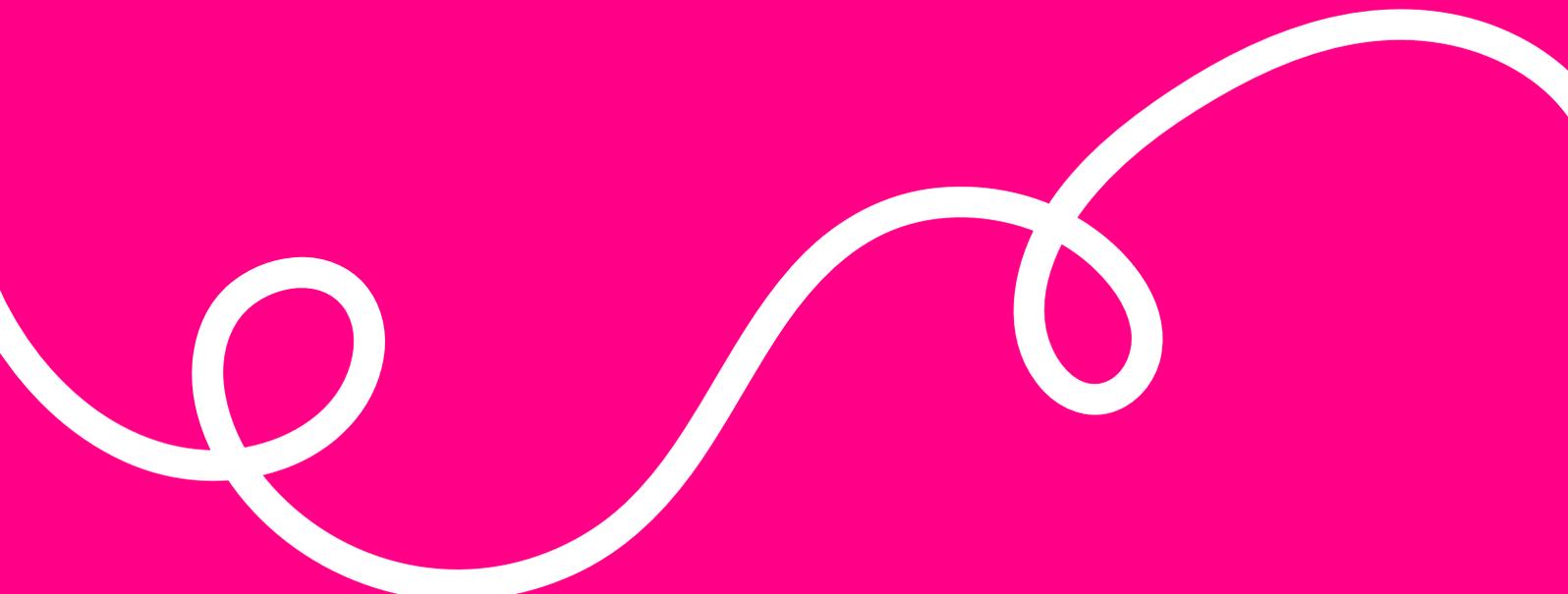


everflow[®]



The Everflow Fair Usage Policy



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The Everflow Fair Usage Policy has been created in line with our company vision to 'make utilities simple'.

We're committed to providing you with a waste product that makes your life simpler through transparent pricing, easy to understand processes and high quality customer service.

So let's confirm what you will not be charged for:

-  Bin delivery
-  Duty of Care waste transfer note
-  Missed collections (where it is confirmed to be the supplier at fault)
-  Overweight collections (of no more than 10% in two instances within any six month period)

Charges to be aware of:

Your collection was missed!

Our suppliers will notify us of any missed collections, as a customer you will be liable for missed collections in all situations except where the collection was missed due solely to the actions of the supplier which shall not be charged. It is also important to ensure that vehicular access to the bins is possible at all reasonable times that collections are scheduled. In these instances where a collection is missed we will be happy to arrange for another collection to take place outside your normal collection schedule, however, these will be chargeable at the current supplier rates.

Your waste is too heavy!

At the time of collection your waste supplier will weigh your bins to ensure they are within the weight limit agreed in your contract. They will do this by completing the following checks;

1. Weigh the bin when it is first placed onto the vehicle
2. Again at the point of tipping
3. Finally the bin and the weight of its contents are weighed when they are tipped

They will then notify us of any overweight collections. We will contact you to make you aware and to remind you of our Fair Use Policy. Where the weight of your bin exceeds the amount stated in your contract by less than 10% you will not be charged. If you exceed the weight stated in your contract by more than 10% on two occasions in any six month period you will not be charged. If you exceed the weight stated in your contract by more than 10% on three or more occasions in any six month period you will not be charged for any of these excess but we reserve the right to vary your contract to upgrade the relevant bin, provide an additional bin or increase the frequency of your bin collections. We will contact you to discuss the most appropriate option but in the absence of an agreement the contract will be varied in our sole discretion and you will pay for any additional bin capacity or collections as the case may be at the contract rate.

The allotted weight amounts for each bin is not set by Everflow but provided by our licensed waste suppliers. The weight amount for your chosen waste product and bin size/type is outlined in your Contract.





Charges to be aware of:

Your bins have contaminated waste in!

It's really important that you place the right waste in the right bin. Our suppliers will check this when they come for collection. If waste has been placed in a bin that is not listed on the duty of care waste transfer note, or by reason of the presence of other waste or contamination or other characteristics, can no longer be treated and/or disposed of as waste listed on the duty of care waste transfer note this may need to be disposed of separately and will be chargeable at the current supplier rates.

If the contaminated bin is uplifted, the supplier will have sole discretion on how to dispose of waste in contaminated bins. If it has to be disposed of to a different waste facility these costs will be chargeable to you at the current supplier rates.

