



## Jerry's Sanitation

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Thank you for choosing Jerry's Sanitation to fulfill your garbage collection needs! In order to best serve you, please fill out our **New Customer Information** form. This information will be kept in our records and you will only be contacted by us if there are any changes that will affect your service or rate. The final section of this document is our **Billing & Correspondence Preference** form. This document briefly explains our different methods of correspondence and billing. There you can choose your preferred correspondence method and desired billing frequency. You may also sign up for automatic payments if that is preferred. Automatic payments (AutoPay) can also be set up through our website at any time! Go to [www.jerryssanitation.com/billpayment](http://www.jerryssanitation.com/billpayment) to set up your online account!

Please note that we bill in advance; so your initial payment will be pre-paying for the current billing cycle. All outstanding balances will be subject to a fee of 2% of the balance due. Please note that any returned payments may be subjected to additional charges. Jerry's Sanitation reserves the right to suspend collection services if a customer's account has an outstanding balance.

Should you ever you choose to cancel services with us, we ask that the provided garbage receptacles are returned in adequately functional condition. These receptacles provided to you are still owned by Jerry's Sanitation. Therefore we will be responsible for basic maintenance, but anything beyond the usual wear-and-tear falls upon the customer. By initiating our services, all customers therefore are agreeing to these terms.

We have included a list of frequently asked questions regarding our services. This information is also listed on our website: [www.jerryssanitation.com](http://www.jerryssanitation.com). If you have any other questions, please contact us by phone at **(641) 487-7288** or by email at [info@jerryssanitation.com](mailto:info@jerryssanitation.com). You can also follow us on Facebook! Go to [www.facebook.com/JerrysSanitation](http://www.facebook.com/JerrysSanitation) to "Like" our page and to follow us for regular updates! Thank you for choosing to support our family business!

*Devin Bailey*

Owner & Operator | Jerry's Sanitation

## Frequently Asked Questions

**Q: *What time should my garbage be set out?***

A: For our customers using cans or carts, garbage needs to be set out at their designated pickup location by 5:00 AM on your collection day. We strongly recommend setting them out the night before.

**Q: *Is there anything that cannot go in my garbage?***

A: Yes, there are some items that should not be put in your regular garbage containers. These items include: appliances, large electronics, batteries, tires, dead animals, yard waste, hazardous liquid waste, hazardous solid waste, wet paint, needles/syringes and construction or demolition debris. Most of these items can be picked up separately for additional fees. Please contact us for more information.

**Q: *What if I have more garbage than usual?***

A: If you have extra garbage, please contact us for further instruction. Some items may require an extra charge. Larger projects, like home remodels, may require a roll-off dumpster. Construction or demolition debris cannot be included with regular household waste, so please do not put these items in your regular dumpster or cans. The weight limit for customers using our garbage carts is the equivalent of 50 pounds per 32-gallon capacity. If your container is too heavy, it will not be emptied and a notification tag will be placed on your container for further instruction.

**Q: *What if my garbage did not get picked up?***

A: If your garbage did not get picked up on your collection day, please contact us right away. There could be several reasons why this happened:

- The collection schedule was adjusted due to a holiday. These changes can usually be found in advance on our online calendar ([jerryssanitation.com/calendar](http://jerryssanitation.com/calendar)), as well as on our Facebook page ([facebook.com/jerryssanitation](https://facebook.com/jerryssanitation)). We will also send out a text message containing this information if you have signed up to receive Text Alerts.
- The collection schedule was adjusted due to weather conditions or mechanical issues. Please be sure to provide a phone number and/or email address to us when you start service so we can keep you informed of the occasional schedule change. You may also sign up for Text Alerts to receive this information via text to your phone!
- An item or items were set out that we do not accept. Please review this information above. In most cases we will tag these items with a brief description of why they were not taken, and what steps you should take next.
- There was an excessive amount of uncontained waste. Please be considerate and do your best to keep your garbage contained within your receptacles. Uncontained trash negatively impacts the environment, affects our ability to remain on schedule, and may risk the health and safety of our workers. If you have more garbage than your containers can hold, please let us know before your scheduled pick-up.
- Obstructions were blocking the garbage truck from servicing your container. Please make sure all vehicles, equipment, and other potential obstructions are moved a safe distance away from your container. This also includes snow removal and mud. If your dumpster is in a location that our truck could potentially get stuck, please administer removal or contact us about relocating your container.
- Your account may have an outstanding balance due. As a family owned and operated business, we are no stranger to financial hardships and understand that these things can happen. If you are having troubles paying your bill, please communicate with us and we will work with you as much as we can.

