

Burns & McBride Home Comfort

Trash & Recycling Customer Care Guide

Since 1949, Burns & McBride has been meeting the home comfort needs of our community. During that time we've also had the opportunity to develop the best trained, and most highly specialized, team of experts in the industry. Burns & McBride is proud of our distinction as a trusted resource in the area and we are dedicated to earning the continued goodwill of our customers.

As we expand the definition of 'home comfort services' to include trash collection and recycling services, we have separated ourselves from the others through our ability to offer homeowners a bundle of needed residential services, that are the most comprehensive and highest quality available in the market, for the lowest overall cost. – guaranteed.

When you enroll for trash service, the "Trash Carts" are part of our service. We will provide at no extra charge, two carts for your use. One cart is for your household trash, and the second is for your recyclable materials. If your cart is damaged, we will fix or replace the cart at no additional charge to you. We simply ask that you return the carts to us, if you ever decide to discontinue service.

All Burns & McBride trash & recycling collection customers enjoy:

- Weekly trash & recycling pick-up (same day)
- Two (2) complimentary trash containers
- 7 days a week support line
- Convent electronic payment
- No Damage Guarantee
- Clean Pick-Up Guarantee
- We Missed It Guarantee
- Advantage Price Savings Guarantee
- Bundle Savings Discounts

No Damage Guarantee

We guarantee it – and back it up with our guarantee to repair any damage that we may have caused, plus we will credit your account for one month's free service for the inconvenience if damage should occur due to our error.

Clean Pick-Up Guarantee

Our field personnel are trained monitored & rewarded to provide clean trash pick-ups to our customers. If there is ever a pick-up spill, we will not only clean it up, but we will credit your account for one month's free service for the inconvenience if a spill should occur due to our error.

We Missed It Guarantee

We guarantee that if the roads are open for business and safe passage (in the company's judgment) on the day of your scheduled pick-up, and your cart is out front of your house the night before, then we'll be there to pick-up your trash on that day as promised. We guarantee it – and back it up with a free month of service if we should miss your pick-up day.

Advantage Price Program & Bundle Discounts

With our Advantage Price program, we guarantee that you will save at least 10% on the cost of your weekly residential trash & recycling collection services when compared to the amount you would've paid the following full service trash collection companies using their standard residential rate: Waste Management, Allied Waste Services/Republic, and Waste Industries, USA (formerly Independent Disposal Services). These are not just short term or introductory savings, but rather long-term savings – guaranteed. See our Advantage Price program summary for complete details.

Bundle Savings Discounts - Added Services Deliver Added Savings

With our exclusive 'Bundle Discounts', you can save even more by lowering our base charge for weekly trash and recycling services by 20, 40 or even 60% by purchasing one or more additional Burns & McBride home comfort services (i.e., TrueComfort heating & cooling equipment service plans, automatic heating oil delivery, and/or home security services).

Optional Services

Additional services available include:

Weekly yard waste pick-up

When you help us recycle lawn clippings, leaves & other yard wastes, you are helping to make valuable products for our community.

Our weekly yard waste service collects these materials and takes them to facilities where they can be used to create renewable energy or compost. An additional \$10/month fee applies for this service. Or if you only have occasional yard waste to recycle, call us and we can arrange a low cost special pick-up for these materials.

Easily scheduled special pick-ups

Our special pick-up service covers items that are just too big, or require special handling, for our regular pick-up service. This includes items such as: sofa beds, refrigerators, freezers, air conditioners, dehumidifiers, building materials, carpeting, flooring, car parts, concrete, dirt, firewood, mulch, roofing materials, sod, stone, wood, etc. If you have items such as these to be disposed of, simply call our office and we will be happy to arrange a special pick-up that works for you.

Haul-It-Away Service

Burns & McBride offers more than just curbside collection...

Our Haul-it-Away service makes trash clean-out, collection and disposal easier for you! Haul-it-Away can remove all unwanted items such as old furniture, appliances and construction debris, from any location at a home or business. No need to prepare or bring items to the curb! The Haul-it-Away team will collect the items directly from basements, garages or other storage locations and properly dispose of them through recycling, charitable donations or landfill disposal.

With our Haul-it-Away service, we can help you properly dispose of a greater variety of material than with our traditional curbside services, including:

- Furniture
- Wood (fencing, firewood and old timbers)
- Construction material (debris, tiling)
- Garden refuse (branches, tree and brush clippings)
- Appliances (with and without CFCs)
- Renovation refuse (walls, windows, floorboards, drywall, carpet, plasterboard and frames)
- Computers, televisions and other electronics
- Tires

Haul-it-Away rates vary based on location and the amount of materials to be collected. Call us at (302) 656-5110 and we'll put you in touch with our Haul-It-Away team to get an estimate for your clean-up project at your home or business.

