbers in the return envelope provided.

Any outstanding balance will not be drafted until the next billing cycle; customers with an outstanding balance will need to use another method of payment until you receive a bill indicating that an automatic debit payment has been scheduled.

You will continue to receive your regular bills. Once automatic debit is active, your bill will have a message on it indicating that you are scheduled for automatic debit on the due date printed on that bill. If there is no message on the bill, you should pay the bill as you have in the past. A fee of \$30.00 will be charged for any debit that is returned, unpaid, by your bank. Service will be subject to disconnection, without further notice, if not paid promptly. For any questions about your bill, please call (404) 387-4475 prior to the due date.

**Application for businesses, garden clubs, homeowners associations or similar type accounts**

If a business check is submitted with the application, and the name of the person signing the application is not printed on the check, please include a letter (on bank letterhead) stating that this person is an authorized signer on the bank account. For the security identification portion of the application, please provide the tax identification number (TIN).

Automatic pre-authorized debit withdrawal for DeKalb Water/Sewer or Commercial Sanitation billing

New enrollment                       Change in financial institution

Customer number \_\_\_\_\_ Name \_\_\_\_\_

Daytime phone number \_\_\_\_\_ Email \_\_\_\_\_

Service address \_\_\_\_\_ Bank or financial institution \_\_\_\_\_

Bank account number \_\_\_\_\_ Routing number \_\_\_\_\_

Name assigned to bank account number \_\_\_\_\_

Security identification (mother’s maiden name, TIN, or last four digits of SSN#) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

I authorize the DeKalb County Department of Finance and the bank or financial institution indicated above to automatically debit the account referenced above for payment of sanitation service indicated amount. I agree that in no event will DeKalb County or the financial institution be liable for indirect or consequential monetary damage resulting from authorized automatic debit transactions. The authority agreement will remain in effect until I cancel in writing, and I agree to notify DeKalb County, in writing, of any changes in my account information or termination of this recurring payment authorization option.

For questions or concerns, please contact DeKalb County Utility Customer Operations at (404) 378-4475.

## Establishing Commercial Single-stream Recycling Collection Service

Dear Potential Commercial Recycling Customer:

Thank you for your interest in establishing a commercial single-stream recycling account. We are delighted that you may join hundreds of commercial entities currently subscribed to the program.

Attached is a commercial recycling subscription form. Please complete the form in its entirety and either email it to [sanitation@dekalbcountyga.gov](mailto:sanitation@dekalbcountyga.gov), or mail or drop it off to:

DeKalb County Sanitation Division  
3720 Leroy Scott Drive  
Decatur, GA 30032  
**Attention:** Commercial Recycling

Once your completed application has been received, you will be contacted within 10 business days with more information on the next steps, including the recycling container delivery timeframe.

Should you have any questions, contact the Sanitation Division's customer service team at 404-294-2900 or [sanitation@dekalbcountyga.gov](mailto:sanitation@dekalbcountyga.gov). We look forward to officially welcoming you to the recycling program.

At your service,



Tracy A. Hutchinson  
Division Director





Sanitation Division Administrative Office



Commercial Recycling Container Options



CNG Station – Seminole Road Landfill



Sanitation Division CNG Fleet



Glass Recycling Program

### Customized Commercial Recycling Programs

- DeKalb County School District
- DeKalb Senior Center Recycling Program
- Institutions of Higher Education Recycling Program
- And more

## Commercial Single-Stream Recycling Subscription Form

Commercial single-stream recycling is a paid subscription service offered to DeKalb County businesses by the DeKalb County Sanitation Division. To subscribe to the program or request recycling materials, please provide the information requested below and either mail or drop off the completed application to the Sanitation Division’s administrative office, 3720 Leroy Scott Drive, Decatur, GA 30032, Attention: Commercial Recycling. Completed forms can also be emailed to [sanitation@dekalbcountyga.gov](mailto:sanitation@dekalbcountyga.gov). Please visit [www.dekalbsanitation.com](http://www.dekalbsanitation.com) or call 404.294.2900 for more information on the commercial recycling program.

