



# kmG Hauling INC.

A Waste Removal, Bulk Service, Recycling & Roll Off Company  
Servicing DC, MD & VA

## 2011 Winter/ Holiday Service Information

Dear Valued Customer,

As the holiday season and winter approaches, kmG Hauling would like to remind you of its Holiday Service and Inclement Weather policies:

### Holiday Service

kmG recognizes that during the holiday season, our customers may accumulate more trash than usual. To accommodate that additional service demand, kmG devised a Holiday Service List program for only those customers who wish to receive service on the following holidays: Memorial Day, Fourth of July, Labor Day, and New Years Day. Due to landfill and transfer station obligations and closings, kmG will be **closed and non-operational** on Thanksgiving and Christmas Day.

During our operational holidays, services will be rendered upon request for Rear Load Trash accounts for an additional cost. Front Load and Recycling services are not offered on these days, however next day service can be requested at a discounted extra pick-up rate. If you wish to have your trash picked up on these holidays, please contact our customer service department and ask that you be added to our holiday service list. If you are managed through a broker or a management company, please contact them directly as they will have pricing information for you.

Please be aware, if the above holidays fall on your scheduled service day, your trash and recycling will be picked up on your next scheduled service day. Therefore, make all necessary arrangements to contact us as soon as possible.

*Note: This does not apply to the customers who already have holiday service included in their contract price and those customers who have front load container services.*

### Inclement Weather

Our Drivers, Helpers, and Office staff have been working extensively to ensure the level of customer service you have come to expect from kmG Hauling remains in tact. However, once there is a measurable accumulation on the ground, we need your assistance to be able to service your location on the first attempt. Please make sure all roads, parking lots, sidewalks and/or alleyways that lead to your container, are cleared of all snow and ice. This includes the top, the front and around the containers or enclosures as well. Finally, there must be a path large enough for our trucks to move forward and backward in order for us to pick up your containers. If this is not implemented, it is impossible for us to collect your site in a timely manner. Please also note that our drivers and helpers are instructed not to shovel or remove any snow and/ or ice at your location, as it is a liability and safety issue.

As always, we appreciate your business and understanding of the above policies. If you have any questions please call 703- 961-1100 Monday through Friday from 7 AM to 5 PM.

Sincerely,

  
Hugo M. Garcia  
President

P.O. Box 650821, Potomac Falls, Virginia 20165 Phone: (703) 961-1100 Fax: (703) 961-1111  
Web: [www.kmghauling.com](http://www.kmghauling.com)