Curbside Assistance

If you would prefer that our field team members retrieve and return your trash and recycling carts from an unlocked storage location or backyard, we're pleased to do so. An additional fee applies for this service.

Move-In Assistance

We know that moving into a new home can be a stressful time in any family's life. To help reduce some of the clutter, call us at any time within your first month of service and we'll schedule up to two extra pick-ups - at no extra charge - to take away unwanted boxes and trash.

Household hazardous trash recycling

We provide a number of options to help you properly dispose of household hazardous wastes in a cost-effective way. These services include:

Return-by-Mail Recycling Kits

Our household hazardous trash recycling kits are postage-paid, return-by-mail programs you can order online. They make it easy and convenient to return CFL bulbs, household batteries, syringes, lancets, e-Trash, and more. Simply mail the items back to RecyclePak® for environmentally responsible treatment and disposal.

Community Collection and Drop Off

As your environmental partner, we'll also keep you informed about the various community drop-off programs and collection programs sponsored by the Delaware Solid Trash Authority.

Do's of Residential Carts

DO the following:

- Follow all instructions placed on the cart lid and in the literature provided when your cart is delivered
- Completely close the lid before moving the cart
- Keep fingers and hands clear of the cart top rim when opening or closing lid
- Grab the handle with both hands while facing the rear of the cart before moving the cart; then tilt the cart and push or pull it
- Fill the cart only when it is stable and upright
- Rinse out the cart with water, bleach or ammonia
- Place the cart out the night before your collection day
- Place the cart with the "arrow" on the cart lid pointing towards the street
- Place the cart as close to the curb as possible but not in the street
- Retrieve the cart when it is empty
- Call us at 302-656-5110 if your cart is broken, damaged or if you have any questions about using the cart

Don'ts of Residential Carts

Do NOT do the following:

- Do not tilt or move the cart with the lid open
- Do not overfill the cart – Make sure you do not exceed the weight limit and the lid will close before moving the cart – If you have excess trash consistently, please contact us for an extra cart
- Do not step or climb on the wheels
- Do not sit or stand on top of the cart or climb inside the cart
- Do not drag the cart
- Do not use the cart if it is broken – call for replacement
- Do not let children play with the cart
- Do not put hot coal, ashes, or flammable liquids inside the cart
- Do not paint or deface the cart – It is the property of Burns & McBride, Inc.

- Do not put hazardous trash, paints, oils, corrosives, or dead animals in the cart
- Do not store the cart near a heat source, flammable liquids, or corrosives
- On Collection Day do not place cart near stonewalls, mailboxes, trees, telephone poles, or in the street

If you have extra trash in excess of what can be placed into your cart, place the extra bags or your personal can next to our cart for collection. We ask that you limit each bag to a maximum weight of 40 lbs, with a limit of 8 bags in total on any single pick-up day. Please be careful not to place other items near your trash (i.e., bikes, toys, charitable items) unless you want them to be collected along with the trash. We cannot be responsible for these items, nor are we responsible for unsecured lids and/or personal trash cans.

Recycling Materials

On a weekly basis we will collect your recyclable materials. It is not necessary to separate your trash materials for recycling; rather the following materials should be placed loose into your recyclable materials cart:

- Newspapers/ Brown Paper Bags
- Magazines/Catalogs
- Telephone/Soft Cover Books
- Junk Mail/Envelopes (all types)
- Paper
- Paperboard (cereal/tissue boxes)
- Cardboard
- Narrow-Neck Plastic Bottles (examples: Milk Jugs, Bleach/Detergent, Shampoo Bottles)
- Plastic Grocery Bags
- Glass Bottles/Jars (any color)
- Metal Cans (tin/steel/aluminum)

Items such as car batteries, motor oil, asbestos, ammunition, medical trash, propane tanks, lawn mowers, spray paint, paints or any other hazardous material require special handling and cannot be comingled with your recyclable materials. Please give our office a call to discuss proper disposal alternatives.

Yard Waste Materials

Each Friday we will collect yard waste materials (if you have elected this added service). We ask that these materials:

- Be bagged separately with a maximum weight of 40 lbs per bag and a limit of 8 bags in total on any single pick-up day. Extra bags can be collected for an added charge of \$1/bag.
- Branches & tree trimmings less than 4" in diameter must be bundled, tied together and no longer than four feet in length. We ask that each bundle weigh no more than 40 lbs.

There is a 12-month commitment for this service and a \$10 monthly fee will be added to your account fees if you elect this optional service.

If you generate yard waste on an occasional basis, you can call our office at (302) 656-5110 or use the customer contact form to request a special yard waste pick-up on the next Friday. We again ask that each bag weigh no more than 40 lbs with a limit of 8 bags. A \$10 charge will apply for this special pick-up service.