Date \_\_\_\_\_

Business Name \_\_\_\_\_

Contact \_\_\_\_\_

Service Address \_\_\_\_\_

Billing Address \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

### Please check all options that apply

- New subscriber       Existing subscriber
- (New subscribers automatically receive a 6-yard recycling container. Up to two 65-gallon recycling roll carts may be requested due to 6-yard container space constraints (based on approval by the commercial service team).)**
- 6-yard recycling container
- 65-gallon recycling roll cart (a \$15 prepaid fee per roll cart will apply; limited to two roll carts per location)
- Deliver roll cart(s) to the commercial service address listed above
- Collect roll cart(s) at the Sanitation Division’s administrative office

### Servicing frequency and pricing (mandatory minimum of once per week; \$7.50 per collection)

- Once per week - \$30/month       Twice per week - \$60/month
- Three times per week - \$90/month       Four times per week - \$120/month
- Five times per week - \$150/month

Special instructions \_\_\_\_\_

Please allow up to 10 business days for application processing and container delivery.

### For Office Use

Date Received	Delivery Date	Comments
Account #	Route #	
Service Request #		
Lot __ North __ South __ Central __ East		



Sanitation Division Administrative Office



Commercial Recycling Container Options



CNG Station – Seminole Road Landfill



Sanitation Division CNG Fleet



Glass Recycling Program

### Customized Commercial Recycling Programs

- DeKalb County School District
- DeKalb Senior Center Recycling Program
- Institutions of Higher Education Recycling Program
- And more

# COMMERCIAL SINGLE-STREAM RECYCLING PROGRAM

- Do not place hazardous materials in cart or container
- Place all items (except shredded paper) loosely in cart or container
- Place shredded paper in clear plastic bags prior to placing in cart or container
- Thoroughly rinse plastics that once held food or beverage prior to placing in cart or container

## ACCEPTABLE ITEMS

- Aluminum, steel and tin cans
- Coated paper inserts
- Cereal and pantry item paper boxes
- Plastics 1 and 2 that held food or beverage
- Books, circulars, brochures, manila folders
- Newspapers, magazines, phone books and catalogs
- Frozen food containers (remove food liners and foil)
- Tissue and paper towel cylinder cores (no tissue or paper towels)
- Envelopes, junk mail, shredded paper (must be bagged and tied)
- Small and large cardboard boxes (flattened); not packaging materials
- All types of paper, including copy, packing and wrapping paper (no wax)

## UNACCEPTABLE ITEMS

- Petroleum and oil
- Aluminum and tin foil
- Pesticides and herbicides
- Plastic and metal containers
- Dry cleaning bags; paper slips
- Ceramic and aerosol containers
- Pane glass windows and mirrors
- Biohazardous/biomedical waste
- String, twine and strapping material
- Plastic grocery and department store bags
- Paper towels, tissue, paper plates and cups
- Foam rubber material and packing material
- Cereal box liners, frozen food liners and foil
- Waxed paper, cellophane paper and plastic wrap
- All kinds of glass (while glass is not acceptable in single-stream recycling, it can be recycled through the County's official glass recycling drop-off program)



## Commercial Recycling Account Payment Options ♦ Viewing and Printing Statements

Dear Commercial Recycling Customer:

Please find below information on available payment options, as well as instructions on how to view and print statements.

### Online Payments

- Visit **dekalbcountyga.gov** and click on the *payments* tab.
- Click on the *Sanitation* tab.
- Enter the *account/customer number* on the following screen.
- Click on the *login* tab.
- Click on the *make a payment* option on the left side of the screen and follow the prompts.
- At the end of the transaction, you will be provided a *confirmation number*. A \$4 nonrefundable third-party processing fee will be added to online payments.
- The account balance and all statements can be viewed and printed as PDF files.

### Automated Telephone Payments

- Call 1-866-227-8924; select *option 2*.
- Select the *pay commercial sanitation bill* option.
- Enter the *account number*.
- Enter the appropriate *payment amount* and follow the remaining prompts to complete payment.
- At the end of the transaction, you will be provided a *confirmation number*. A \$4 nonrefundable third-party processing fee will be added to telephone payments.

### Mail Payments

Please make checks payable to the *DeKalb County Sanitation Division*, and mail to 3720 Leroy Scott Drive, Decatur, GA 30032, Attention: Commercial Recycling.

### In-person Payments

Please visit the Sanitation Division's administrative office at 3720 Leroy Scott Drive, Decatur, GA 30032.

Should you have any questions, contact our customer service team at (404) 294-2900 or [sanitation@dekalbcountyga.gov](mailto:sanitation@dekalbcountyga.gov).

Thank you for your commitment to environmental sustainability through your dedication to recycling. It is always a pleasure serving you.



