

RESIDENTIAL CAN COLLECTION & CART PLACEMENT:

1. Please have your Cullman County issued cans out at the road by 5:30 am the morning of your service.
 - a. They **must** be within 4 feet of the roadway in order for the arm of the truck to reach the container. We try not to get off the roadway so that we do not damage driveways, culverts, etc.
- 3.
2. They should be placed with the metal bar facing the road, lids closed, trash bagged (to reduce loose trash flying out) and set on ground as level to the roadway as possible, this reduces the chances of the cans being damaged as the arm cannot pick them up properly.
- 4.
3. They **must** be at least 4 feet away from any other objects (i.e., other trash cans, mailboxes, fences, posts, retaining walls, poles, vehicles, etc.). This is because the arms of the trucks automatically open that far and if objects are too close, the arm will knock them over, bust them, sling trash out, jerk a mailbox up, damage cars and other property. In an effort NOT to damage property or reduce the possibility of making a mess, if they are too close, typically we will leave them so that you will call in and we can address the situation with the customer. A good rule of thumb is to stand between your can and other objects and stretch both arms out, if you are not touching anything with either fingertip, that should be sufficient room.
- 5.
4. We **do not** pick up anything outside of the county issued cans such as boxes, yard debris, construction materials, etc. Only household generated garbage should be bagged and put into the residential cans.

When we made the transition over to automated trucks in 2020, instructions were included in **every** can that was delivered detailing the above information and more. However, some have moved in since that time and maybe did not have a copy of that paper. Anytime you

call here to add additional cans for service, one of our representatives goes over proper can placement to try to reduce the amount of confusion. If you are new to the area, please feel free to call us, Monday - Friday 8am-4pm and ask any questions you may have concerning our services, we will be happy to go over all of them with you.

2. If your can is damaged due to wear and tear, being hit by a passing vehicle, or any other such situation, please call us with your Cullman Electric account number and we will be happy to get your broken or damaged can replaced for you at our earliest convenience. There is no charge to you, unless you are responsible for the damage to the can.
3. Also, if you are just moving in and there is no can present, you are responsible for calling us at 256-287-1142 (M-F 8a-4p) to notify us that you are there, provide your account information, and we will get your can or cans delivered promptly. Or, if you live close, you are welcome to come into the office with your information, and we will get you a can on site.