

DALE COUNTY SOLID WASTE MANAGEMENT SOLID WASTE COLLECTION PROCEDURE

1. **Notice of Violation:** When an account reaches 6 months past due, a **Notice of Violation of Alabama's Solid Waste Disposal Act** is issued, providing the customer with a minimum of 30 days to pay the balance in full. If payment is not received within this period, the solid waste department will attempt to retrieve the garbage can. Other active accounts that are already beyond 6 months due, will also receive the Notice of Violation and the process will be the same.
2. **Service Charge for Can Retrieval:** If the garbage can is retrieved due to non-payment, a \$25 service charge will be added to the account. The full account balance must be cleared for the can to be returned.
3. **Notification to Contractor:** Should the initial retrieval attempt be unsuccessful; we will notify the solid waste collection contractor with the address and can number. Upon notification, the contractor will suspend service to that address, a \$25 service charge will be added to the account.
4. **Collection Escalation:** If these steps do not result in payment within 60 days of the Notice of Violation, the account will be referred to the law firm designated for account collections for further collection efforts.
5. **New Customer Agreement:** All new customers must sign an agreement acknowledging liability for any court costs associated with potential collection actions.
6. **Inactive Accounts:** All inactive, past-due accounts will be turned over to collections. Legal action on these accounts is limited to a 6-year statute of limitations from the date of the last payment.