Sanitation Division Administrative Office



10-yard roll-off container



Commercial Roll-off Container



CNG Station – Seminole Road Landfill



Sanitation Division CNG Fleet

Glass Recycling Program

### Customized Commercial Recycling Programs

- DeKalb County School District
- DeKalb Senior Center Recycling Program
- Institutions of Higher Education Recycling Program
- And more

## Commercial Roll-off Container Application

Date \_\_\_\_\_

Name \_\_\_\_\_

Service address \_\_\_\_\_

City/State \_\_\_\_\_ Zip code \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

### Delivery Information

Scheduled delivery date \_\_\_\_\_ Work order # \_\_\_\_\_

Scheduled removal date \_\_\_\_\_ Work order # \_\_\_\_\_

Size of container \_\_\_\_\_

Instructions for placement \_\_\_\_\_

Customer signature \_\_\_\_\_ Date \_\_\_\_\_

*Roll-off containers are delivered within two to three business days after payment is received. Containers are available for a two-week rental period, and should not be used in place of normal long-term commercial garbage service.*

### For Office Use Only - Payment Information

Account # \_\_\_\_\_

Form of payment: Cash Card Check  
(Please circle one)

Total amount paid \$ \_\_\_\_\_ Receipt #/Check # \_\_\_\_\_

Service request # \_\_\_\_\_ Rte \_\_\_\_\_

### Cancellation and Refund Policy

*If for any reason a request is submitted to cancel the container rental at least one business day prior to the scheduled delivery date of \_\_\_\_\_, a full payment refund will be issued. Refunds will only be processed for container cancellation requests received in a timely manner. Once the container has been delivered to the requested address, NO REFUNDS WILL BE ISSUED.*



**Hold Harmless Agreement for Commercial Roll-off Container Equipment**

The undersigned property owner(s) or authorized representative of the property owner

Name \_\_\_\_\_

(Hereinafter “Lessee”) does hereby agree, in exchange for the lease of any commercial roll-off container(s), hereinafter “equipment” provided by the Sanitation Division, hereinafter “County” and for other valid consideration, to indemnify and hold harmless the County, its agents, servants and employees from all claims and liability which may be made against the County for the County’s rental of the equipment to Lessee. During the rental period, said equipment shall be located at the following address: \_\_\_\_\_

The addressee above willingly and knowingly assumes any and all risk, and known accidents, anyway associated with the rental and use of the equipment.

In accordance with the terms of this agreement, the Lessee shall immediately report any accident claims or damage related in any way to the rental or use of the equipment to the County, and deliver to the County by certified mail to - **DeKalb County Sanitation Division, 3720 Leroy Scott Drive, Decatur, GA 30032, Att:** Division Director - a copy of all processes, pleading notices or papers of any kind received by the Lessee or any other operator or agent of the Lessee relating to any claim, suit or proceeding connected with any accident or event involving the equipment.

Lessee hereby agrees to **RELEASE, INDEMNIFY AND HOLD HARMLESS**, to the fullest extent permissible by law, the County, its officials, officers, employees and agents, from any and all losses, liabilities, damages, injuries, claims, cost and expenses of every character whatsoever, including without limitation: **(1).** Demands arising from injuries or death of persons, including officials, officers, employees and agents of Lessee or County; **(2).** Claims or liabilities to third parties arising out of the abandonment, conversion, secretion, concealment, or unauthorized sale of the equipment by the Lessee or its operator, agents or employees, or the confiscation of the equipment by any government authority for illegal or improper use of said equipment; and **(3).** Damage to property arising directly or indirectly from the obligation herein undertaken, or out of, or connected with the possession, maintenance or use of the equipment. The provision of the indemnity described herein shall apply regardless of whether the Lessee’s negligence, active or passive, contributed in any way to alleged injury or harm, and shall not be limited.

I have read the above and agree to the terms contained in this agreement.

Lessee Signature \_\_\_\_\_ Date \_\_\_\_\_

Lessee Address \_\_\_\_\_

**Cancellation and Refund Policy**

If for any reason, the resident or business owner decides to cancel the roll-off rental at least one business day prior to the scheduled delivery date of \_\_\_\_\_, the resident or business owner will receive a full payment refund. Upon delivery of the roll-off to the delivery address, **NO REFUNDS WILL BE ISSUED.**

## Commercial Dumpster Use Policies and Procedures

The Sanitation Division continually strives to provide timely, efficient and cost-effective service to its customers. The following policies and procedures provide a summary of the Division's commercial dumpster use policies and procedures. Proper planning will be instrumental in ensuring the successful implementation of garbage and/or recycling collection service.

