

# The Greeley Trash Service Vetting Guide

This practical guide is designed for Greeley homeowners who need to select a reliable waste provider or renegotiate their current contract. It helps you identify the right service level, ask the tough questions that uncover hidden fees, and maintain a hassle-free routine. Use this list before you pick up the phone to call a provider.

## Phase 1: Before You Call (Preparation)

- **Review your current waste volume.** Look at your bins right before pickup day; if they are only half full, you might save money by requesting a smaller 64-gallon cart.
- **Identify specific household needs.** Note if you have unique requirements like large volumes of cardboard, medical waste, or diapers that necessitate weekly consistency.
- **Check your current contract status.** Locate your existing agreement to see if you are in a "renewal window" or if there is a penalty for early cancellation.
- **Talk to three neighbors.** Ask the people on your immediate left and right which provider they use and if they have experienced missed pickups recently.
- **List your non-negotiables.** Decide beforehand if you require valet service (drivers moving the bin for you) or specific recycling capabilities.

## Phase 2: Interrogating the Provider (Selection)

- **Ask for the "out-the-door" price.** Require the sales representative to quote the final monthly total including fuel surcharges, environmental fees, and administrative taxes.
- **Inquire about rate locks.** Ask specifically how long the quoted price is guaranteed and if there is a cap on annual percentage increases.
- **Verify the "missed pickup" policy.** Confirm that they offer a credit on your bill or a next-day recovery service if their driver misses your house.
- **Clarify bulk item costs.** Write down the exact fee for scheduling a special pickup for large items like furniture or appliances.
- **Ask about vacation holds.** Confirm that you can pause billing if you are away from home for more than two weeks.
- **Request the cancellation terms in writing.** Ensure you know exactly how many days of notice are required to terminate service without a fee.

## Phase 3: Setup and Routine (Implementation)

- **Mark the collection day on your calendar.** Note that service is often delayed by one day following major federal holidays.
- **Place the bin correctly.** Position the cart on a flat surface at the curb with the wheels facing your house and the lid opening toward the street.

- **Space out your containers.** Leave at least three feet of clearance between the trash bin, recycling bin, and any mailboxes or parked cars.
- **Bag all loose trash.** Ensure lightweight items like wrappers and styrofoam are bagged to prevent them from flying out during the tipping process.
- **Flatten all cardboard boxes.** Break down shipping boxes completely to maximize space in your recycling cart and prevent jamming.

#### **Phase 4: Regular Maintenance (Ongoing)**

- **Rinse the bin seasonally.** Wash out your cart with a hose and mild soap every few months to deter pests and reduce odors.
- **Audit your bill quarterly.** Check your statements every three months to catch any creeping fees or unexpected fuel surcharges.
- **Update your contact info.** Ensure the provider has your current mobile number so you receive text alerts about weather delays or route changes.
- **Report damage immediately.** Call the provider right away if you notice a crack in the bin body or a broken wheel to avoid being blamed for it later.