

# COMMERCIAL CUSTOMER GUIDE



Follow these guidelines to ensure quality service weekly.



## UPCOMING SERVICE IMPROVEMENTS AND CHANGES

Starting October 1, new monthly rates.

- ✓ Newer trucks servicing your needs.
- ✓ Routes and scheduling will remain the same.
- ✓ Garbage and Recycling will be picked up per your service agreement.

**ACCOUNT NUMBER:**



If an observed holiday occurs Monday through Friday, collection service will be provided one day delayed for the remainder of the week.

**The following holidays will be observed:**

- New Year's Day
- Martin Luther King Jr. Day
- Florida Emancipation Day (May 20)
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day
- Christmas Day

### SERVICE PAYMENT

Payment can be made by mail or online  
[www.WasteProUSA.com/billpay](http://www.WasteProUSA.com/billpay).



Dear Waste Pro Commercial Customer,

We look forward to continuing to provide solid waste and recycling services to you and your businesses as we transition to a new contract for Leon County. With the implementation of the new contract, enhancements have been made to improve our services, strengthening our partnerships with our commercial customers. In this document, you will find guidelines for services like roll-off containers, front-load dumpsters, recycling, and other customer needs.

Sincerely,  
Waste Pro Team

**For a roll-off container please contact Waste Pro for availability and pricing at (850) 606-1899.**

**QUESTIONS ABOUT THE UPCOMING CHANGES? CONTACT US AT WASTE PRO.**

**(850) 606-1899**

[WP110@WasteProUSA.com](mailto:WP110@WasteProUSA.com)



Monday through Friday from 8 a.m. to 5 p.m. Saturday from 8 a.m. to noon.



# WASTE & RECYCLING GUIDELINES

## CONTAINER PREPARATION

**Dumpsters will be water tight and placed at a single point of collection that is easily accessible.**

For consistent service, please ensure the following:

1. Keep lids / doors closed
2. No obstructions blocking the container
3. If gated, provide the code or key



If the dumpster is overfull, an overload charge could be incurred. Report damaged containers to Waste Pro for a replacement if needed.

## WE ARE HERE TO ASSIST

**First contact Waste Pro for all billing and service needs**



**(850) 606-1899 • WP110@wasteprousa.com**

Report a Problem

[www.WasteProUSA.com/Leon-County](http://www.WasteProUSA.com/Leon-County) and click "Report A Problem"

**Address:** 1975 Commonwealth Lane, Tallahassee

**Hours:** 8 a.m. – 5 p.m. Monday through Friday and 8 a.m. – 12 p.m. on Saturdays.

Reporting a problem to Waste Pro is an important first step to ensure the required service is provided. After contacting Waste Pro, if not resolved to your satisfaction, reach Leon County at (850) 606-1800 or [www.LeonCountyFL.gov/SolidWaste](http://www.LeonCountyFL.gov/SolidWaste) to ensure services are delivered in accordance with contract standards.



## RECYCLING

### Yes please!



Aluminum & Steel Cans



Newspapers & Magazines

Office Paper



Glass Bottles & Jars

Plastic Bottles, Cups & Jugs



Cardboard

Envelopes & Junk Mail  
\*including the ones with clear windows!



### No thanks!



Styrofoam



Chip Bags



Plastic Bags



Medical Sharps



Juice & Milk Cartons



Paper Towels & Napkins



Lightbulbs & Electronics  
\*note: recycle at Leon County Household Hazardous Waste!

All recyclables must be placed *within* the container.

Do not place boxes outside of the recycling dumpster.

Keep all items loose — do not bag recyclables as this is problematic for sorting staff and equipment.



## Frontload services are as follows:

October 2023 - September 2024

### Solid Waste

### Recyclable

SIZE	1x / week	2x / week	3x / week	4x / week	5x / week	6x / week	SIZE	1x / week	2x / week	3x / week	4x / week	5x / week	6x / week
2 Yard	\$ 131.20	\$ 262.40	\$ 393.60	\$ 524.80	\$ 656.00	\$ 787.20	2 Yard	\$ 86.60	\$ 173.20	\$ 259.80	\$ 346.40	\$ 433.00	\$ 519.60
4 Yard	\$ 262.40	\$ 524.80	\$ 787.20	\$ 1,049.60	\$ 1,312.00	\$ 1,574.40	4 Yard	\$ 173.20	\$ 346.40	\$ 519.60	\$ 692.80	\$ 866.00	\$ 1,039.20
6 Yard	\$ 393.60	\$ 787.20	\$ 1,180.80	\$ 1,574.40	\$ 1,968.00	\$ 2,361.60	6 Yard	\$ 259.80	\$ 519.60	\$ 779.40	\$ 1,039.20	\$ 1,299.00	\$ 1,558.80
8 Yard	\$ 524.80	\$ 1,049.60	\$ 1,574.40	\$ 2,099.20	\$ 2,624.00	\$ 3,148.80	8 Yard	\$ 346.40	\$ 629.80	\$ 1,039.20	\$ 1,385.60	\$ 1,732.00	\$ 2,078.40