Bulk Item Pick-Up

Burns & McBride provides free pick-up of one (1) large item per week. These items include:

Furniture: Standard sofa, chair, recliner, table, mattress & box spring set, picnic table

Appliances: Dishwasher, hot water heater, microwave, range, small appliances

The following items require special handling and cannot be picked-up as part of our base service. Please call our office at (302) 656-5110 to determine pricing and to schedule special pick-up times: sofa beds, refrigerators, freezers, air conditioners, dehumidifiers, building materials, carpeting, flooring, car parts, concrete, dirt, firewood, mulch, roofing materials, sod, stone, wood, etc.

Payment Guidelines

All of our pricing quotations assume automatic electronic payment (credit card/debit card or ACH bank transfer) at the time of billing. If you would prefer to mail your payment within 30-days of the invoice date, you may do so; however your monthly base service charge will be increased by \$2.00 to reflect this added service.

Payment in full must be received prior to the start of each quarter. Failure to receive payment will create a suspension in service. A \$20 return charge will be applied to your account in the event a check is returned for non-payment by your bank. If you have any questions in regard to billing related issues, please call our office at (302) 656-5110.

Hours of Operation and Holiday Schedule

Monday - Friday 8:00 am - 4:30 pm

Customer Service is closed: New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

Holiday	Status
New Year's Day	Closed- Regular pick up's for holiday and balance of work week delayed 1 day (i.e., if holiday falls on Thursday, regular Thursday pick up's will be scheduled on Friday, and regular Friday pick up's will be scheduled for Saturday.
Martin Luther King Day	Regular Schedule
Good Friday	Closed- Regular pick up's for holiday and balance of work week delayed 1 day.
Memorial Day	Closed- Regular pick up's for holiday and balance of work week delayed 1 day.
Independence Day	Closed- Regular pick up's for holiday and balance of work week delayed 1 day.
Labor Day	Closed- Regular pick up's for holiday and balance of work week delayed 1 day.
Thanksgiving Day	Closed- Regular pick up's for holiday and balance of work week delayed 1 day.
Christmas Day	Closed- Regular pick up's for holiday and balance of work week delayed 1 day.

In the event of a weather emergency (as declared by the State of Delaware), pick-up service may be delayed for the duration of the emergency. Regular pick-up will be delayed by the term of the emergency.

Fuel Recovery Fee

As a leading provider of energy and conservation services to our customers, Burns & McBride continually works to identify and implement techniques to conserve energy and natural resources within our own daily operations. When it comes to fuel usage, we are consistently developing new programs designed with conservation in mind. To reduce our fuel usage we are employing the following methods.

- Burns & McBride constantly reviews existing equipment usage and diesel fuel consumption as part of its internal Diesel Fuel Conservation Plans.
- Burns & McBride specs and purchases trucks and equipment with both overall fuel economy, and future alternative fuel options in mind, that are designed to conserve energy, protect our environment and reduce reliance on petroleum.
- Trip reduction and more efficient routing software are two additional methods Burns & McBride is using to decrease diesel fuel consumption company-wide.
- Burns & McBride negotiates pricing agreements with its vendors whenever possible to lock-in lower fuel prices.
- Burns & McBride monitors diesel fuel rate quotes daily to achieve the very best diesel fuel prices and to maintain a diesel fuel inventory allowing for uninterrupted customer service.

Acknowledging the fluidity of the petroleum market however, Burns & McBride has adopted a flexible fuel surcharge structure applicable to its trash collection service which ensures uninterrupted customer service and fair pricing achieved through implementation of fee adjustments corresponding to fluctuations in petroleum costs. For example, the program decreases fuel prices when costs decrease and increases only when necessary. It's a system that eliminates permanent increases if there is a decrease in costs. With this in mind, Burns & McBride calculates the fuel recovery fee using prices reported by the Energy Information Administration of the U.S. Department of Energy (EIA/DOE). This standardized diesel fuel recovery fee appears as a single line item on your invoice.

Calculation of the Fuel Recovery Fee

The fuel recovery fee is related directly to the national diesel fuel prices as reported by EIA/DOE in its Retail On-Highway Diesel Prices Index for the Central Atlantic Region (PADD 1B). This index is available to the public and is widely recognized in trucking and transportation industries. Please use the link below for additional information about the index.

http://www.eia.gov/dnav/pet/pet_pri_gnd_dcus_r1y_w.htm

Burns & McBride updates its fuel surcharge monthly, and bases the surcharge amount on the corresponding diesel fuel price per gallon the last week of the preceding month according to EIA/DOE prices. For example, the diesel fuel price per gallon was \$4.014 per gallon during the last week of June

2011; therefore the fuel component of the charge was 9.55 percent of your total base trash invoice amount.