**Q: *What if I won't be home for an extended period of time?***

A: We do offer seasonal or vacation holds! We can suspend services until you have returned. Just let us know when you will be leaving, and when you are ready for your garbage service to resume. We will only suspend billing if the time period that you will be gone is for **30 days or more**.

**Q: *What if I have a question about my bill?***

A: If you have any questions about your bill, please call our office at **(641) 487-7288** or send us an email!

# NEW CUSTOMER INFORMATION

**Name** *(Account holder/s)*

**Mailing Address**

**Business Name** *(if applicable)*

**Pick-up site address/es**

*(If service address is different than mailing address.)*

**Phone number** *(Please include area code)*

**Notes**

*(Any additional info that we might need to know.)*

**Email address/es**

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**How did you hear about us?**

- Received a flier in the mail
- Viewed our Facebook Page.
- Found us on Google.
- From a friend or family member.
- Saw our truck and/or containers.
- Other:

## **Jerry's Sanitation Text Alerts**

Occasionally garbage service may have to be delayed or rescheduled due to holidays or unforeseen circumstances such as inclement weather, mechanical issues, etc. With our Text Alerts, we can notify you when this happens by sending a text message sent directly to your provided cell phone number. If this is something that you would be interested in subscribing to, please provide your information below. We will only contact you with information that may directly affect your service. You can unsubscribe by replying "STOP" at any time.

**Yes, please send Text Alerts to the following number/s:**

**No, I do not want to receive Text Alerts.**

NAME

NUMBER

# Billing & Correspondence Preference

*If you need to make any changes to your selected billing preference, please contact our office within seven (7) days of the next billing cycle. Note that by signing and returning this document, you are therefore agreeing to the selected terms of payment in exchange for services provided.*

<b><u>Standard</u></b>	<b><u>Paperless</u></b>
<p>I <b><u>DO NOT</u></b> give my consent for any invoices, statements, or correspondences from Jerry's Sanitation to be sent electronically. I acknowledge that my documents will be sent to me via USPS. <b>Please choose your preferred billing cycle from the choices below:</b></p>	<p>I acknowledge that by agreeing to Paperless Billing I hereby consent to receiving all invoices, statements, and general correspondences from Jerry's Sanitation via email. <b>Please choose your preferred billing cycle from the choices below:</b></p>
<p><b>Quarterly (3 months)</b></p> <p><b>Semi Annually (6 months)</b></p> <p><b>Annually (12 months)</b></p>	<p><b>Monthly</b></p> <p><b>Quarterly (3 months)</b></p> <p><b>Semi Annually (6 months)</b></p>

## **Optional Automatic Payments**

If you would like to enjoy the convenience of automatic payments, you may complete and sign this section of the form (If you prefer not to sign up for automatic payments, please skip to the bottom of this form to the signature section). Upon approval, we will automatically withdraw the agreed amount in the frequency indicated above. If your account information has changed, please let us know prior to your withdrawal date to avoid being charged any returned payment fees. For any returned ACH payments there is a **\$20.00** charge, and for returned card payments the fee is **\$5.00**. You may cancel this automatic billing authorization at any time.

***Automatic payments can also be accessed and managed anytime by logging into your account through our website!***

**Name on Account:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**PLEASE CHOOSE ONE OF THE FOLLOWING PAYMENT METHODS:**

**BANK TRANSFER (ACH)**      Checking      Savings

Bank Name: \_\_\_\_\_

Routing Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

**CREDIT/DEBIT CARD**

Card Type:      VISA      MASTERCARD      DISCOVER      AMEX

Card Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Card Exp Date: \_\_\_\_ / \_\_\_\_      Security Code: \_\_\_\_\_

**Terms of Billing:**

Beginning on \_\_\_\_\_, I authorize Jerry's Sanitation [Bailey Service LLC] to electronically debit my bank account for the total balance due on my account and in the frequency as it is marked above. This payment authorization is to remain in effect until I notify Jerry's Sanitation of its cancellation by giving adequate notice within 7 days of the next billing cycle. I acknowledge that electronic debits against my account must comply with United States law.

*\* Billing cycles begin on the 1st day of each month, and payments are due by the 20th.*

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Email Address

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date