

# Etowah Lions Services, Inc

## ELSI

Your payment for services is due by the 10th of the month of your billing cycle.

You are paying for your service in advance. A late payment fee of \$5.00 will be applied to your past due account .

There is a \$10.00 re-instate fee for cancelled accounts due to **non-payment**.

All trash must be bagged. You are limited to 3 – 33gal bags of trash a week. The size of the bags are usually printed on the outside of the box. These bags are about the size of most leaf bags.

Household trash only. Other trash constitutes a special pickup. We offer special pickups for a fee. Call the office.

2009 customers, the holiday schedule that is sent out annually on a refrigerator magnet is wrong. The changes happened after it went to print. Please note these changes: **Thanksgiving pickup will be on Friday. Only Thursday customers are affected. Christmas will not affect anyones pickup days. Go with your normal schedule.**

### **Some common questions:**

*Why won't you come down my driveway?*

Driveways that are accessible can be driven down. We are doing our best to discontinue all backing for several reason, but mostly safety. If we can drive up your drive and turn around to go out we can give you driveway service. It is an additional \$3.00 a month.

*Your trucks are rutting up our road, can you stop that?*

Our trucks can rut up roads, tear up asphalt and break off concrete. On narrow roads where tree limbs are not cut back, we have to get off of the road to avoid breaking mirrors and hitting our hydraulic

hoses. Maintain your tree limbs and this will reduce any damage. The trucks are heavy and get heavier as the day goes on. The empty weight is 26,000 pounds. If your road base is soft you may want to bring your trash to the main road to avoid any damage the truck may do. We want to service your account, we don't want to do damage, however sometime this is all unavoidable.

*How much for your service?*

2009 service fee has not changed. This is a price that is subject to change; however I will always do what I can to keep this from happening. This is the same rate it was for 2007 and 2008. We are proud to be able to offer you community based service and are working diligently to keep the cost down.

*Do you provide the cans or carts?*

No, we do not. You don't have to put the garbage in cans but it must be bagged. We prefer, for efficiency on the route, that you use 33 gallon bags to put your garbage out. This makes it efficient to grab and go so all can be serviced quickly.

*Why do you keep leaving some of my garbage behind?*

We pick up bags of garbage. Keep your yard clipping for garden food, or throw them in the wood for others food. Tree limbs, shrub trimmings, old house plants etc need to be recycled not thrown in the transfer station. Start a recycle spot and use the rotting material to feed your flowers and garden later. This would be a good community project. Or you can go get a burn permit and burn it.

There are a couple instances that some of your garbage will be left behind. You have thrown banned items in the cans or bags and they found it. Or it's loose. We don't pickup loose garbage. If you

have any doubt what is and is not allowed at the landfill visit the Henderson County Landfill site, link on front page, and read the list. Some banned items are, wet paint, motor oil, fluids, fecal matter both animal and human and more.

We reach in the cans and pull out the trash. Some of the cans are heavy alone; add loose trash and water they become impossible for one person to manage. Since our humans are doing the lifting we would appreciate manageable weight in the bags and this is especially true for the bigger cans. If you use a lot of the small bags to tie up your trash and you have a deep can.....put them in a bigger bag that can be reached.

I sure would appreciate it. You would have a sight to see when I am inside your can trying to reach way down to the bottom to get that last bag. It's not pleasant.

When the guys are out for whatever reason Lion Debbie is the substitute slinger. We should always keep in mind that we want everything picked up and in a perfect world no one will get sick, but we do. If the policy is followed anyone I put on the back of the truck to ensure your trash is picked up will be able to do it.

And please, the kitty litter in your garbage is weighty. Remember, the landfill bills by the pound. Why do we have to pay to dispose of kitty litter? It makes great garden mix or throw it in the woods.

This is also a good place to explain that the liquids in the truck are squeezed out periodically. When this happens is when the banned items usually make their appearance. And as conscientious as I like to be we will not be able to treat all area's that get affected by oil. Paint and other things will eventually go away. Oil will eat away at pavement. But if it was in front of your home would you appreciate it?

Please, the banned items not only can and will net our company a fine at the landfill, but it really does not make your neighbor happy when it is in front of their home.

When you do clean your refrigerator and get rid of the soured or bad fluids pouring it out and down the drain would also help. This stuff will come out of the bottom of the truck. Physically it's impossible to keep in the truck as that is how the truck is made. This is not so bad when it rains regular, but during our long dry spells it makes for a smelly mess on the pavement in our communities.

The truck is packed about every 5 to 7 homes, depending on if your neighbor is abiding by their bag limit. This is when the offensive and banned items show up. We don't have time to go door to door and track down who did it, however at your next homeowners meeting perhaps you can address it with your neighbors.

*How do I get proper credit?*

Please put your account number on your check. It makes posting payments easier especially for common names and families. Your account number is a 6 digit number. You may also detach the top portion of your bill and send it back with any corrections.

*Why am I getting charged a late fee?*

Because your payment was received and posted after the 10<sup>th</sup>. Please ensure that you mail your payment or schedule it to arrive on or before the 10<sup>th</sup>. If the 10<sup>th</sup> falls on a weekend send it in so we get it that Friday. This will ensure it is posted as all payment are posted the day they are received at our office. Payment drop off's and the Post office are checked daily by 10:00 A.M. If you are dropping a payment after that time bring it to the office on Old Hwy 64. It's just around the corner from the Chevron and will ensure your payment is not posted late. We aren't responsible for your payment after 10:00 A.M. until the next business day. If this is Friday and Monday

will make your payment late then dropping it Friday by the office will ensure no late fee is assessed. The late fee is automatic via the program we use. It is date triggered. If I have time while posting payments I will try to make a note on the Post Mark on the envelope. In order to keep the program from charging the late fee I have to go in and backdate your payment. This is not a preferred method to keeping our bookkeeping streamlined and fair for all. We mail our billings out almost 3 weeks before they are due.

*Why a \$10.00 re-instate fee?*

We should not have to shut off accounts due to non payment. It takes time to shut them off and time to reinstate. These changes may seem easy to keep track of, however this process may result in missed trash.

*I want to throw away a couch or something not classified as normal household refuse. Why do you charge for that pickup?*

You are paying for household refuse pickup only. We use our man power, our vehicles and our time to haul something away you don't want to.

*Is the fine print important on my bill?*

Yes! Please look over your entire billing to ensure that a message has not been sent out that you should know about. This is where I will be able to re-enforce any schedule changes or policy changes. I cannot call our entire customer base and prefer not to have to send out expensive mailing because you don't like to read your email message or billing messages.

If you have other questions please e-mail the office and I will get back to you as quickly as I can.

**Payment Options:**

You can mail your payment to:  
Etowah Lions Services, Inc  
P.O. Box 234,  
Etowah, N.C. 28729

We can auto deduct your bill from your account. This will require a visit to our office.

You can set up your on-line bill pay to pay us, please make sure your account number is on the check.

Thanks.

Lion Debbie