To ensure fair pricing and to adequately cover the cost of providing you with reliable service, we will continue using this pricing system. The corresponding fuel recovery fee amounts relating to specific diesel fuel prices are listed in the Burns & McBride Fuel Recovery Table. The fuel recovery fee includes both direct and indirect costs associated with the collection, transfer, landfill operations and material recovery facilities. The fuel recovery fee amount on your invoice is not a tax or surcharge imposed by or remitted to any governmental or regulatory agency.

As we continue to brave the ever-changing economic climate, please know you can count on Burns & McBride to offer you lower pricing if and when possible. We appreciate your business and look forward to continuing to serve you and your family.

Burns & McBride Home Comfort													
Fuel Recovery Fee Table													
All Price Per Gallon Information From Department of Energy (DOE) - Central Atlantic Region - http://www.eia.gov/oog/info/wohpd/diesel_detail_report_combined.asp													
DOE Avg. Price Per Gallon at Least:	Fuel Surcharge Percent	DOE Avg. Price Per Gallon at Least:	Fuel Surcharge Percent	DOE Avg. Price Per Gallon at Least:	Fuel Surcharge Percent	DOE Avg. Price Per Gallon at Least:	Fuel Surcharge Percent	DOE Avg. Price Per Gallon at Least:	Fuel Surcharge Percent	DOE Avg. Price Per Gallon at Least:	Fuel Surcharge Percent	DOE Avg. Price Per Gallon at Least:	Fuel Surcharge Percent
\$ 2.10	0.00%	\$ 2.61	2.55%	\$ 3.12	5.10%	\$ 3.63	7.65%	\$ 4.14	10.20%	\$ 4.65	12.75%	\$ 5.16	15.30%
\$ 2.11	0.05%	\$ 2.62	2.60%	\$ 3.13	5.15%	\$ 3.64	7.70%	\$ 4.15	10.25%	\$ 4.66	12.80%	\$ 5.17	15.35%
\$ 2.12	0.10%	\$ 2.63	2.65%	\$ 3.14	5.20%	\$ 3.65	7.75%	\$ 4.16	10.30%	\$ 4.67	12.85%	\$ 5.18	15.40%
\$ 2.13	0.15%	\$ 2.64	2.70%	\$ 3.15	5.25%	\$ 3.66	7.80%	\$ 4.17	10.35%	\$ 4.68	12.90%	\$ 5.19	15.45%
\$ 2.14	0.20%	\$ 2.65	2.75%	\$ 3.16	5.30%	\$ 3.67	7.85%	\$ 4.18	10.40%	\$ 4.69	12.95%	\$ 5.20	15.50%
\$ 2.15	0.25%	\$ 2.66	2.80%	\$ 3.17	5.35%	\$ 3.68	7.90%	\$ 4.19	10.45%	\$ 4.70	13.00%	\$ 5.21	15.55%
\$ 2.16	0.30%	\$ 2.67	2.85%	\$ 3.18	5.40%	\$ 3.69	7.95%	\$ 4.20	10.50%	\$ 4.71	13.05%	\$ 5.22	15.60%
