



**Coastal Environmental Services** looks forward to continuing to provide premier garbage collection service.

Like many other businesses across the country, we have experienced a dramatic shift in our costs for labor and supplies (such as insurance, fuel, fluids, tires, carts) over the past two years. Even with increased labor rates and enhanced benefits, it is hard to find qualified workers. This seems to be a trend across the country. This has caused us to change our business model and how we operate on a daily basis. We are having to increase the number of routes that we run with our Automated trucks. Therefore, effective **Monday, September 18, 2023**, we will start servicing the residents with **CART CONTENT Only** service. This means that all your household waste, including green waste, should be bagged, and **MUST BE CONTAINERIZED**. We will not pick up items outside of the cart(s). You can purchase an additional cart from us or purchase one of your own as long as it is the same shape and size, and the lid is attached to the cart.

- BULKY/GREEN WASTE** - We will not pick up any items outside of the cart(s). You can contact our office at 985-781-3171 to request a quote for having those items removed. This includes tree trimmings, white goods, bagged lawn debris or fences, etc.
- CART CONTENT ONLY** – Please place all solid household waste items in your cart. Please try and bag as much of your household waste and green waste prior to placing it in the cart. Please do not overfill the cart(s). The lid should not be open more than 6 inches. Please do not place any items on top of the cart. We will **not** pick up any bagged items or any other items outside of the cart(s). ALL household waste must be containerized.
- CARDBOARD BOXES** – Cardboard boxes should be broken down and placed inside of your cart(s). This includes delivery boxes from FedEx, Amazon, UPS, etc.
- CART PLACEMENT** – Carts should be placed at the curb the night prior to your service day or by 5 am on the day of service. Carts should be placed no more than 3 feet from the curb. Cart should be placed at least 3 feet from any vehicle, mailbox, fire hydrant, power pole, or fence. Carts should NOT be placed under trees or low hanging lines. The handle for the cart should be facing your residence. The opening for the lid should face the street. Carts will be left down if they are close to any of the items mentioned above or if the cart is overfilled. We will not empty carts with wood, roofing material, bricks, or construction debris.
- CARTS** – Every resident can continue to use their existing cart(s) as long as it is a 95-gallon cart, we will service up to **3 carts** per service day. You may also purchase an additional cart from us for \$95 or purchase one of your own as long as it is the same shape and size, and the lid is attached to the cart. We **DO NOT** pick up round cans or cans with removable lids.
- ROUTES** – Your collection days will remain the same. We will utilize one of our Automated Trucks to collect your garbage. The automated arm for this truck picks up from the right side of the street. Therefore, the truck will go up one side of the street and then come back down the other side of the street later.
- REQUEST FOR SERVICE** – Please visit the “**Customer Care**” section of our website at [www.ces-la.com](http://www.ces-la.com), if you need to report a possible missed pickup, request to purchase second cart or need current cart repaired. You can also contact one of our Customer Service Representatives at **985-781-3171** or **email us at [info@ces-la.com](mailto:info@ces-la.com)**.

