

## Recycling

We follow the Henderson County Recycling guidelines, with the exception of glass. For now, glass will be accepted in the recycling stream. Any changes that occur will be noted on our website. Stay informed. Check us

*Recycling is picked up every other week. On our recycling calendar, your color is either purple or tan. If you don't know your week call the office. For new clients, it is indicated on the other side.*

*Recycling may be co-mingled in blue or clear bags. It is to be clean and dry—please prepare it properly. If not prepared properly or unaccepted items are comingled, the entire bag or bin will be thrown away. We do not sort it.*

See the Henderson County Solid Waste website [www.hendersoncountync.org](http://www.hendersoncountync.org) solid waste department.

**Remember recycling is every other week, trash is weekly. Your recycling is unlimited, trash is limited three—33 gallon bags or 99 gallons of trash per week.**

We have a customer only recycling drop off at 28 Ridgeway Ave, Etowah, NC 28729, five days a week.

**Missed Pickup.** If it is our fault we will come back and pick it up. Call the day of the happening so it can be taken care of. If your refuse is put out by 7:00AM you won't be missed.

If utilities, contractors or private citizens have blocked access to service your account we will not be back until your regular scheduled pickup next week.

It is the customers responsibility to ensure that your private roads remain passable to include tree trimming. The truck needs 10 feet clearance for width and 13 foot clearance for the top. We also need access to your trash on pick up day. Please move it to where we can get the back of the truck so we can throw it in.

### Bad weather procedures.

Snow, ice or extreme mud will prevent us from accessing some areas. Please be patient. We will get all that you put out on your next pick up. If it is accessible. **We always err on the side of safety.**

*Our goal is to offer the best customer service as possible. If you follow our simple procedures on this paper there should be no issues, but if they should arise, please call the office so I can take care of it. If you don't call I am not aware there is a problem. Our employees are human beings just like you. We wish every day was 72 degrees, light breeze and little traffic. But we are out in the rain, snow, cold, and warm to get your trash.*

# Etowah Lions

Services, Inc

*Residential & Commercial Trash  
& Recycling Pick up*

We are on the WEB. Stay up to date at

[www.etowahlionssservices.com](http://www.etowahlionssservices.com)

**Thank you for  
belonging to the pride!**

28 Ridgeway Avenue  
P.O. Box 234  
Etowah, NC 28729

**HOURS: Mon-Fri 8-5**

*Visit us at our website to find out who we are  
and what we mean to our community and Lions.*



**Tel: 828-891-3071**

[liondebbie@etowahlionssservices.com](mailto:liondebbie@etowahlionssservices.com)

## Policy and Procedures Trash & Recycling Out by 7 AM

**NEW clients. The truck number and color indicates your recycling week on the separate calendar. If purple is circled that is your trash and recycle week color, tan circled likewise. Trash is picked up weekly.**

Recycle Week Color      Day of the week pick up.

|      |      |   |   |   |   |
|------|------|---|---|---|---|
| 2-50 | 2-20 | M | T | W | T |
|------|------|---|---|---|---|

### **Frequency of Billing    Due date of payments**

|             |                             |
|-------------|-----------------------------|
| Monthly     | First of Month              |
| Quarterly   | 1 Jan, 1 Apr, 1 July, 1 Oct |
| Semi Annual | 1 Jan, 1 July               |
| Annual      | 1 Jan                       |

### **DUE THE FIRST, LATE AFTER THE 10TH**

*Mid-cycle sign ups are pro-rated. These due dates cannot be altered in our system.*

## 2018 Holiday Schedule

|                  |                  |
|------------------|------------------|
| Jan 1—Monday     | New Year         |
| Jan 15—Monday    | MLK Day          |
| May 28—Monday    | Memorial Day     |
| July 4—Wednesday | Independence Day |
| Sept 3—Monday    | Labor Day        |
| Nov 12—Monday    | Veterans Day     |
| Nov 22—Thursday  | Thanksgiving     |
| Dec 25—Tuesday   | Christmas Day    |

### **Payment Options**

#### **Cash, Check or ACH only**

**We do NOT accept credit / debit cards.**

Due dates cannot be changed. We have a 10 day grace period. Payment is due the first of the billing cycle, late after the 10th. A late fee of \$5.00 will be charged if payment is received and posted after the 10th.

**Please ensure your six digit account number is on your form of payment for proper credit.**

On-Line Bill pay through your bank is accepted. These are checks are mailed to us. Schedule them appropriately.

Payments are stamped & posted the day they are received.

**NSF \$25.00** will be assessed on all bounced transactions. Service is immediately interrupted. We cannot waive the fee.

There is a drop off box at the office on the porch.

