

## Compactor Instructions / Guidelines & Rules

Mission Trail Waste Systems (MTWS) will make every effort to deliver and pick-up of compactor(s) in a timely manner. **MTWS shall not be responsible for damage to Customer's pavement or other driving surface resulting from the weight of MTWS vehicles servicing the equipment location designated by the Customer.** As the CUSTOMER, you are required to comply with the following instructions when completing the Compactor Application Request form which you have ordered from the MISSION TRAIL WASTES SYSTEMS, INC.

Please follow the steps below to order your compactor:

1. Determine the size of compactor needed. If further assistance is required, contact Mission Trail Waste Systems for more complete information. **\*\*\*Note: Please ensure that there is ample space for the compactor size chosen. YOU MUST CALL MISSION TRAIL FOR RAIL SPECS AND ACCESS / LOCATION.**
2. Complete and sign the appropriate Mission Trail "Compactor Application". Then submit to Mission Trail via email: [customerservice@missiontrail.com](mailto:customerservice@missiontrail.com)
- 3. Contact Mission Trail Waste Systems for a credit application.**
4. After all necessary paperwork has been completed, contact MTWS to complete the Compactor box application. Please allow for up to (2) business days for service of compactor. Any service requests / orders received by MTWS after 3:00 pm will not be considered received until the following business day.

**All customers MUST comply with the following instructions/rules.**

1. No hazardous waste, E-Waste, paint, or appliances may be disposed of in compactor.
2. There is a maximum net weight of ten (10) tons that the trucks can legally carry. The California Highway Patrol tickets overweight vehicles. The Customer is responsible for unloading any excess weight placed in the box **and** for the cost of any "recall / reschedule" service to collect the debris box. Mission Trail will charge the customer for disposal of any excess weight in the box. **Recall / reschedule service is billed at \$330.99 per hour with a one (1) hour minimum for driver time and equipment.**

**Service times cannot be guaranteed!**

### MISCELLANEOUS INFORMATION

#### **Important Contact Information:**

Mission Trail Waste Systems, Inc.

(408) 727-5365

[www.missiontrail.com/santaclara](http://www.missiontrail.com/santaclara)

[customerservice@missiontrail.com](mailto:customerservice@missiontrail.com)

City of SC Utility Dept (Street Permits payment)

(408) 615-2300

City of SC Traffic Engineering (Permit Application)

(408) 615-3000

[engineering@santaclaraca.gov](mailto:engineering@santaclaraca.gov)

#### **Fees & Special Charge Rates:**

Driver and Equipment Time

\$330.99 / per hour (1 hr min. charge)

Saturday Service (Roll-Off Only)

\$617.83 / per pull

Relocation

\$330.99 / per box

"Emergency Load" (Same day service; Roll-Off Only)

\$330.99 / per hour (1 hr min. charge; only if available)

Box Extension (per week; MUST APPLY 24 hrs. PRIOR TO SCHEDULED REMOVAL)

\$72.02