



(303) 838-6033 · SouthPlatteServices.com · 480 Sioux Trail, Suite 7, Pine, CO 80470

Residential Service Policies

Effective January 1, 2026 · Updated April 15, 2026

Pickup Day

Totes must be placed out and accessible between **7:00 AM and 8:00 PM** on your scheduled pickup day. Return trips are not made for late totes or unsafe road conditions. During winter months (November through April), please contact our office for guidance on safe tote placement.

Missed Pickups

If your trash was not picked up on your scheduled day, call **303-838-6033, option 4** and leave a message within 24 hours. We will investigate and make it right.

Tote Placement & Use

Proper tote placement ensures safe, reliable pickup on every route.

- **Clearance:** Place totes as close to the road as possible with at least 5 feet of clearance from vehicles, fences, mailboxes, structures, trees, bushes, and snowbanks.
- **Lid must be fully closed** for pickup. Overfull totes may incur an additional fee.
- **Weight limit: 150 lbs.** Overloading can damage your tote or our equipment.
- **All trash must be bagged.** Bagging helps us ensure everything gets picked up cleanly on every route. Recycling does not need to be bagged.
- **Metal catch bars** must face the street.
- **Winter access:** Keep paths to totes reasonably clear of snow, ice, and drifts. Sand and salt paths when possible.
- **Cardboard boxes** must be broken down and cut to fit inside the tote with the lid fully closed. Boxes placed outside the tote will not be picked up.

Using Your Own Tote

If you'd like to use a personal tote, contact us first to confirm it meets our requirements — we'll send you a sticker to ensure pickup. South Platte Services is not responsible for damaged or lost personal totes, including bear-resistant totes.

Straps, Cords & Locks

Bungee cords or ratchet straps are permitted for securing totes between pickups but must be fully removed on pickup day. Totes chained or tied to fixed objects must be completely freed before service. We cannot reimburse for lost or damaged straps or cords.

Other Providers' Totes

We are unable to service totes from other providers — even if the branding has been painted over — without prior authorization. Please call us to discuss.

Extra Totes & Overflow

Additional totes are available for **\$8.00/month** per tote (trash or recycling). Nothing placed outside your tote will be collected unless pre-approved by our office. Additional fees may apply. Call 303-838-6033, option 4, to arrange.

Bee Bags are available for South Platte customers only — a 3-yard cloth bag (4'x4'x6', approximately 80 cu. ft.) for \$250.00, including delivery and pickup. Payment is due upfront. Keep it as long as you need.

Bulk and large-item pickup is not offered. Call 303-838-6033, option 4, for alternative disposal solutions including roll-off dumpster rentals.

Bear-Resistant Totes — Coming Soon

Bear-resistant totes are not yet available but are on the way. In the meantime, we recommend keeping standard totes secured or stored out of reach until the morning of pickup in high bear-activity areas. We'll let you know as soon as they're available.

Yard Waste

Weekly customers may set out yard waste on **non-recycle weeks only**, using one of the following options:

- Up to **five 35-gallon bags** (40 lbs. each), free of charge; or
- One **free 96-gallon yard waste tote** — subject to truck capacity, as trash takes priority. ASL routes require a tote for pickup.

A **paid yard waste tote** is available for **\$15/month**, with guaranteed every-other-week pickup on non-recycle weeks. Contact the office to schedule delivery.

Christmas trees are accepted on non-recycle weeks and must be cut into 3-foot lengths.

Animal waste (dog waste) must be bagged and must not cause the tote to exceed the 150 lb. weight limit. **Horse manure** must be bagged and may not fill the tote more than one-third of the way.

Important

A \$10 fee will be charged if trash is found inside any yard waste tote.

Service Delays & Holidays

Weather delays and unforeseen service disruptions are communicated by email when possible. Holiday delays apply to **New Year's, Thanksgiving, and Christmas** and will also be communicated by email. No service credits are issued for weather-related delays or unsafe road conditions.

Vacation Hold

To pause service, call the office before your departure. To qualify, you must miss at least **four consecutive pickups**. Call again before your return to restart service. Payments already made will be credited to your account — No refunds are issued.

Cancellation Policy

Please Read Before Canceling

Service may be cancelled at any time. Please notify us at least 7 business days before the start of your next billing period. **Unused prepaid service is non-refundable.** A \$25 tote pickup fee will be applied (waived if totes are left for the next occupant). We recommend completing service through the end of your current billing period when possible.

Contact us at **303-838-6033, option 4** to cancel or discuss your account.

Items Not Accepted in Totes

\$150 Disposal Fee

If any prohibited item is found in your tote, a \$150 disposal fee will be charged. If you're unsure whether an item is accepted, call 303-838-6033, option 4, before putting it in your tote, or visit SouthPlatteServices.com.

Hazardous Materials

- Toxic or corrosive substances
 - Medical waste (diapers excluded)
 - Environmentally hazardous materials
 - Asbestos
 - Liquid paint or stain
 - Used motor oil
 - Tires and vehicle batteries
 - Gas containers, gasoline, or fuel
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- Intact fluorescent tubes

- Animal carcasses of any kind

Large Appliances & Electronics

- Refrigerators and freezers

- Ovens and microwaves

- Washers, dryers, and vacuums

- Televisions (any size)

- Hot water heaters, furnaces, and A/C units

Furniture & Bulky Household Items

- Furniture, mattresses, and box springs

Vehicle Parts

- Engine parts of any kind

- Brake rotors and calipers

- Any other car or vehicle parts

Construction Debris

- Wood, logs, slash, trees, and bushes

- Tile, flooring, carpet, and rugs

- Drywall and insulation

- Windows, doors, siding, and roofing

- Toilets, tubs, and sinks

- Rock, dirt, concrete, bricks, and cinder blocks

- Heavy metals

- Fencing and barbed wire

Note: Hot ashes are not accepted. Cooled ashes that are fully bagged are permitted.

Liability

South Platte Services is not responsible for trash spread by animals, high winds, or other conditions outside our control