**Adjustments:** Credit is given for **30 days or more absence.** Credit will not be given if there was no prior notification, with exceptions. Please call the office.

### Holidays

Only those holidays listed on the calendar will affect pickup.

**If the holiday falls on or before your pickup day your day trash/recycling will be picked up one day late.** Example: Monday Holiday, pickup will move one day for all to Tues—Fri. Thursday Holiday: Mon—Wed will be on normal pick up Thursday will be picked up on Friday and so on.

*If it's not listed it does not affect pick up!  
Cut your holiday schedule out and use your trash  
truck magnet to keep it available.*

**Household refuse** Bagged Trash is picked up weekly (Defined as kitchen and bathroom trash only)

Recycling is picked up every other week.

**We do not pick up yard waste, limbs brush weeds, leaves, TV's, wet paint, chemicals, white goods, fluorescent bulbs and other banned items in the trash.**

*See banned items at the Henderson County website.*

**Recycling is comingled (mixed together) in a bin of your choosing. Please keep recycling at reasonable weight. Do not use 96 gal containers for loose recycling. It is too heavy to lift.**

**Limit— 99 gallons of Bagged trash** per week. Recycling is unlimited if prepared properly. Your participation in recycling will help us keep garbage collection rates as low as we can and still operate. Please inform yourself to what is and is not recycling.

### **Additional Services**

**Driveway service is available \$3.00 extra per month if conditions are appropriate.**

**Special Pickup Service is available for other than household trash. Example: Construction debris, Furniture, garage trash, clean out.**

**We do have a trailer to rent out for clean up, move out, estate cleaning etc.**

**Please  
Do not bring trash to the  
office / recycling center.**

*Revised 18 November 2017—DLH*

# Etowah Lions Recycling/Holiday calendar 2018

## Important Dates

- 1/1/2018 New Year All Advance
- 1/15/2018 MLK Day All Advance
- 5/28/2018 Memorial Day All Advance
- 7/4/2018 Independence Day Wed-Thu Advance
- 9/3/2018 Labor Day All Advance
- 11/12/2018 Veteran Day All Advance
- 11/22/2018 Thanksgiving Day Thu only advance
- 12/25/2018 Christmas Day Tue-Thu Advance

Recycling and Holiday Schedule



Trash is picked up weekly 99 Gal.

## Notes

Yellow - holiday observed, Purple is truck 2-10, Tan is 2-20 These indicate your recycling week.  
 Green our down days - Usually maintenance or weekends. Trucks and people are not available.  
 If you have questions email or call the office  
 Check [www.hendersoncountync.org](http://www.hendersoncountync.org) for more recycling guidance.

## What we recycle

- Cardboard - not grease soaked or had food on it
- Mixed paper - nothing that has touched food
- Plastic - Bottles and jugs lids on clean
- Glass - only beverage bottles and food jars clean
- Tin and Steel Soup & vegi cans
- Aluminum drink cans separate if you can

**New Client Information below**

### Truck 2-50

#### January

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
| 1  | 2  | 3  | 4  | 5  | 6  | 7  |
| 8  | 9  | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 |    |    |    |    |

#### May

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
|    | 1  | 2  | 3  | 4  | 5  | 6  |
| 7  | 8  | 9  | 10 | 11 | 12 | 13 |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 |
| 28 | 29 | 30 | 31 |    |    |    |

#### September

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    | 1  | 2  |    |
| 3  | 4  | 5  | 6  | 7  | 8  | 9  |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

### Truck 2-20

#### February

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    | 1  | 2  | 3  |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 |    |    |    |

#### June

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    | 1  | 2  | 3  |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 |    |

#### October

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
| 1  | 2  | 3  | 4  | 5  | 6  | 7  |
| 8  | 9  | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 |    |    |    |    |

You are Purple for trash and recycling, tan week trash only.  
 You are Tan for trash and recycling, purple is trash only.

#### March

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    | 1  | 2  | 3  |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

#### July

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    |    |    | 1  |
| 2  | 3  | 4  | 5  | 6  | 7  | 8  |
| 9  | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 |    |    |    |    |    |

#### November

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    | 1  | 2  | 3  |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 |    |

#### April

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    |    |    | 1  |
| 2  | 3  | 4  | 5  | 6  | 7  | 8  |
| 9  | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 |    |    |    |    |    |    |

#### August

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    | 1  | 2  | 3  |
| 4  | 5  | 6  | 7  | 8  | 9  | 10 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 |

#### December

| M  | T  | W  | T  | F  | S  | S  |
|----|----|----|----|----|----|----|
|    |    |    |    |    | 1  | 2  |
| 3  | 4  | 5  | 6  | 7  | 8  | 9  |
| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |
| 31 |    |    |    |    |    |    |

Call office for your color week if unknown.