

FAQ Sheet for Etowah Lions Services.

Payment address is P.O. Box 234, Etowah, NC 28729 Make check payable to Etowah Lions Services.

There is a payment drop off box at the office in what is the main entrance (back door) Drop it in the slot, and please make sure your account number is with it.

If going green is really important to you, then e-bill will appeal to you. It is your responsibility to keep your email address current.

You can have your payment drafted (ACH) through the office or simply use your on line bill pay through your bank. The ACH is electronic and the On-Line Bill pay is mailed to us. Please schedule your payment enough in advance so the postal system can get us your payment on time. We do not accept credit/debit cards. We are not set up for it. The fees we would pay would pay for 1.5 scholarships a year. That is assuming we give two \$2000 scholarships at West that year.

Your payment is due the 1st and late after the 10th. If the 10th falls on a weekend your payment will be posted so as not to incur a late fee on the next business day. Anything in the drop box or in the post box will qualify. We are not responsible for the post office not delivering your bills. If this is a problem please mark your calendars to ensure you send your payments in on time.

The late fee is \$5.00. Been that way for many moons. How do you avoid getting a late fee? Well I'll let you figure it out. It is not to entice people to pay late. If you think it excessive please pay your bill on time. Then go check what your credit card charges you for a late fee.

Credit. Our credit policy is if you are gone 30 days or more consecutively we will credit your account. Please notify the office in advance. You receive one free month of service every year as we do not charge by the week, but by the month. If you terminate service on a month that had five weeks in it, you will receive credit only for what is left of the four week period.

We do not provide containers for trash and recycling because our money is better used in helping. We also do not have the storage facility for these items. Our mission is to give you a valued service so we can have money to help the blind and needy in our community and worldwide. It is the only reason we, the Lions of Etowah, have a trash service.

I have updated this on Thanksgiving Day 2011. As of this date our new recycling truck has not arrived. We anticipate taking delivery on it on or around the 10th of December. When that truck is serviced and placed on the road you will have two choices to present your recycling. Loose, in a container of your choice (please don't overload it). Or continue to bag it in the blue or clear bags collecting every **other** week. If you know

your truck number the new calendar on the website will help you remember what week your recycling is. Feel free to call the office.

Rates – Our rates have not increased for the last two years. Keep in mind to keep rates the same things have to happen. Our last rate increase was due to many factors – increase in fuel, increase in tipping fee, increase in payroll, with the advent of required recycling to stay in business in Henderson County and hiring the recycle driver and put another truck on the road. We do all we can to keep our operating costs down.

We will continue to increase our customer base in order to keep rates low and keep our current clients by giving them unsurpassed customer service. Yes we have rules but those rules are in place to be fair to the next person. It costs money to collect and dump your trash and recycling. We do not receive money from most of our recycling. We still collect aluminum drink cans separately to take to market but that is all.

We ask simple procedures to be followed (these will help keep costs down)

1. Bag all trash (keep banned items out of the bags) Don not overload bags. This is easier than you think especially if you have cat litter. (hint: use biodegradable litter and you can simply throw it out in the yard or woods) Cat litter is the main source of seal failure on our trucks and causes leakage. This is a \$500 job in parts and labor to replace.
2. Have trash accessible to the rear of the truck. (We don't go through your vehicles, woodpile or other obstacles to get your trash)
3. Lids don't get thrown away so attach to the can or keep it at the house on trash day.
4. Put drain holes in your trash cans. Your trash is bagged but this will drain water out of it when it rains.
5. If you use a larger can than a 33 gallon can for trash the men will allocate as much trash as you are due for the week. That is 99 gallons of trash per week. The rest will be left. Please call the office if you are going to have extra trash. There will be a fee involved.
6. Pay your bill on time. Put your six digit account number on your payment for proper credit. Sending out late notices makes costs go up.

We do not pick up yard waste with your trash. It is a banned item. Hiding it in your trash may result in the entire bag being left. If you need yard waste picked up you need to find someone who does it for a living, take it to the landfill yourself, or call for a special pick up.

Banned items are but not limited to – see Henderson County NC website for entire lists – Shingles, asphalt products, wet paint, oil, yard waste and items that are recycled.

The service you are asking us for is removal of your household trash, from the curb. Anything extra is extra. Call the office. If you are recycling, you will not reach your limit of trash weekly. If you need a place to drop off recycling you have it in Etowah, six days a week.

If you follow our simple procedures you will do your part in keeping rates steady. Thank you for your support of our mission. The Lions Share goes back to the Community and worldwide in Lions projects.

Consider composting. You would be surprised as what you can compost and keep out of the trash.

Thanks

Lion Debbie Hicks