\$ 2.17	0.35%	\$ 2.68	2.90%	\$ 3.19	5.45%	\$ 3.70	8.00%	\$ 4.21	10.55%	\$ 4.72	13.10%	\$ 5.23	15.65%
\$ 2.18	0.40%	\$ 2.69	2.95%	\$ 3.20	5.50%	\$ 3.71	8.05%	\$ 4.22	10.60%	\$ 4.73	13.15%	\$ 5.24	15.70%
\$ 2.19	0.45%	\$ 2.70	3.00%	\$ 3.21	5.55%	\$ 3.72	8.10%	\$ 4.23	10.65%	\$ 4.74	13.20%	\$ 5.25	15.75%
\$ 2.20	0.50%	\$ 2.71	3.05%	\$ 3.22	5.60%	\$ 3.73	8.15%	\$ 4.24	10.70%	\$ 4.75	13.25%	\$ 5.26	15.80%
\$ 2.21	0.55%	\$ 2.72	3.10%	\$ 3.23	5.65%	\$ 3.74	8.20%	\$ 4.25	10.75%	\$ 4.76	13.30%	\$ 5.27	15.85%
\$ 2.22	0.60%	\$ 2.73	3.15%	\$ 3.24	5.70%	\$ 3.75	8.25%	\$ 4.26	10.80%	\$ 4.77	13.35%	\$ 5.28	15.90%
\$ 2.23	0.65%	\$ 2.74	3.20%	\$ 3.25	5.75%	\$ 3.76	8.30%	\$ 4.27	10.85%	\$ 4.78	13.40%	\$ 5.29	15.95%
\$ 2.24	0.70%	\$ 2.75	3.25%	\$ 3.26	5.80%	\$ 3.77	8.35%	\$ 4.28	10.90%	\$ 4.79	13.45%	\$ 5.30	16.00%
\$ 2.25	0.75%	\$ 2.76	3.30%	\$ 3.27	5.85%	\$ 3.78	8.40%	\$ 4.29	10.95%	\$ 4.80	13.50%	\$ 5.31	16.05%
\$ 2.26	0.80%	\$ 2.77	3.35%	\$ 3.28	5.90%	\$ 3.79	8.45%	\$ 4.30	11.00%	\$ 4.81	13.55%	\$ 5.32	16.10%
\$ 2.27	0.85%	\$ 2.78	3.40%	\$ 3.29	5.95%	\$ 3.80	8.50%	\$ 4.31	11.05%	\$ 4.82	13.60%	\$ 5.33	16.15%
\$ 2.28	0.90%	\$ 2.79	3.45%	\$ 3.30	6.00%	\$ 3.81	8.55%	\$ 4.32	11.10%	\$ 4.83	13.65%	\$ 5.34	16.20%
\$ 2.29	0.95%	\$ 2.80	3.50%	\$ 3.31	6.05%	\$ 3.82	8.60%	\$ 4.33	11.15%	\$ 4.84	13.70%	\$ 5.35	16.25%
\$ 2.30	1.00%	\$ 2.81	3.55%	\$ 3.32	6.10%	\$ 3.83	8.65%	\$ 4.34	11.20%	\$ 4.85	13.75%	\$ 5.36	16.30%
\$ 2.31	1.05%	\$ 2.82	3.60%	\$ 3.33	6.15%	\$ 3.84	8.70%	\$ 4.35	11.25%	\$ 4.86	13.80%	\$ 5.37	16.35%
\$ 2.32	1.10%	\$ 2.83	3.65%	\$ 3.34	6.20%	\$ 3.85	8.75%	\$ 4.36	11.30%	\$ 4.87	13.85%	\$ 5.38	16.40%
\$ 2.33	1.15%	\$ 2.84	3.70%	\$ 3.35	6.25%	\$ 3.86	8.80%	\$ 4.37	11.35%	\$ 4.88	13.90%	\$ 5.39	16.45%
\$ 2.34	1.20%	\$ 2.85	3.75%	\$ 3.36	6.30%	\$ 3.87	8.85%	\$ 4.38	11.40%	\$ 4.89	13.95%	\$ 5.40	16.50%
\$ 2.35	1.25%	\$ 2.86	3.80%	\$ 3.37	6.35%	\$ 3.88	8.90%	\$ 4.39	11.45%	\$ 4.90	14.00%	\$ 5.41	16.55%
\$ 2.36	1.30%	\$ 2.87	3.85%	\$ 3.38	6.40%	\$ 3.89	8.95%	\$ 4.40	11.50%	\$ 4.91	14.05%	\$ 5.42	16.60%
\$ 2.37	1.35%	\$ 2.88	3.90%	\$ 3.39	6.45%	\$ 3.90	9.00%	\$ 4.41	11.55%	\$ 4.92	14.10%	\$ 5.43	16.65%
\$ 2.38	1.40%	\$ 2.89	3.95%	\$ 3.40	6.50%	\$ 3.91	9.05%	\$ 4.42	11.60%	\$ 4.93	14.15%	\$ 5.44	16.70%
