

Your account details:

- ❖ Account # _____
- ❖ Pick-Up _____
Day: _____
- ❖ Billed In: _____

- ❖ Deposit _____
Paid _____

Please call us at (251)972-6878 if you should have any questions about your account or would like to pay your Deposit or Garbage Bill.

Our goal is to provide the best possible service to the citizens of Baldwin County.

Thank you for helping keep Baldwin County beautiful!



22251 Palmer Street
Robertsdale, AL 36567
Phone (251) 972-6878
Fax (251) 970-4013

www.baldwincountyal.gov

email:

bcswbilling@baldwincountyal.gov

Important Information:

- ❖ Have your garbage out by 6:30 AM on your scheduled pickup day
- ❖ Please place your garbage at the nearest county-maintained road or safe access point
- ❖ Please place the garbage can with the handle away from the road
- ❖ HOLIDAYS: We run as normally scheduled on every holiday *except Thanksgiving and Christmas*
- ❖ If your garbage was out on time and we missed you, please call us to schedule a missed pickup
- ❖ If you were late putting your garbage out, please call us & we will attempt to schedule a pickup for you



Bulky/ Yard Debris Pickup Requests

The Solid Waste Department will provide 2 free Bulky Waste & 2 free Yard Debris pickups per quarter to all residential garbage customers in good standing at no extra charge

BULKY WASTE

YES – Furniture, Appliances, Mattresses, Carpet, Auto Tires

*Only 6 Items/Tires per Quarter

NO – Construction & Demolition are not eligible

WHITE GOODS

YES – Refrigerator, Range, Water Heater, Air Conditioner, Exercise Equipment, & Other Large Appliances

NO – Swing Sets (unless broken down), Fence Wire, Large Console TV, etc, do not qualify

YARD WASTE

YES – Grass Clippings, Leaves (must be bagged), Twigs, etc

NO – Tree Trunks or Limbs over 2 inches in diameter are not eligible

*Yard Debris is limited to 2 cubic yards (about the size of the back of a pickup truck) per household per pickup

DEPOSIT POLICY: \$30.00 Deposit Required.

A \$30 deposit is required at time in which garbage service is applied for. The deposit shall be applied to the final bill upon moving and any remaining credit will be refunded and mailed to the billing address on file. If a customer moves to a new service location in Baldwin County, a new account will be opened and your deposit will be transferred to your new account.

BILLING POLICY:

BILLS WILL BE MAILED QUARTERLY
(in advance)

First billing will be billed as necessary based on date of 1st service pickup provided. Failure to receive a statement shall not relieve a customer from the duty to timely pay the charges on their account. To sign up for e-invoice or Credit Card AutoPay, contact our office at (251) 972-6878.

*We do not accept American Express

RATES:

Once-A-Week Pickup with a Baldwin County Garbage Cart:

Monthly Fee	Quarterly Fee	Yearly Fee
\$16.00	\$48.00	\$192.00

Twice-A-Week Pickup with a Baldwin County Garbage Cart (not available in all areas) (required in some areas):

Monthly Fee	Quarterly Fee	Yearly Fee
\$32.00	\$96.00	\$384.00

Extra Baldwin County Garbage Cart:

Monthly Fee	Quarterly Fee	Yearly Fee
\$5.00	\$15.00	\$60.00

To verify what your rate will be – please call (251)972-6878

PAYMENT POLICY:

We accept cash, check, money order and credit card payments (Visa, MasterCard and Discover). Payments may be made online at www.baldwincountyal.gov after finalizing the service application and paying the initial account deposit.

LATE FEE POLICY:

Payment is due by the last day of the month in which you are billed. As long as there is an unpaid balance remaining on your account, a late fee of \$10.00 will be added monthly to your balance. At 90 days past due, this is considered failure to comply with the Solid Waste Collection and Disposal law and can necessitate legal action as provided by the law, including charging the person in violation with a criminal misdemeanor.

The Alabama Law (**AL Code 22-27-1, et seq.**) that establishes mandatory services and participation in the collection of solid waste or garbage by Baldwin County, provides that every person, household, business, industry or property owner is liable for the monthly or annual fee for the solid waste or garbage collection services made available.

RETURNED CHECK POLICY:

An NSF fee of \$30.00 will be added to your account on all returned checks.

TERMINATING SERVICE POLICY:

The customer is responsible for notifying Baldwin County Solid waste in order to end service and close their account. Upon doing so we will need a forwarding address and the reason in which service should be cancelled. At any point during the cancellation process further documentation may be required to complete this process. Your balance must be paid in full at time of service termination.