



CITY OF NATCHEZ CUSTOMER SERVICE QUICK REFERENCE

Arrow Disposal Service: Toll Free (866) 440-3983 / Fax: (334) 585-2030 / Email: customerservice@arrowdisposal.net
POC: Linda Burdeshaw, Cust Svc Manager Heather Sorrells, Cust Svc Representative

Natchez Water Works: (601) 445-5521

SERVICE COMPLAINTS

All missed pickups and general service questions or complaints should be directed to ADSI's customer service center.

CART REQUEST – NEW ACCOUNTS

1. New cart requests shall be directed to Natchez Water Works
2. City shall verify that customer is setup in billing system.
3. City shall fax / email work order to ADSI.
4. ADSI will deliver containers within 7-10 business days.

CART REQUEST – CLOSED ACCOUNTS

(Vacant Units / Move-outs)

1. Request for cart removal shall be directed to Natchez Water Works.
2. City shall remove or transfer customer in billing system.
3. City shall fax / email work order to ADSI.
4. ADSI will remove container within 7-10 business days.

CART REQUEST – STOLEN / DAMAGED CONTAINER

1. Stolen containers shall be reported to Natchez Water Works.
2. City shall verify that customer is active in billing system.
3. City shall fax work order to ADSI (334) 585-2030.
4. ADSI will deliver replacement container within 7-10 business days.

CART REQUEST – EXTRA CONTAINERS

1. Request for all "Extra" containers shall be directed to ADSI.
2. Setup customer in ADSI billing system.
3. Residential customer will be charged \$27 per quarter (\$9/mo) adtl carts
4. Business customers are charged the full \$40.35 per quarter (\$13.45/mo).
5. ADSI will deliver extra container within 7-10 business days.

BUSINESS ACCOUNTS

1. Request for curbside collection at businesses shall be directed to ADSI.
2. Setup customer in ADSI billing system.
3. Customer will be charged \$40.35 per quarter (\$13.45/mo) for each garbage cart.
4. Customer will be charged \$19.50 per quarter (\$6.50/mo) for each recycling cart.
5. ADSI will deliver extra container(s) within 7-10 business days.

RATES

Residential (City Invoices)

Garbage - \$13.45 1st cart
Recycling - \$4.00 per cart

Business (ADSI Invoices)

Garbage - \$13.45 per cart
Recycling - \$6.50 per cart

Extra Carts (ADSI Invoices)

Residential Garbage - \$9.00
All other rates the same as above

GENERAL SVC INFO

Garbage

- Green carts
- 2X / Week Collection
- Mon/Thurs (or) Tues/Fri
- Rules & days on sticker

Recycling

- Blue carts
- 1X / week on Wednesday
- Rules & materials on sticker

Yard Waste

- 1X / week on 2nd svc day
- Limbs 4' or less bundled
- Limit 2 cubic yards / wk
- Leaves & grass bagged
- No contractor generated