\$ 2.39	1.45%	\$ 2.90	4.00%	\$ 3.41	6.55%	\$ 3.92	9.10%	\$ 4.43	11.65%	\$ 4.94	14.20%	\$ 5.45	16.75%
\$ 2.40	1.50%	\$ 2.91	4.05%	\$ 3.42	6.60%	\$ 3.93	9.15%	\$ 4.44	11.70%	\$ 4.95	14.25%	\$ 5.46	16.80%
\$ 2.41	1.55%	\$ 2.92	4.10%	\$ 3.43	6.65%	\$ 3.94	9.20%	\$ 4.45	11.75%	\$ 4.96	14.30%	\$ 5.47	16.85%
\$ 2.42	1.60%	\$ 2.93	4.15%	\$ 3.44	6.70%	\$ 3.95	9.25%	\$ 4.46	11.80%	\$ 4.97	14.35%	\$ 5.48	16.90%
\$ 2.43	1.65%	\$ 2.94	4.20%	\$ 3.45	6.75%	\$ 3.96	9.30%	\$ 4.47	11.85%	\$ 4.98	14.40%	\$ 5.49	16.95%
\$ 2.44	1.70%	\$ 2.95	4.25%	\$ 3.46	6.80%	\$ 3.97	9.35%	\$ 4.48	11.90%	\$ 4.99	14.45%	\$ 5.50	17.00%
\$ 2.45	1.75%	\$ 2.96	4.30%	\$ 3.47	6.85%	\$ 3.98	9.40%	\$ 4.49	11.95%	\$ 5.00	14.50%	\$ 5.51	17.05%
\$ 2.46	1.80%	\$ 2.97	4.35%	\$ 3.48	6.90%	\$ 3.99	9.45%	\$ 4.50	12.00%	\$ 5.01	14.55%	\$ 5.52	17.10%
\$ 2.47	1.85%	\$ 2.98	4.40%	\$ 3.49	6.95%	\$ 4.00	9.50%	\$ 4.51	12.05%	\$ 5.02	14.60%	\$ 5.53	17.15%
\$ 2.48	1.90%	\$ 2.99	4.45%	\$ 3.50	7.00%	\$ 4.01	9.55%	\$ 4.52	12.10%	\$ 5.03	14.65%	\$ 5.54	17.20%
\$ 2.49	1.95%	\$ 3.00	4.50%	\$ 3.51	7.05%	\$ 4.02	9.60%	\$ 4.53	12.15%	\$ 5.04	14.70%	\$ 5.55	17.25%
\$ 2.50	2.00%	\$ 3.01	4.55%	\$ 3.52	7.10%	\$ 4.03	9.65%	\$ 4.54	12.20%	\$ 5.05	14.75%	\$ 5.56	17.30%
\$ 2.51	2.05%	\$ 3.02	4.60%	\$ 3.53	7.15%	\$ 4.04	9.70%	\$ 4.55	12.25%	\$ 5.06	14.80%	\$ 5.57	17.35%
\$ 2.52	2.10%	\$ 3.03	4.65%	\$ 3.54	7.20%	\$ 4.05	9.75%	\$ 4.56	12.30%	\$ 5.07	14.85%	\$ 5.58	17.40%
\$ 2.53	2.15%	\$ 3.04	4.70%	\$ 3.55	7.25%	\$ 4.06	9.80%	\$ 4.57	12.35%	\$ 5.08	14.90%	\$ 5.59	17.45%
\$ 2.54	2.20%	\$ 3.05	4.75%	\$ 3.56	7.30%	\$ 4.07	9.85%	\$ 4.58	12.40%	\$ 5.09	14.95%	\$ 5.60	17.50%
\$ 2.55	2.25%	\$ 3.06	4.80%	\$ 3.57	7.35%	\$ 4.08	9.90%	\$ 4.59	12.45%	\$ 5.10	15.00%	\$ 5.61	17.55%
\$ 2.56	2.30%	\$ 3.07	4.85%	\$ 3.58	7.40%	\$ 4.09	9.95%	\$ 4.60	12.50%	\$ 5.11	15.05%	\$ 5.62	17.60%
\$ 2.57	2.35%	\$ 3.08	4.90%	\$ 3.59	7.45%	\$ 4.10	10.00%	\$ 4.61	12.55%	\$ 5.12	15.10%	\$ 5.63	17.65%
\$ 2.58	2.40%	\$ 3.09	4.95%	\$ 3.60	7.50%	\$ 4.11	10.05%	\$ 4.62	12.60%	\$ 5.13	15.15%	\$ 5.64	17.70%
\$ 2.59	2.45%	\$ 3.10	5.00%	\$ 3.61	7.55%	\$ 4.12	10.10%	\$ 4.63	12.65%	\$ 5.14	15.20%	\$ 5.65	17.75%
\$ 2.60	2.50%	\$ 3.11	5.05%	\$ 3.62	7.60%	\$ 4.13	10.15%	\$ 4.64	12.70%	\$ 5.15	15.25%	\$ 5.66	17.80%

