

**MEMORANDUM  
COUNTY ADMINISTRATOR**

DATE: 12-9-13  
TO: Madison County Transfer Station Customers & Residents  
FROM: Ernie Hoch, County Administrator  
RE: **Scale Inoperative Procedure**

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## **Scale Inoperative Procedure**

**In the event the scale is not working due to power interruptions or mechanical failures**

### **Residential trash:**

1. Residential trash disposal is not affected. The scale attendant will manually record all tag numbers.
2. Charges will continue as normal for bulk items such as: tires, etc.
  - a. A hand written receipt will be provided for any charge.

### **Commercial customers:**

1. Inform the customer that the scale is not working.
2. Advise them that they have two options.
3. The customer may agree to an estimated weight with the transfer station operator.
  - a. The scale attendant will take customer information manually and direct them to meet the transfer station operator at the tipping floor.
  - b. The operator will estimate their weight and if they agree to that weight they may dump.
  - c. All transactions are final and not subject to future adjustments.
  - d. After dumping customers will return to the scale attendant and pay for the trash dumped (estimated pounds x disposal rate).
  - e. The scale attendant will collect monies due and provide a hand written receipt.
4. Return when the scale is operating. We will take their phone number so that we may call them when the scale is operating.