### Placement of Dumpsters

**Service area:** The customer should provide a paved service way sufficient to support heavy-duty service vehicles. An empty vehicle's weight can vary between 33,000 and 38,000 pounds. Sanitation Division trucks will not operate in areas not adhering to these guidelines.

**Accessibility:** Dumpsters should be accessible to both the customer and service vehicle. Sanitation vehicles will not service a dumpster that is blocked by a parked vehicle or other obstructions. Failure to control this problem is one of the primary causes of poor service. Further, service vehicles are unable to wait for a dumpster to become accessible; field collection teams will not return to empty/service a blocked dumpster until the next scheduled collection date. The customer has the option of requesting a special collection by contacting the Sanitation Division's customer service team at (404) 294-2900. The customer must prepay a minimum charge of \$50.00 for this additional service.

**Overhead clearance:** The Sanitation Division's front-loader vehicles must have a minimum of 25 feet of vertical clearance to permit safe dumping. It is the responsibility of the customer to ensure proper clearance.

### Dumpster Care

**Doors:** The side and top doors should be closed when the dumpster is not in use. Open doors may be bent or torn off when servicing. Although the dumpster is equipped with a drain plug, open doors can allow for an accumulation of rainwater, and cause unsanitary conditions. Closed doors prevent the possibility of papers blowing out and aids in the control of odor.

**Overloading:** Dumpsters must not be overloaded to the extent that its side and top doors cannot close. Building materials, concrete, bricks, sand and heavy logs should not be placed in the dumpster.

**Servicing container:** Dumpsters are serviced mechanically by the operator from the vehicle cab. Any accumulation of boxes, trash or pallets left on or around the dumpster will not be collected.

**Burning:** The burning of trash in a dumpster is a violation of the open burning ordinance, and will cause damage to the dumpsters. If this occurs, the user will be assessed a fee for repairs and repainting of the dumpster.

**Area maintenance:** The area surrounding the dumpster will be maintained by the customer, and will be kept free and clean of any accumulation of garbage, etc. Any garbage placed on top of the dumpster must be removed and placed in the dumpster by the customer. Keeping side and top doors closed, and not overloading the dumpster will help in preventing any unsightly conditions.

**Cleanliness of container:** It is the responsibility of the person(s) using the dumpster to keep the interior and exterior clean. It is recommended that the dumpster is sprayed with water regularly to prevent odors or unhealthy conditions from forming.

**Drains:** Whenever possible, it is recommended that drains be installed, especially at a restaurant, so the dumpster can be sprayed with water regularly to cut down on odors caused by garbage collection on the inside and bottom of the dumpster.

**ACH Cancellation Request Form**

Name \_\_\_\_\_

Customer account number \_\_\_\_\_

Bank account number (last 4 digits) \_\_\_\_\_

Service address \_\_\_\_\_

Email \_\_\_\_\_

Daytime phone number \_\_\_\_\_

I hereby request the cancellation of the ACH recurring payment debit previously authorized on my account. I understand that this request may take up to two business days to be processed, and I am responsible for any and all fees that may occur during this time.

If provided with a valid email address, an email will be sent to confirm cancellation. Every attempt will be made to satisfy the request of the account holder, however, the Sanitation Division will not be liable for requests made within three business days of the payment due date. As an account holder, it is necessary to provide the correct information to enable the identification of the account and transaction(s) in question.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Cancellation requests can be emailed to [dekalbwaterbillingfn@dekalbcountyga.gov](mailto:dekalbwaterbillingfn@dekalbcountyga.gov). Please include in the subject line, "ACH Cancellation." You can also fax the form to (404) 371-2679 or mail to the address below:

**Utility Customer Operations**  
**Attn: Billing - ACH**  
**774 Jordan Lane**  
**Suite 200**  
**Decatur, GA 30033**

For any billing inquiries or questions, contact (404) 378-4475 prior to the payment due date.

I authorize the DeKalb County Department of Finance and the bank or financial institution indicated above to automatically debit my account for payment of water billing for the indicated amount. I agree that in no event shall DeKalb County or the financial institution be liable for indirect or consequential monetary damage resulting from authorized automatic debit transactions. The authority agreement will remain in effect until I cancel in writing, and I agree to notify DeKalb County in writing of any changes in my account information or termination of this agreement.

DeKalb County Utility Customer Operations website: [www.dekalbwatershed.com](http://www.dekalbwatershed.com)  
Customer Care Center contact number: (404) 378-4475