FAQ's

Services

How do I...

Start my trash service?

If you are interested in becoming a customer, please fill out the online application form. A Customer Service Representative will contact you to design a solution based on your needs.

Get a trash or recycling container?

If you are a new customer, you will receive both trash and recycling containers when you sign up for services. If you are an existing customer who needs a replacement container, please call our office at (302) 656-5110 or complete an online inquiry form and a Customer Service Representative will assist you.

Transfer trash services into my name or to another address within Burns & McBride's service territory?

Please call our office at (302) 656-5110 or complete an online inquiry form and a Customer Service Representative will call you to transfer services into your name within 24 hours.

Place my account on a "vacation hold"?

Please call our office at (302) 656-5110 or complete an online inquiry form and a Customer Service Representative will contact you to temporarily suspend your trash services.

Add or remove services?

Please call our office at (302) 656-5110 or complete an online inquiry form and a Customer Service Representative will call you to modify your services within 24 hours.

Have my service reactivated if it has been stopped?

Please call our office at (302) 656-5110 or complete an online inquiry form and a Customer Service Representative will contact you to restart service.

How do I dispose of...

Household furniture or appliances?

Burns & McBride provides free pick-up of one (1) large item per week. These items include:

Furniture: Standard sofa, chair, recliner, table, mattress & box spring set, picnic table

Appliances: Dishwasher, hot water heater, microwave, range, small appliances

The following items require special handling and cannot be picked-up as part of our base service. Please call our office at (302) 656-5110 to determine pricing and to schedule special pick-up times: sofa beds,

refrigerators, freezers, air conditioners, dehumidifiers, building materials, carpeting, flooring, car parts, concrete, dirt, firewood, mulch, roofing materials, sod, stone, wood, etc.

Used tires?

Scrap tires can be recycled into many useful materials such as rubber mulch in landscaping and playground covering, feedstock for manufacturers, tire derived fuel or rubberized asphalt paving our roadways. You may drop off tires at the Delaware Solid Trash Authority, they sponsor frequent collection events throughout the State. Full details on their program can be obtained by calling their office at (800) 404-7080 or visiting their website at:

<http://www.dswa.com/pdfs/brochures/HHW%20brochure.pdf>.

Old household batteries?

You can purchase a Battery Recycling Kit from Recyclepak® at:

<http://lamprecycling.veoliaes.com/homeV2?pid=4084> to safely dispose of unwanted household batteries. This kit contains a box, safety liner and prepaid mailing label. Simply fill the box and, when you're ready, seal and drop it off at your local post office for shipment to our processing center. If you'd prefer to drop off the batteries at the Delaware Solid Trash Authority, they sponsor frequent collection events throughout the State. Full details on their program can be obtained by calling their office at (800) 404-7080 or visiting their website at:

<http://www.dswa.com/pdfs/brochures/HHW%20brochure.pdf>.

Fluorescent light bulbs?

You can purchase a CFL recycling kit from Recyclepak® at:

<http://lamprecycling.veoliaes.com/homeV2?pid=4084> to safely dispose of your old fluorescent light tubes or bulbs. This kit contains a box, safety liner and prepaid mailing label. Simply fill the box and, when you're ready, seal and drop it off at your local post office for shipment to our processing center. If you'd prefer to drop off the bulbs at the Delaware Solid Trash Authority, they sponsor frequent collection events throughout the State. Full details on their program can be obtained by calling their office at (800) 404-7080 or visiting their website at:

<http://www.dswa.com/pdfs/brochures/HHW%20brochure.pdf>.

Schedule

What should I do if my pickup was missed?

We guarantee that if the roads are open for business and safe passage (in the company's judgment) on the day of your scheduled pick-up, and your cart is out front of your home the night before, then we'll be there to pick-up your trash on the day it was promised. We guarantee it – and back it up with a free month of service if we should miss your pick-up day.

Please note that we do not have specific pickup times, only scheduled days. And if your scheduled pickup day fell on a holiday, your pick up might be scheduled for the following day. If you feel your pickup was missed, please call our office at (302) 656-5110 for assistance.

Will my service be interrupted on the upcoming holiday?

Burns & McBride trucks operate nearly every day. However, we do observe a few holidays throughout the year. Please review our holiday schedule for holiday specific information.

Report a Problem

My pickup was missed today. How can I get the trash picked up?

We guarantee that if the roads are open for business and safe passage (in the company's judgment) on the day of your scheduled pick-up, and your cart is out front of your home the night before, then we'll be there to pick-up your trash on the day it was promised. We guarantee it – and back it up with a free month of service if we should miss your pick-up day.

My equipment needs repair. (Example: broken lid, lock, wheel, etc.) How can I get it fixed? Is there a charge?

Typically, there is no charge to repair equipment damages caused by regular use. Please call our office at (302) 656-5110 or complete an online inquiry form and a Customer Service Representative will call you to repair/replace your equipment within 24 hours.

Billing/Account

I have questions about the charges on my bill. Who can help?

One of our Customer Service Representatives would be happy to answer any questions you have regarding the fees on your bill. Please call our office at (302) 656-5110 or complete an online inquiry form and a Customer Service Representative will contact you within 24 hours to address your concern.

Advantage Price Guarantee

Common Questions About The Burns & McBride Advantage Price Guarantee

True Price Tracker and Rate Comparisons

When you enroll into our **Advantage Price** program for trash collection, we **GUARANTEE** that you will be paying at least 10% less for your weekly residential trash & recyclables collection service than what you would've paid the following full service trash collection companies using their standard residential rate: Waste Management, Allied Waste Services/Republic, and Waste Industries, USA (formerly Independent Disposal Services). Here's an inside look at how we're able to compare with other companies - and why we do it.

How do you determine comparison rates?

Step 1:

Each time a new customer enrolls with Burns & McBride as a trash collection customer, we immediately credit them \$5 to provide us with a copy of their most recent trash collection bill from their previous full service supplier. (These suppliers include: Waste Management, Allied Waste Services/Republic, and Waste Industries, USA.)

[Click here](#) to download the Advantage price guarantee claim form.

We verify with the customer the date of the invoice and that that the price charged was for residential weekly trash & recyclables pick-up services - and that it was not a discounted, promotional or special price that they had negotiated with their previous full service supplier. Once this information is verified, it is recorded into our True Price Tracker database.

If the previous supplier itemized charges (i.e., fuel recovery fee, environmental compliance fee, etc.) on the invoice, these charges are included in our calculation of the competitor's total price of service.

As additional customers from this same supplier are enrolled by Burns & McBride, we capture similar information and add it to the database.

Step 2:

Using the customer reported pricing data; we establish a quarterly comparison rate for each named competitor.

How do you determine if I have saved at least 10% on my trash collection services?

Automatically each spring, we compare the total amount you were charged by Burns & McBride during the prior year for your weekly trash & recyclables collection services (including any FRF's), to the amount you would have been charged by your previous full service competitor using our comparison rates to verify that you have saved at least 10% on your purchases. If you have saved less than 10% over the year, we will automatically credit your account the difference - GUARANTEED.

Why does Burns & McBride calculate comparison rates?

Simply put, we want to make shopping for a trash collection supplier easier for you. Rather than making you do all the work to get rates from several different companies, match-up dates and prices, and sort through all of the short-term "new customer incentive" offerings, we GUARANTEE you long-term savings along with exceptional service. We provide comparison rates to help you better understand what other companies would charge you for trash collection services.

How do I know these comparison rates are accurate?

Each day we talk to other trash collection customers just like you. As we enroll new customers, we obtain the latest competitive pricing information and update our database.

What companies are included in the comparison rates you provide?

Competitors are selected based on their share of the local or regional trash collection market and the package of services they offer to customers. We do not review rates for every company in the market. There may be trash collection companies not represented in our list of competitors that might offer you a lower rate. We encourage you to shop around for residential trash & recyclable collection services. If you are currently dealing with a supplier who is not on our list, ask us to review their offerings to see if we can provide GUARANTEED savings against their pricing as well.

- Allied Waste Services (Republic Services)
- Waste Industries, USA (formerly Independent Disposal Services)
- Waste Management

Burns & McBride, Inc. and the Advantage Price Guarantee is not affiliated or endorsed by any of the firms listed above.

Why do some companies offer more than one rate on the same day?

Trash collection companies that you know by a brand name sometimes use a different division or group of companies to provide trash collection programs. You may not be eligible for all of these programs, or you may not wish to give up certain program features (i.e., backyard pick-up and return service, senior discounts). Likewise, some companies offer short-term new customer incentive pricing offers to attract new business.



Oil Delivery
Heating / Cooling
Home Security
Trash / Recycling

**Trash & Recyclables Collection Services
Advantage Price Guarantee Claim Form**

Valid until May 31, 2012

Thank you for enrolling as a new trash and recycling collection customer! In addition to great service and the best guarantees in the business - including guaranteed 10% cost savings when compared to what you would've paid the following full service trash collection companies using their standard residential rate: Waste Management, Allied Waste Services/Republic, and Waste Industries, USA (formerly Independent Disposal Services), you can earn an additional \$5.00 credit by sending us a copy of your most recent invoice from your previous qualifying full-service supplier.*

Use this form to claim your payment. If you have any questions regarding this payment or the Advantage Price program, please feel free to call us at (302) 656-5110.

PLEASE COMPLETE THE FOLLOWING THREE STEPS.

1. Complete the following information: (Print clearly for prompt processing.)

The claim submission must be postmarked or faxed to our office no later than May 31, 2012.

2. Enclose the following information:

- a. A copy of your most recent invoice for the purchase of weekly trash and recycling collection services from a qualifying supplier.
- b. A signed copy of this claim form.

3. Mail or fax the items in section 2 to:

Burns & McBride Advantage Price Plan
PO Box 11287
Wilmington, DE 19850-1287
Fax # (302) 397-2328

IMPORTANT: Be sure to make a photocopy of all items before submission. All claims of nonpayment will require photocopy substantiation of your submission of a copy of the billing invoice and the Advantage Price Guarantee Claim Form.

By submitting this information, you certify that the invoice submitted is true and correct and that the price charged was for the provision of residential weekly trash and recycling collection services – and was not a discounted, promotional or group price that you had previously negotiated with your prior full-service supplier.

Name: _____

Address: _____

Daytime Phone: _____ **Burns & McBride Acct.#** _____

X

Customer Signature

*** See our web site (www.burnsandmcbride.com/trash) for a complete listing of qualifying full-service suppliers.**

Valid until May 31, 2012
Burns & McBride, Inc. 18 Boulden Circle, Suite 30, New Castle, DE 19720 www.burnsandmcbride.com/trash